HOUSTON, TEXAS

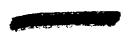
HOUSTON TX 772

March American

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30 MAR 2007 PM 1 T

APR 0 2 2007



CHEVROLET DIVISION P.O. BOX 33170 DETROIT, MI 48232

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

CHEVROLET DIVISION

P.O. Box 33170

Detroit, MI 48232

1800 222-1020

03/29/2007

Houston, Texas

To whom it may concern: Dear Sir/Mam:

This short notation is about a car. A 2005 Malibu that was purchased from Monday Chevrolet, the purpose of this notation is because of the noise that the dealer seems that it impossible to fix.

For the third time this repair needed to be repaired they have tried to no avail, the problem is still there, I refuse to take the car back for repair on the third go round.

I was told to contact your office before I do any thing else.

The car that I was suppose to get was the Malibu that I and the sale person was on the car lot I did not get that car the sale person went in the back and got another car and had it detailed and I trusted what he done.

Monday Chev should have told me that the car had a defect, I leave this business up to you office.

Williams Investigation | Time: 11:37, 03/29/2007 |

DCS Information Systems Vehicle Profile Report | DCSI UFD: 03/16/2007

| © 1994-2007 v4.1

DPPA:03 |----

Owners Name :

Address . . :

City, St Zip: HOUSTON TX

Prior Owner: MUNDAY CHEVROLET

V.I.N.. . : 1G1ZT54885F

Lienholder : COMPASS BANK Address : P O BOX 830939

City, St Zip: BIRMINGHAM Lien Date : 02/17/2005

Record Indicators:

Date Sold: 00000000

Vehicle Location:

Title Number:

Title Date : 03/12/2005 Expiration : 01/2007 Current Tag : 336CGM

Prior Tag

Make/Model : Chevrolet/Malibu

Year : 2005 : 27 Mileage County Reg : Harris Est.Retail\$: 013,750 Last Update: 01/26/2007

AL 35283-

Renewal Mail Address

---- Click On Links Below For Related Searches -----

People@Address Vehicles@Address Vin# History

1

December 14, 2010



Service Request: 71-502157901

Customer Relationship Specialist: Daniel Nyhan



Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54885F

This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 17, 2011, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item is covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Malibu. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, 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

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

December 14, 2010



Service Request: 71-507330348

Customer Relationship Specialist: Annette LeMay



Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52815F

This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 2, 2012, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Malibu. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, 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

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

General Motors Dealership Empowerment Process

(Dealership Service Management Template - Revised 01/10/2007)

- 1) Please complete this template by either typing or legibly writing in all required information
- 2) Either fax the completed template to 1-866-430-2718, or attach it to any e-mail and send to AVM.TEAM@GMEXPERT.COM
 - o It is NOT necessary to FAX all 13 pages; only those that apply to your request
- 3) Place a copy of the completed template in your VIN history file for future reference

NOTE: Questions pertaining to potential goodwill options (prior to committing to the customer), value &/or the status of a pending request can be directed to the GM Call Center at 1-800-231-1841 (prompt 3, prompt 2)

Region	C NE-4	IMan .			T
Kegion	∐ NEast	S East	☐ N Central	S Central	Western
Service Manager Name & Number		ia Holde	R 1-276-	386-311	1
Dealership Name, Location BAC Number	DA		others(ho		•
CAC Case (SR) Number (i known)	I		···		
Customer Name (Mr., Ms., Last, First, MI)	Mrs.,	· · ·		anterior de la companie de la compa	
Customer <u>Complete</u> Mailin Address	g		Ai Hon	is VA	, W
Daytime Phone Number			4 1 14	<u> </u>	W7.L
Evening Phone Number		W 11			W4
FULL VIN	161	ZT528	15 F		1 7 , <u>1</u>
Current Mileage		32,392			
District Service Manager's Name & Phone Number			11-ouiliter	1 PAVE.	-
Customer's Concern(s) And Business Reason(s) For Off Goodwill	1		11-nulitar 1-304-2	-	
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	the I	Martice 3	weeks, Bey	acthis w	ie worked
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4.114	<u>يانت ا</u>	thon Poples	Steering C	Dhom. Fr	oblem-fixed.
Additional Information, Suc RO #s And Used Vehicle	"" Rot	t's 1550	4,1517	1365	83202
Purchase Information (date mileage at purchase, and sel	ρ	ont venic	le now@		
		<u>Chaunh</u>	<u> </u>	<u> </u>	j

Component Coverage Letter on Steering Concerns.
84/ 100,000

#4043 P.001/001

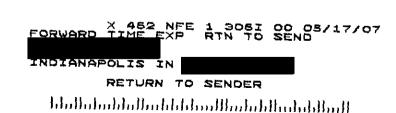


Customer Assistance Center

Pontiac PO Box 33172 Detroit, MI 48232-5172

PONTIAC

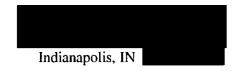
MAY 2 1 2007





General Motors Corporation Customer Assistance Center P.O. Box 33136 Detroit, Michigan 48232-5136

May 14, 2007



CUSTOMER DID NOT RECEIVE THIS FROM GMC

Service Request: 71-515828438

Customer Relationship Specialist: Jessica Stuckey

Dear

Pontiac is pleased to provide service coverage for the Engine on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528554 This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 9, 2010, or 72,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Engine – Cylinder block, heads, crankshaft and bearings, crankshaft seals – front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts.

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

If you have any future questions, feel free to contact 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.

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage - Engine

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

SMITH CHEVROLET, INC. 605 KENTUCKY AVENUE STEVENSON, AL. 35772

PHONE: (256)-437-2276 FAX NUMBER: (256)-437-2363 DEALER CODE: 08-441

DATE: <u>5-/</u>	1-07				
то: <u>GM</u> [DET				
FROM: <u>Da</u>	Ze St	ratrora	4		
NUMBER OF I	PAGES INC	LUDING CO	VER LETTE	R:3	
COMMENTS:_			."		
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	<u> </u>		·		
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CHATTANOOGA NUMBER: (423)-266-8600 TRENTON NUMBER: (706)-657-2504

General Motors Dealership Empowerment Process

(Dealership Service Management Template - Revised 01/10/2007)

- 1) Please complete this template by either typing or legibly writing in all required information
- 2) Either fax the completed template to 1-866-430-2718, or attach it to any e-mail and send to AVM.TEAM@GMEXPERT.COM
- It is NOT necessary to FAX all 13 pages; only those that apply to your request
- 3) Place a copy of the completed template in your VIN history file for future reference

NOTE: Questions pertaining to potential goodwill options (prior to committing to the customer), value &/or the status of a pending request can be directed to the GM Call Center at 1-800-231-1841 (prompt 3, prompt 2)

Region	NEast S East N Central S Central N Western
Service Monage V	Western V S Central Western
Service Manager Name & I Number	hone Day of Co
Dealership Name Location	* FratEord 256-1137, 227
BAC Number	* BAC# 112572 605 Kentucky AVE
	Smith Chauser To
CAC Case (SR) Number (if known)	Dale Stratford 256-437-2276 BAC# 112572 605 Kentucky AVE Smith Chevrolet Inc. STEVENSON AL. 357
Customer Name (Mr., Ms., I	
Last, First, MI)	
Customer Complete Mailing	
Address	
Daytime Phone Number	Kisgan AL
Evening Phone Number	
FULL VIN	
Current Mileage	1G12T54825F
	38359
District Service Manager's Name & Phone Number	
ustomer's Concern(s) And	Donald Walker 256-426-8919
Business Reason(s) For Offeri	St. St. 201 1
Goodwill	- Comes
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	For LOSS OF POWES Steering ASSIST
	TO COSS OF TOWES STEEPLING MISSISC
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leage at purchase, and seller)	11 122757 11 3-9-07 Szeering gear
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Component Coverage Letter

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ns regarding repeat failure(s) of a specific ns about potential out of warranty expenses expenses
ns about potential out of warranty expenses ; system)
system")
or branded title ems (tires, brake pads, wiper blades, etc.) third party intervention (BBB or legal) goodwill tools
d not to exceed 84 months/100,000 miles rice date s, it can be written up to and not to exceed miles from the original in-service date ock, it should be written for 72/100,000. If ameters noted in TSB #01-06-01-022 or ransferable component letter will be issued quent owners (except cold start knock) IST be specific (alternator, radio), NEVER er's ownership cycle to cost & focus application are within the warranty period - customer inponent letter re within the warranty period - customer ponent letter
út: /00 000
100,011) 11g Gear

December 15, 2010



Service Request: 71-517881893

Customer Relationship Specialist: Jennifer Decan



Chevrolet is pleased to provide service coverage for the steering gear and motor on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54825F This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 8, 2010, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Malibu. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, 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

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

Northeast Region Enhanced Dealership Empowerment Process

(Service Manager Template - revised 10/01/2005)

- 1. Please complete this template by either typing or legibly writing in all required information.
- 2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
 - NOTE: It is NOT necessary to fax in all 12 pages of the template, only those that apply
- 3. Place the template in your VIN history file for future reference

Questions pertaining to the status of the processing can be directed to the AVM Team in Tampa @ 1-800-231-1841 prompt 2, prompt 2

AVM's Name & Phone	DAN OLDHAM 1-800-356-5001 # 8107
Service Manager's Name & Phone	RICK JONES 716-674-5000 EST 845
Dealership Name & BAC	billoury Charactet Contrac BA 115395
Customer Name (Mr., Ms., Mrs., Last, First, MI)	
Customer Complete Mailing Address	ALDEN, NY.
Daytime phone number	
Evening phone number	
FULL VIN	1612T64855F
Current Milcage	33,000
Short explanation as to why the goodwill tool was offered to the customer (Specific information appreciated)	CUSTOMOR ONHAPPRY WITH MULTIPLE PERPITS SUSPENSION AND STERRING HISTORY OF ROPERT GERAIRS, LOST KAITH WITH VETHICLE,
If subsequent owner, indicate date & mileage at time of purchase	N/A

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

05-15-2007

General Motors Protection Plan (GMPP)

-C/	
GMPP	
	(See guidelines below. Follow the two-step process. Be sure to check the shaded fields below to select the appropriate plan.)
Definition:	A service contract issued for various time and mileage intervals and deductibles
Purpose:	To restore a customer's confidence in their vehicle as a result of an unsatisfactory service experience &/or to provide added value for deserving customers to offset an inconvenience
When to use:	 The customer has concerns regarding repeated failures The customer has concerns about potential out of warranty expenses As an alternative to a vehicle repurchase
When NOT to use:	 As a way to get coverage for a current repair In conjunction with other goodwill tools In cases of property damage or personal injury When the vehicle has a branded or salvaged title If customer has pursued third party intervention (BBB or lemon law)
Parameters of use:	 Should be issued during the original New Vehicle Warranty Match terms to the owners purchase cycle Coverage begins at the plan purchase date & mileage. NOT in-service date
Example:	 Customer's overall ownership experience has been less-than-satisfactory and is deserving of a more substantive goodwill gesture, &/or is concerned about potential out of warranty expenses

Page 8 Available GMPP Coverage Plans for 2003 - Current, Rate Class 0 (Aveo & Cobalt) Page 8

> Pages 9 & 10 Available GMPP Coverage Plans for 2003 - Current, Rate Classes I - 8

Pages 10 & 11 Available GMPP Coverage Plans for 2001 & 2002 Rate Classes 1-8

Page 11 Available GMPP Coverage Plans for 1999 - 2000 Rate Classes 1 - 8

Page 12

Revised 10-1-05

Mandatory Deductible

\$100

7166748802

\$50

T-221 P.003/003 F-752

Model years 2003 – Current

\$200

Available GMPP pa	rameters for any vehic	cle(s) appearing on	the Vehicle N	Model Group C	lassification
unavailable for Re	In service up Guard, Value Guard, ite Classes 3A, 4A, 6 8 6 Rainier, 2006 Rend	2-7 vehicles, which	2,000 miles. /45,000/36/54 are currently	.000, & 48/48,0 the 2006 LaCr	osse, zooo
-	Major Guard	☐ Value Guard	Başic	Guard	
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	Model years 2003 –		00 Odometer	miles	
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	M	landatory Deductil	ble		

December 15, 2010

Alden, NY

Service Request: 71-518576135

Customer Relationship Specialist: Barb Bedell

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64855F

- 36 months or 54,000 miles, whichever occurs first, beginning on May 15, 2007 and ending on May 15, 2010, and begins with 33,000 and ends with 87,000 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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.

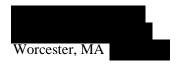
Thank you for allowing us the opportunity to assist you.

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.

December 13, 2010



Service Request: 71-498987165

Customer Relationship Specialist: Sara Crombez

Dear :

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64805F

- 48 months or 48,000 miles, whichever occurs first, beginning on May 8, 2007 and ending on May 8, 2011, and begins with 30,390 and ends with 78,390 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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.

Thank you for allowing us the opportunity 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.

CMPP Request for Processing

SR# 71-498987165 New/Used: New Division: Chevrolet Vehicle Style: Car Complete VIN 1G1ZT64805F Vehicle Year: 2005 Division – Dealer Code: Chevrolet 13-32888 General Motors has agreed to: 1. Approve and pay for a new plan 1. Approve and pay for a new plan – no GMPP Coverage Currently 2. Authorize a new plan or upgrade; customer will pay total cost 3. Approve and pay for an upgrade; apply original coverage refund to Division making request. Special Instructions: Check if applicable ☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code (Selling dealer to keep profit. Division is debited the dealer's profit) Delivery Date: 05/02/2005 Odometer reading: 30,390 Plan Purchase Date: 5/15/07 Customer Ownership: Owner **Business Name:** Customer Name - Title: Ms. (First - M.I. - Last): Address Line 1: Address Line 2: City: Worcester State: MA Zip: Plan Type: Major Guard # of Months: 48 Months Mileage: 48,000 Plan Type: # of Months: Mileage:

MSRP: \$2,320.00

Plan Lien Holder (Select Division): Chevrolet

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

CRS (Decision Maker): Sara Crombez

Team Lead / Liaison: K. Sinclair

Deductible: 0

Team CARS Site: Chatham Date: 5/24/07

□ DVM Requested

Os CASE ASSESSMENT BY: SARA CROMBEZ Siebel/CARS Request No: 71-498987165 Customer Name: Year of Vehicle: 2005 Make: Chevrolet Model: Malibu MAXX Current Mileage: 30,390 Vehicle ID No.: 1G1ZT64805F In Service Date: 05/02/2005 **Purchased: New** What is customer seeking: Replacement VEHICLE REPAIR HISTORY CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Days Out: Description of Repair: Date: RO Number: Mileage: 1 05/24/05 212229 7,788 C/S while driving and hitting bumps getting thumping noise from right front side -Noise appears to be coming from column intermediate shaft / ordered intermediate steering shaft Follow up to repair steering from previous RO 06/07/05 212831 8,324 -Install intermediate steering shaft, feels the same/ Replace steering column assembly and retest - OK 16.188 C/S while driving and attempting to hit shift button when 12/19/05 220636 in 1st you can't switch to 2nd or 3rd -Found broken wire near shift assembly / repair wire for shift switch, reinstall console and retest – OK C/S rattle noises over bumps from front while driving -Heard rattle under hood; repair and replace overflow bottle and insulate bracket with strip caulk 02/15/06 222678 17,900 C/S rattle noise from the instrument cluster area when driven over 3-4 bumps in a row -Noise coming from lower steering column; see attached bulletins #1492709 C/S at times starter motor seems to stay on longer than necessarv -Clean and re-torque terminal connectors; tried to start many times - unable to duplicate 06/27/06 228031 C/S hearing and feeling a knocking in the steering when 22,264 1 turning either direction while driving -Diagnosed; ordered steering rack C/S brakes pulsating when slowing to a stop -Resurfaced all 4 rotors 09/11/06 230937 25,475 2 Follow up to repair steering from previous RO -Replace steering rack; road test - OK C/S snap type noise making right turns at local speeds -Road test - confirmed noise; found belts not fully tightened 11/06/06 232971 C/S clunking noise when turning through steering wheel 26.937 -Raise clamp to provide clearance to stop interference with rack shaft; Doc # 1869323 12/19/06 234493 C/S can see black pieces of rubber or plastic on dash 27,678 that seems to be coming from the heater -Found some dirt and debris on dash; no abnormal condition found at this time **OTHER SYMPTOM/CONCERN:** Days Out: Description of Repair: Date: Mileage: Total Days Out of Service: 8 **VEHICLE MEETS PRESUMPTION LEMON LAW?** YES: x NO:

Team Manager Approval: Date:

Privileged and Confidential Information

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? <u>Customer does not meet time parameters for filing claim</u>

AVM and/or DEALER RECOMMENDATION(s):

DVM and service manager agree that vehicle was last in December at which time they looked at the steering shaft – no problem – recommendation is that if the customer thinks there is a current concern to direct them toward the dealership so we can re-evaluate if there is a concern that needs to be addressed

CRM RECOMMENDATION & RATIO	NALE (EXPLAIN):		
Direct customer toward dealer - of	fer customer GMPP major g	juard to cover steering concern	
Decision reached by CRM:	Arbitrate case:	Settle case: x	

Team Manager Approval:

OPERATION	D SERVICES OPERATION DESCR	IPTION MO/N	71 TOTAL	OPERATIO	OPEF	ATION DESCRIPTION	MO/MI	TOTAL
VICE HISTO	DRY REPAIR ORDER	MILEAGE A	DVISOR TECI	HNICIAN TYPE	OPERATIO	N OPERA	TION DESCRIPT	ON
06/07/05	212831	8324	2395 2	463 V 463 C 015 V 463 V	70CVZZFMI V 98CVZ01	STEERING MAINTENA COURTESY DRIVABILIT)
05/24/05 05/11/05 02/03/05	212229 211706 207644	7788 7307 3082	2317 2 2317 2	282 454 R V I C	02CVZ 03CVZ	STATE INSI		<u></u>
ESPERSON N	NO. 2388 JOSEPH V 7.164805F	YEAR/MAKE/MOD	ROLET/MALI	BU/LS SEDAN	PRODUC	MB50417	LICENSE NO. SELLING DEALER NO.	R. O. NO. 22063 R. O. DATE
			CUSTOMER NO. 651		05/	02/0\$ 6.775		12/19/0 TAG NO 381
WOR	CESTER, MA	Γ	TURBO MMC	A GRAY/GRA	TRANS MILEAGE	5.188 2427	ADVISOR MATTHEW D	IPIETRO
	EIVED DATE/TIME PROMISED	PRIORIT	articles left in vehicle in transporter. I bareby p	repair work therein set forth case of fire, their or any othe trant you and/or you amploy woreseed mechanic allen is t	to be done along with the nect cause beyond your control or t mes permission to operate the wareby acknowledged on above	shary material and agree that you are or or any delays caused by unavailability of vehicle herein described on streets, his vehicle to secure the amount of repairs to	not responsible for loss of ga parts or delays in parts shipm ghways or elsewhere for the thereto.	mage to version ants by supplier purpose of testion
NTMENT	3am 12/19/05 0	5:00pm 25	WAINER -1 UNDERST AND NOT OBTAIN APPROV AL DOES NOT EXCEED \$	O THAT HE AVE THE RIGHT TO KN FROM US FOR REPARS OR INFO	OW BEFORE AUTHORIZING ANY I IRM ME PRIOR TO PERFORMING	EP ARS WHAT THE REP ARS TO MY CAR W REP AIRS WHAT THE REP AIRS ARE OR THEI	BL BE AND WHAT THEIR COST R COSTS IF THE TOTAL AMOUNT	WILL BE YOU NE T FOR THE REPAI
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RENTAL AGREFMENT ENTERPRISE RENT-A-CAR COMPANY OF BOSTON, INC. IN _08:04AM 12/21/05 0721060 508-792-4700 666 PARK AVENUE OUT 04:49PH 12/19/05 PAGE 1 OF 1 MA 01603-2035 1050 WORCESTER SOURCE CH1050 - 999 RENTAL TYPE D 24-HOUR DAY SUMMARY OF CHARGES RENTER SNIT 1 DAY = 24 HOUR FERIOD UNIT # MILES LICH NO CHARGE WORCESTER HODEL G6 LOCAL: COLOR BLACK 25 ΙN 42.00 42.00 1 DAYS 2.1 OUT V# 1G22F55B264 47,00 SPECIAL 6 47.00 DR. LICENSE UNIT 2 EXPIRE 3/16/09 STATE MA UNIT # DOB 3/16/56 HT WT LICH HAIR EYES HODEL ION2 S.S.# COLOR RED EMPLOYER IN 9 B 56 OUT V# 108AJ55F86Z BILL TO Y CUST # G41031 DIAMOND CHEVROLET MATT** ATTN: 520 PARK AVE. МΛ WORCESTER 01603 508-755-7777 .60 PKG SCHG ADDITIONAL DRIVER 4.18 SALES TAX® 5.00 NO OTHER DRIVER PERMITTED PERMISSION TO LEAVE STATE CLAIM INFO YES X NO FOL/CLAIM/PO# 94.08 TOTAL CHARGES NE ONLY STATES 26511

CUSTOMER SIGNATURE ON FILE INSURED

> PAYMEN'S INFORMATION AUTH

AMOUNT PD.BY TYPE

THEFT ACCIDENT

DATE LOSS DATE

PYPE CAR

0.08 ئ CUST SAT BILL TO CUST G41031 89.00

DEPOSITS. REFUND

SHOP PHONE NAME

CLOSED TICKET PAYMENT INFO

OPENED BY #100BY SARAH M AQUAFRESC CLOSED BY #100BY SARAH M AQUAIRULC

DEC-55-5002 12:00 Evow:

PURCHASE ORDER

PURCHASE ORDER TO

ENTERPRISE RENT-A-CAR 20 MAIN STREET, 2ND FL ACTON MA 01720-3575 43545

NUMBER

26511

DUPLICATE

WRITTEN BY

KENNETH J EZEN

DEPARTMENT SERVICE

12/19/05

P. O. AMOUNT

42.00

SHIP TO DIAMOND CHEVROLET INC 520 PARK AVENUE WORCESTER MA 01603 **BILL TO**

DATE

DIAMOND CHEVROLET INC 520 PARK AVENUE WORCESTER MA 01603

TAX EXEMPT # 0426

042699730

QTY.

DESCRIPTION

PRICE

AMOUNT

220636 ENTERPRISE PARK AVE

42.00

ACCT.

AMOUNT

CONTROL NUMBER

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AMOUNT

CONTROL NUMBER

246

PAGE 1 OF 1

42.00

220636

· "

CKEVROLET

DIAMOND CHEVROLET, Inc.

520 PARK AVE. WORCESTER, MA 01603 (508) 755-7777

www.diamondchevrolet.com



SIGNATURE

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08162189981:01

HPR-4-2007 02:19 FROM:DIAMOND PARTS&SERVIC (508)797-5266

DIAMOND CHEVROLET, Inc. C1IS211706



520 Park Ave.

WORCESTER, MA 01603

(508) 755-7777

www.diamondchevrolet.com

		TAG NO	INVOICE DATE	INVOICE NO
65197	ADVISOR KURT DUPUIS	2317 64 <u>88</u>	05/12/05	clis211706
	LABOR RATE LILENSE NO.	MILEAGE 7,307	MEDIUM GRAY	stock NO MB50417
WORCESTER, MA	YEAR / MAKE / MODEL 05/CHEVROLET / MALIBU VEHICLE I D. NO		05/02/05 SELLING DEALER NO.	6,775
	1 G 1 Z T 6 4 8 0	5 F P. O. NO.	05/11/05	
DUSINESS PHONE	COMMENTS	. ma-44; 94.0		мо: 7307
ABOR & PARTS	HOURS: TECH(S):2282	29.00		
NASS STATE THE CONTENT CONTENT	JOB # 1 TOTAL LABOR	& PARTS 29.00		
OTALS				
CONTROL# ACCOUNT# AMOUNT MB50417	TOTAL P TOTAL S TOTAL M TOTAL M TOTAL M	ABOR 29.00 ARTS 0.00 UBLET 0.00 ISC.CHG. 0.00 ISC.CHG. 0.00 AX 0.00		
		NVOICE \$ 29.00		
	TOTAL	110,02 0 20,00		
PAGE 1 OF 1 SERVICE FILE CO	PY-I (END	OF INVOICE] 07:32am	Copyright © 1908 The	Republik and Republik Lang ERAMTINYE SEASOR N

DIAMOND CHEVROLET, Inc. C1WS212831



520 Park Ave.

WORCESTER, MA 01603

(508) 755-7777

www.diamondchevrolet.com

ISTOMER NO.	0101IC1WS2		KEVIN	P PIER	CE	23	95	7360	06/14/05	C1WS21283
			LABOR RATE YEAR / MAKE		ICENSE NO.		MILLAGE	8,324	MEDIUM GRAY	MB50417
WORCEST	ER, MA		05/CHE	EVROLET			SEDAN		05/02/05 SELLING DEALER NO. 32226	6,775
	,		1 G 1	Z T 6	480	P. O.	NO.		R.O. DATE 06/07/05	
			COMMENTS	·						мо: 832
S AUDIT S	DCS DATA FILE: G				. - <i>-</i>					
	06/14/2005 1641	WALL	ITY NEW CLA		R ODOME	ter se	RVICE /	DVISOR #		
		2005 1G1Z1648051		32226	8324					
	CUSTOMER NAME; F.	IRST:		MIDDLE WORK:		HOM		AD TOT		
	LN JOB CT CC PC 1 01 NE 1 LN-TOT: 165.93	22687711 _ 1	-PTS FC 31.64 2E	E7700 AUTH CODE		AUTH.	author	.:		
	LN JOB CT CC PC 2 01 NE 1 LN-TOT: 396.21	88967179 <u>2</u>	PTS FC 86.48 2E	LABOP E7680 AUTH CODI	1.6 E: B	AUTH.	AUTHOR	LAB-TOT. 109.73 .: 0090		
	LN JOB CT CC PC 3 03 MG LN-TOT: 42.00	TECH SSN:	-PTS FC 98	LABOP Z7901 AUTH COD			F-AMT. 42.00 AUTHOF	LAB-TOT.		
	COMMENTS: 1G1ZS	52F84F1			R.0.	TOTAL:	604	1.14		
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PAGE 2 OF 2

SERVICE FILE COPY-W

[END OF INVOICE] 04:41pm

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DIAMOND CHEVROLET, Inc. C1WS212831



520 Park Ave.

WORCESTER, MA 01603

(508) 755-7777

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USTOMER NO.	65197	\$212831	ADVISOR KEVIN P PIER	RCE	2395	7360	1NVOICE DATE 06/14/05	INVOICE NO.	12831
	03197			LICENSE NO.	MILEAG		COLOR	STOCK NO MB504	17
			YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MIL	ES
WORCEST	ER, MA		05/CHEVROLE	T/MALIBU	/LS SEDA	N .	05/02/05 SELLING DEALER NO.	PRODUCTION	,775 DATE
	,		1 G 1 Z T 6	4 8 0	5 F		32226	<u></u>	
			F. T. E. NO.		P. O. NO.		06/07/05		
			COMMENTS				:	MO:	8324
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			JOB # 1	TOTAL LABOR	& PARTS	562.14			
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				TOTAL LABOR		0.00			
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DIAMOND CHEVROLET, Inc. C1CS212831



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WORCESTER, MA 01603

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	0101IC1CS212831					TAG N	0	INVOICE DATE	INVOICE NO
STOMER NO.	65197	ADVISO KEV		PIERME	239	15	7360	06/07/05	C1CS21283
	0313.	LABOR		LICENSE NO.		MILEAGE	8.324	COLOR MEDIUM GRAY	MB50417
			MAKE / MODE		· · · · · ·			DELIVERY DATE	6,775
VORCESTE	R. MA	05/	CHEVRO	DLET/MALIBU	/LS S	EDAN		05/02/05 SELLING DEALER NO	PRODUCTION DATE
ionezs.	,	110	1 Z	T 6 4 8 0	5 F		:	32226	
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******	BISINESS BHONE	COMM	ENTS				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		мо: 832
DOD & DADT	S								
1 15CVZ	STEERING S.O.P.: INTERMEDIATE ST KNOCKING SENSATION, THRO REPLACED THE INTERMEDIAT ROAD TESTED, AND THERE W NECESSARY TO REPLACE THE ROAD TESTED, NO MORE NOI	UGH THE STEERIN E STEERING SHAF IAS STILL SOME N STEERING COLUM	G WHEEL T OISE	(\$);2, ₋ , ₋ , ₋ ,			WARRANTY		-
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			JOB #	1 TOTAL LABOR	& PAR	TS	0.00		
∯ 2 70CVZZF	MD MAINTENANCE DECL FACTORY MAINTENANCE DECL NO OTHER WORK AT THIS TI FACTORY MAINTENANCE DECL	.INED :ME		l(S):2°€3			0.00		
ARTSQ	TYFP-NUMBER	DESCRIPTION	ļ- <i></i>	JOR # 2 TO	NIT PRI TAL PAR	CE - TS	0.00		
			JOB #	2 TO DE LABOR	R & PAR	TS	0.00		
# 3+98CVZ01	COURTESY TRANS PROVIDED A "FREE" RENTAL THROUGH ENTERPRISE	HOURS: BY "DIAMOND CH	TECH EVROLET	H(S):2015		*****	WARRANTY		
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PAGE 1 OF 2

ACCOUNTING COPY

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DIAMOND CHEVROLET, Inc. C1CS212831



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WORCESTER, MA 01603

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0101/C1CS212831

0101IC1CS212831			1		INVOICE DATE	INVOICE NO
65197	ADVISOR KEVII	N P PIERCE	2395 TAG I	7360	06/07/05	C1CS212831
	LABOR RA	TE LICENSE NO.	MILEAGE	8,324	COLOR MEDIUM GRAY	этоск но. МВ 50417
		KE/MODEL HEVROLET/MALIBU	/LS SEDAN		05/02/05	0EUVERY MILES 6,775
ORCESTER, MA	VEHICLE	D. NO 1 Z T 6 4 8 0			SELLING DEALER NO. 32226	PRODUCTION DATE
	F. T. E. NO	1216460	P, O. NO.		R. O. DATE	
	COMMEN	rs'			06/07/05	0.0.0
						MO: 8324
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NANTUERIT TUTC TO NEW DEDINOT PADIT I	II GENERAL MUTUKS	TOTAL S	UBLET	0.00		
FOR ANY ANY REASON YOU CAN NOT RE	TURN THE SURVEY	****** TOTAL I	IISC CHG.	0.00	u u	
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		TOTAL	INVOICE \$	0.00		
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RECOMMENDED SERVICES

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SERVICE STATE REG# 1831 JOSEPH W BITAR SALESPERSON NO. 2388 LICENSE NO PRODUCTION DATE YEAR/MAKE/MODEL 211706 MR50417 05/CHEVROLET/MALIBU/LS SEDAN CUSTOMER NO. SERVICE CONTRACT 1G1ZT64805F DELIVERY MILES SELLING DEALER NO DELIVERY DATE CUSTOMER NO. 05/11/05 05/02/0 CONTRACT NO. 65197 AG NO 6488 MEDIUM GRAY/GRAY WORCESTER, MA 7,307 **KURT DUPUIS** 2317 03:00pm 02:40pm 05/11/05 ☐ Yes JOB

1 02CVZ STATE INSPECTION CUSTOMER REQUESTS MASS STATE INSPECTION.



PAGE 1 OF 1

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211706

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RECOMMENDED SERVICES

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SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/24/05 05/11/05 02/03/05 11/24/04	212229 211706 207644 204878	7788 7307 3082 1	2317	2463 2282 2454 2463	¥	30CVZ 02CVZ 03CVZ 76CVZ	DRIVABILITY STATE INSPECTION LOF PDI

SERVICE STATE REG# 1831 SALESPERSON NO. 2388 JOSEPH W BITAR YEAR/MAKE/MODEL 1G1ZT64805F 212831 05/CHEVROLET/MALIBU/LS.SEDAN MB5041 DELIVERY MILES SELLING DEALER NO DELIVERY DATE 06/07/05 65197 05/02/0 7360 MEDIUM GRAY/GRAY WORCESTER, MA 2395 KEVIN P-PIERCE TIME RECEIVED DATE/TIME PROMISE 07:40am 06/07/05 09:00am

STEERING

MAINTENANCE DE 70CVZZFMD **FACTORY MAINTENANCE DECLINED**

W98

MJ98 Z7901 16125527848 Rental Vin

PAGE 1 OF 1

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212831

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TN 12:50PM 6/07/03 OUT 11:12AM 6/07/05 ENTERPRISE RENT-A-CAR COMPANY OF BOSTON, INC. 508-792-4700 666 PARK AVENUE MA 01603-2035 1050 WORCESTER

RENTAL AGREEMEN! D717117

24-HOUR DAY

RENTAL TYPE D

SOURCE G41031 - 029

МΑ

PAGE 1 OF L

UNIT 1 UNIT # LIC# MODEL MALI COLOR SILVER 27005 IN 26910 OUT

V# 1G1ZS52F84F236925

RENTER WORCESTER LOCAL: (H)

SUMMARY OF CHARGES DAY = 24 HOUR PERIOD MILES NO CHARGE

> 42.00 42.00 1 DAYS

DR. LICENSE EXPIRE 12/28/08 STATE MA WTHT DOB HATR EYES S.S.# EMPLOYER

BILL TO Y CUST # G41031 DIAMOND CHEVROLET SERVICE * * ATTN: 520 PARK AVE. WORCESTER

01603 508-755-7777

> ...60 PKG SCHG

> > 5.00

2.13

41 /3

SALES TAX&

TOTAL CHARGES

DEPOSITS

REFUND

SPOUSE LICENSE # AGE 49

EXPIRES STATE

PERMISSION TO LEAVE STATE YES NO X

ADDITIONAL DRIVER

SERVICE CUSTOMER SIGNATURE ON FILE INSURED

PAYMENT INFORMATION

AMOUNT PD.BY TYPE DATE AUTH LOSS DATE

THEFT ACCIDENT

DEALER TAX 2.13 MASSPRK SRCH .60 BILL TO CUST G41031 42.00

OPENED BY #261BW CORWIN L BOUCHER CLOSED BY #4007R DENNIS J HAGLUND CLOSED TICKET PAYMENT INFO

Short Ci

CLAIM INFO

TYPE CAR

SHOP PHONE

NAME

POL/CLAIM/PO#

************* GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 32226-CLAIM MEMO 596 BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

******** WARRANTY PARTS CENTER 45 NORTHPOINTE DRIVE ORION, MI 48359

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS ARS LABELS TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING. EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST	LABOR	RO	NUMBER	VEHICLE ID
NUMBER	CODE	DATE		NUMBER
516724346	E7700	060705		1G12T64805F
	************ENE	OF WPC	TRANSMISSION****	*****

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:	1G1ZT64805F

VEHICLE INFORMATION

Service Contract :	No	Branded Title :	No V	Varranty Block :	No	PDI	Status :	Paid
Ţ		(508) 755-7777		Business Asso	ciate Co	de :	114932	
		WORCESTER, MA 0	1603-2535	Site Code: 32226				
Delivering Dealer:		DIAMOND CHEVROL 520 PARK AVE	ET, INC.	Selling Source	:		13 - CHE	VRØLET
BARS Order Type:		70 - RETAIL - STOCK						
Merchandising Model	:	1ZT68 -2005 MALIBU	LS MAXX	Warranty Sta	rt Date	:	05/02/200)5

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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	05/02/2005	0 miles	05/02/2008	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/02/2005	0 miles	05/02/2011	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/02/2005	0 miles	05/02/2013	80000 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/02/2005	0 miles	05/02/2012	70000 miles
36/50000 CALIFORNIA EMISSIONS	05/02/2005	0 miles	05/02/2008	50000 miles

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
11/11/2004	A97962	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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DIAMOND CHEVROLET, Inc.

520 PARK AVE. WORCESTER, MA 01603 (508) 755-7777



www.diamondchevrolet.com

PURCHASE ORDER TO

43545

ENTERPRISE RENT-A-CAR 467 PARK AVE WORCESTER MA 01610-1224

SHIP TO

DIAMOND CHEVROLET INC 520 PARK AVE WORCESTER MA 01603-2535 NUMBER

24046

WRITTEN BY

KENNETH J EZEN

DEPARTMENT

SERVICE

DATE 06/13/05

P. O. AMOUNT

42.00

BILL TO

DIAMOND CHEVROLET INC 520 PARK AVE WORCESTER MA 01603-2535

TAX EXEMPT #

042699730

QTY. DESCRIPTION

212831 ENTERPRISE PARK AVE

PRICE 42.00 AMOUNT

ACCT. AMOUNT CONTROL NUMBER ACCT. AMOUNT CONTROL NUMBER

246

42.00

212831

SIGNATURE



PAGE 1 OF 1

PURCHASE ORDER



WORCES

(508)

www.diam-

DIAMOND C VROLET, Inc. C1WS212229

520 k Ave.

, MA 01603

...-7777

* levrolet.com

- LABOR & PARTS

STOMER NO.	65197		IAN NICOL
			YEAR / MAKE / MOD
			05/CHEVR
ORCESTE	R, MA		VEHICLE ID NO
			F.T E NO
	SUCH.	COL PHONE	COMMENTS
BOR & PART	S DRIVABILI		JRS: TEC
1 30CVZ	C/S WHILE DRIVING	AND HITTING BU	JMPS
	GETTING THUMPING TECH DIAGNOSED NO	NOTSE FROM RIGH	IT FRONT STOE
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	ORDER INTERMEDIAT	E SHAFT - WILL	CONTACT WHEN I JOB #
			• • • • • • • • • • • • • • • • • • •

	2631 TAG		05/25/05	C1WS212229
10.	MILEAGE	7,788		MB50417
LIBU/L	S SEDAN		05/02/05	6,775
8 0 5	F		SCLLING DEALER NO	PRODUCTION PATE
	P. O. NO.		05/24/05	
Age - No the paper and the second of the sec				мо: 7788
		0.00		

[END OF INVOICE] 08.32am

Copyright © 1998 The Reynolds and Reynolds Longues ÉHAINTINVE \$6608036 (1972)

SERVICE FILE COPY-W



DIAMOND C

520 rk Ave.

WORCE

R, MA 01603

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:hevrolet.com

EVROLET, Inc. C1CS212229

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65197	IAN NICO
0323,	
	1
WORCESTER, MA	YEAR / MAKE / MOD 05 / CHEVR VEHICLE I.D. NO. 1 G 1 Z F. T. E. NO.
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	TAG		INVOICE DATE	INVOICE NO
	2631		05/24/05	C1CS212229
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4ALIBU/L	.S SEDAN		05/02/05	DELIVERY MILES 6,775
8 0 5	F		SELLING DEALER NO.	PRODUCTION DATE
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*OTAL INVOICE \$	0.00

ACCOUNTING COPY

[END OF INVOICE] 10:00am

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PAGE 1 OF 1

CUSTOMER SIGNATURE

	- = +=			alat agrana
DIAMOND	*			
520 PARK AVEN	# •			
WORCESTER, MA		***		
Phone: 508-755-7777 • 5(1-3584			
www.diamondchevro	# m		,	
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PHONE #				
ADDRESS	Pi 17	Ĥ		
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RECOMMENDED SERVICES

	02.11.1020						
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SERVICE HISTORY

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027	11/05 03/05 24/04	211706 207644 204878	7307 3082 1	2317 2317 2015	2 2 2

TOWN	TYPE	OPERATION	27	OPERATION DESCRIPTION
2282 2454 2463	-	02CVZ 03CVZ 76CVZ		STATE INSPECTION LOF PDI

SALESPERSON NO. 2388

JOSEPH W BITAR

STRVICE

SERVICE CONTRACT

1M GRAY/GRAY

STATE REG# 1831

DELIVERY MILES SELLING DEALER NO

ADVISÓR

MB50417

ADVISOR NO

212229

05/24/05

6886

R.O. DATE

	1612164	805F		AKEMODE /CHEVS	ROLET / N		/I S SET	ΔN
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3		arte a	 	7 S Stee				

7,788 2631 IAN NICOLL

DELIVERY DATE

05/02/05

W. 30CVZ DRIVABILITY
C/S WHILE DRIVING AND HITTING BUMPS **GETTING THUMPING NOISE FROM RIGHT FRONT SIDE**



0101J212229 PAGE 1 OF 1

TECH COP

212229

ENGINE		
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MILES OUT-		·

NO Milage - No Pay

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M. Russells Demo RECOMMENDED SERVICES **OPERATION DESCRIPTION** SERVICE HISTORY MILEAGE ADVISOR TECHNICIAN TYPE **OPERATION DESCRIPTION** DATE REPAIR ORDER **OPERATION** PDI 11/24/04 204878 2463 76CVZ SERVICE SALESPERSON NO. STATE REG# 1831 ADDUCTION D YEAR/MAKE/MODEL 1G1ZT64805F 207644 05/CHEVROLET/MALIBU/LS SEDAN MR50417 DELIVERY MILES R O DATE SERVICE CONTRACT DELIVERY DATE DIAMOND CHEVROLET INC 520 PARK AVE 02/03/05 WORCESTER, MA 01603-2535 MEDIUM GRAY/GRAY 2718 AIR COND. P.S. 3.082 cr1@rr418830.reyrey.net 2317 KURT DUPUIS 04:04pm 02/03/05 07:00pm WAIVER - LUNDT IISTAND THAT HAVE THE RIGHT TO KNOW DEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE YOU NEED NOT OBTAIN ALL THE REPAIRS OF INFORMINE PRIOR TO PERFORMING REPAIRS WHAT THE REPAIRS AND OR THEIR COSTS IF THE TOTAL AMOUNT FOR THE REPAIRS APPOINTMENT 79.00 Yes No JOB TOTAL ORIGINAL CUSTOMER ESTIMATE: **PARTS** LABOR TZ40V LOF 03CVZ **CUSTOMER REQUESTS LUBE, OIL AND FILTER CHANC** MIKE RUSSELS DEMO 0101J207644 PAGE 1 OF 1

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207644

ENGINE		
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GM Vehicle Inquiry System Summary

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

<u>Help</u>

VIN:	1G1ZT64805F

VEHICLE INFORMATION

Merchandising Model:	1	ZT68 -2005 MALIBU I	LS MAX	X	Warranty Star	t Date		05/02/200)5
BARS Order Type:	7	0 - RETAIL - STOCK							
Delivering Dealer:		DIAMOND CHEVROLET, INC.			Selling Source :			13 - CHEVROLET	
	1 -	520 PARK AVE WORCESTER, MA 01603-2535		35	Site Code:			32226	
	(508) 755-7777			Business Assoc	iate Co	ode :	114932	
Service Contract :	No	Branded Title :	No	Wa	rranty Block :	No	PDI	Status:	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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	05/02/2005	0 miles	05/02/2008	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/02/2005	0 miles	05/02/2011	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/02/2005	0 miles	05/02/2013	80000 miles
36/50000 CALIFORNIA EMISSIONS	05/02/2005	0 miles	05/02/2008	50000 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/02/2005	0 miles	05/02/2012	70000 miles

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
06/27/2006	27/2006 228031 # H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE		22264 miles	
06/27/2006	228031	#	H0137 - ROTOR ASSEMBLY - REAR - BOTH - R&R OR REPLACE	22264 miles

https://www.autopartners.net/apps/gmvis/gmvis/main/Summary

			\cdot		
06/27/2006	228031	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	22264	miles
02/15/2006	222678	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	17906	miles
02/15/2006	222678	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	17906	miles
12/19/2005	220636	#	N6630 - WIRING AND/OR CONNECTOR - TRANSMISSION/TRANSFER CASE/TRANS	16188	miles
12/19/2005	220636	#	J3250 - TANK, RADIATOR COOLANT SURGE - R&R OR REPLACE	16188	miles
12/19/2005	220636	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	16188	miles
06/07/2005	212831	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	8324	miles
06/07/2005	212831	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	8324	miles
06/07/2005	212831	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	8324	miles
11/11/2004	A97962	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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Document ID# 1837885 2005 Chevrolet Malibu

Feedback

Print

Subject:

Knock, Clunk or Rattle Type Noise From Front of Vehicle While Driving Over Bumps At Low Speeds (Diagnose and

Replace Steering Gear, If Necessary) #06-02-32-007 -

(06/13/2006)



Models:

2004-2006 Chevrolet Malibu/Maxx

2005-2006 Pontiac G6

with Electronic Power Steering (EPS)

Condition

Some customers may comment on a knock, clunk or rattle type noise from the front of the vehicle when driven at low speeds and over bumps. The noise is most likely to occur when the steering wheel is straight ahead and sounds like it is in the suspension on the left side of the vehicle or directly in front of the driver. This noise will usually develop after 4828-8047 km (3000-5000 mi) on the vehicle.

Cause

The noise may be generated during contact between the rack gear and the pinion gear. The EPS motor holds the pinion gear from rotating and the suspension input drives the rack gear into the pinion gear.

Correction

- 1. Determine the source of the noise. Install chassis ears at the following locations:
 - · sway bar link one side at a time
 - · upper strut mount one side at a time
- 2. If the noise is coming from the upper strut mount or sway bar link, replace as necessary and retest.
- 3. If the noise is not coming from the stabilizer shaft links or struts, then the noise the customer is hearing is the rack gear and pinion gear contact. The steering gear should be replaced with the new part number gear listed below. Refer to the Power Steering Gear (EPS) Replacement procedure in SI.

Part Information

Part Number	Description
15858368 (Base Gear)	Steering Gear Assembly
15858369 (Restricted Travel Gear) (Vehicles with 17" Wheels)	Steering Gear Assembly

Page 2 of 2

Warranty Information

For vehicles repaired under warranty, submit the appropriate published labor operation for the repair performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safety. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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<- Back

Forward ->

Document ID# 1837885 2005 Chevrolet Malibu

Feedback

Print

RECOMMI	: ENDED SI	ERVICES		_						:
OPERAL) .	OPERATION DESC	CRIPTION MC	D/MI TO	TAL O	PERATION	OPERATION	DESCRIPTION	MO/MI	TOTAL
SERVICE I			· · · · · · · · · · · · · · · · · · ·						•	
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06/27/	/06	228031	22264	2427	2637 2415	1 1 4	OCVZ 1CVZ	BODY FRONT SUSPE		
SALESPERS	ON NO. 2	388 JOSEPH	I W BITAR	5 (R V	I C F		STATE F	REG# E	
	1G1216	4805F	VEARMAKEM 05/CHE	VROLET/M	IALIBU/LS SE	DAN	PRODUCTION DATE	MB50417	ICENSE NO.	23400
□ CHECK □ CASH			.,1	CUSTOMER	65197 SER	VICE CONTRACT	05/02/05	6,775		1 2/06/0
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DIAMOND CHEVROLET



520 Park Ave. **WORCESTER, MA 01603**

Sales (508) 755-7777 Service (508) 754-3000 Fax (508) 797-5266 www.choosediamond.com

. Jarang regiri kang rang kanga alam alam kang alam dan kang birang birang kang alam 1866 1861 1861 1861 1861

	0101lC1CS232971			TAG NO.	INVOICE DATE	INVOICE NO.
ÜSTOMER NO.		KURT DUPUIS	2317	5254	11/06/06	C1CS232971
		LADOR RATE	(ICENSE NO MI	26,512	MEDIUM GRAY	MB50417
		YEAR / MAKE / MODEL OS / CHEVROLE	T/MALIBU/LS SE	DAN	05/02/05	6,775_
WORCESTE	R, MA	VEHICLE I D. NO 1 G 1 Z T 6			SELLING DEALER NO 32226	PRODUCTION DATE.
		FT.E.NO.	P.O. NO.		11/06/06	
ESIDENCE PHONE	LOUIS MANE	COMMENTS				мо: 26512
ABOR & PARTS # 1 15CVZ	STEERING HOURS THERE IS A CLUNKING NOISE WHEN TURN STEERING WHEEL	: TECH(S): NING AND FEELS TH	2415 IRU	WARRANTY	ALL PARTS N SPECIFIED	IEW UNLESS OTHERWISE
	SEE HISTORY 2415 ORDERED NEW RACK PER BULLETIN TECH ROADTESTED AND CONFIRMED COMP NOISE COMING FROM STEERING SHAFT.P TO REMOVE SHAFT AND RAISE CLAMP TO STOP INTERFERENCE AGAINST RACK SHA	PROVIDE CLEAREN	.E 10		SERVICE	ONVENIENCE & PARTS HOURS
		JOB # 1	TOTAL LABOR & PARTS	s 0.0 0		- 7:00 PM THURSDAY
J# 2 70CVZZF	MD MAINTENANCE DECLINED HOURS FACTORY MAINTENANCE DECLINED NO OTHER WORK AT THIS TIME FACTORY MAINTENANCE DECLINED AT TH		:2415	0.00	7:00 AM	- 6:00 PM DAY
	PACTURE PAINTENANCE DECEMBED AT TH		TOTAL LABOR & PART	s 0.00	· ·	12 NOON JRDAY
DEPARTMENT T IF FOR ANY A	IVE A SURVEY FROM G.M. ABOUT OUR SE HIS IS OUR REPORT CARD TO GENERAL M NY REASON YOU CAN NOT RETURN THE SL ***COMPLETELY SATISFIED ************************************	1010RS. IRVEY *******	TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG TOTAL MISC DIS TOTAL TAX TOTAL INVOIC	. 0.00 . 0.00 C 0.00	repair order to satisfaction.	equested on the your complet was satisfactor
CUSTO	OMER SIGNATURE					
PAGE 1 OF 1	ACCOUNTING COPY		[END OF INVO	DICE] 11:45am	Reynolds and Reynold	• Eraintinve Sf608636 Q (06

2415

RECOMMENDED SERVICES OPERATION DESCRIPTION MO/MI TOTAL MO/MI OPERATION DESCRIPTION **OPERATION** SERVICE HISTORY **OPERATION DESCRIPTION** ADVISOR TECHNICIAN TYPE OPERATION MILEAGE REPAIR ORDER DATE STEERING 15CVZ 11CVZ 2463 2395 25475 230937 FRONT SUSPENSION 09/11/06 2463 2637 2415 2415 Ŵ BODY 40CVZ FRONT SUSPENSION 11CVZ 2427 228031 22264 06/27/06 1.7CVZ BRAKES W COURTESY TRANSPORT 98CVZ 2015 STATE REG# E R JOSEPH W BITAR SALESPERSON NO. 2388 STOCK NO CENSE NO PRODUCTION DATE YEARMAKEMODEL 05/CHEVROLET/MALIBU/LS SEDAN 232971 MB50417 TERMS TG12T64805F R.O. DATE DELIVERY DATE 05/02/05 CUSTOMER NO. 65197 ☐ CHECK 6,775 32226 1/06/06 □ CASH TAG NO 5254 XPIRATION DATE EXPIRATION MILES MEDIUM GRAY/GRAY CREDIT CARD WORCESTER, MA AIR COND. P.S KURT DUPUIS 26.512 2317 OK BY id agree that you are not responsible for loss or damage to vehicle or used by unavailability of parts or delays in parts shipments by supplie APPOINTMENT 05:00pm □ 49 □ No CALL WHEN READ □ № **CUSTOMER DECLINES FACTORY** STEERING THERE IS A CLUNKING NOISE WHEN TURNING AND FEELS THRU RECOMMENDED MAINTENANCE STEERING WHEEL SEE HISTORY 2415 ORDERED NEW RACK PER BULLETIN-2463 INSTALLED CUSTOMER SIGNATURE C ZOGVZZEMD. MAINTENANCE DEGLI **FACTORY MAINTENANCE DECLINED** □ NONE □ LF □ F □ RF
□ RR □ R □ LR DAMAGE NOTED: 232971 PAGE 1 OF 1 TECH COPY

Road deal wenty cord Noise roming from storing shaffored chultin Found docth 1869583; Necc to Reg & steering shaft a sciency closure to provide cherrance to stop 1 Mertanewa a goinst rack shaft.

Per Bulletin offended

1.30

I.AC.

BTAMITES: ACBAL

<- Back Forward ->

Document ID# 1869323 2005 Chevrolet Malibu

Feedback

Print

Subject:

Rack Rattle Noise After Bulletin 06-02-32-007 - keywords 06-02-32-007 bump clunk column electronic EPS input int intermittent low PIC3747B PIC3747A PIC3747 power shaft speed steer steering suspension #PIC4294 - (10/26/2006)



Models:

2004-2006 Chevrolet Malibu/Maxx

2005-2006 Pontiac G6

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this Pl.

Condition/Concern:

There have been incoming reports that after Bulletin 06-02-32-007 (Knock, Clunk or Rattle Type Noise From Front of Vehicle While Driving) was performed the noise was corrected for a short period of time only. The noise is usually present while turning at slow speeds and hitting bumps. The noise probably sounds like it's coming from the I-shaft.

Recommendation/Instructions:

If the Rack & Pinion has been replaced with part number 15858368 or 15858369 please follow the below directions.

The noise may be coming from the interface between the I-shaft clamp and the steering gear input shaft. There is a bevel in the I-shaft clamp that when forced down on the input shaft too hard, might cause a loose fit with the I-shaft to input shaft joint.

To correct this:

- 1. Remove the I-shaft pinch bolt at the gear end. Note: either install a new bolt p/n 7845238 or clean the bolt threads and install thread locker p/n 12345382 when reinstalling.
- 2. reinstall pinch bolt and lift up on the I-shaft clamp to position the bolt in the upper part of the grove. This will position the clamp off of the bevel in the I-shaft.
- 3. While keeping the clamp in the upper position of the notch torque the pinch bolt to 49 N.m (36 lb ft).

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

HISTORY LISTING

11/06/2006

06:59:55

PAGE 1

3030

SERIAL NO. : 1G1ZT64805F CUSTOMER NAME :

R.O NO. : 230937

R.O DATE : 09/11/2006

R.O TYPE : S

MILEAGE : 25475

ADVISOR NO. : 2395

JOB NUMBER: 1 OPERATION 15CVZ

OP. DESC. STEERING

SALE TYPE : W TECHNICIAN NO(S). 2463 2415

COMPLAINT : S.O.P. : STEERING RACK

KNOCKING THROUGH THE STEERING MAKING TURNS

: ROAD TESTED CAUSE

HOISTED THE VEHICLE TO INSPECT THE FRONT END, SUSPENSION,

CORRECTION : STEERING, WHEELS, ETC...

RESEARCHED THE CONDITION WITH 'CHEVROLET'

PR BULLETIN # 06 02 32 007

INSTALLED A NEW STEERING RACK ASSEMBLY, AND RESET THE 'TOE' ADJUSTMENT AS ALLOWED BY THE WARRANTY

ROAD TESTED

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

E9740

OP. DESC. FRONT SUSPENSION JOB NUMBER: 2 OPERATION 11CVZ

SALE TYPE : W TECHNICIAN NO(S). 2463 2415

COMPLAINT : THERE IS A SNAP TYPE NOISE, MAKING RIGHT TURNS

AT LOCAL SPEEDS

: ROAD TESTED CAUSE

THE NOISE WAS BEING CAUSED BY LOSE HARDWARE AT THE

CORRECTION : RIGHT LOWER CONTROL ARM

RETOROUED THE HARDWARE

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

E3530

OP. DESC. BODY JOB NUMBER: 3 OPERATION 40CVZ

SALE TYPE : I TECHNICIAN NO(S). 2637

COMPLAINT : THERE IS A 'DENT' IN THE DRIVERS DOOR

(FROM LAST VISIT. CUST SPOKE TO S. WHELAN)

RESCHEDULE

R.O DATE : 06/27/2006 R.O TYPE : S

R.O NO. : 228031

MILEAGE : 22264

ADVISOR NO. : 2427

JOB NUMBER : 1 OPERATION 11CVZ OP. DESC. FRONT SUSPENSION

SALE TYPE : W TECHNICIAN NO(S). 2415

COMPLAINT : CUSTOMER HEARING AND FEELING A KNOCKING IN THE STEERING WHEN

TURNING EITHER DIRECTION WHILE DRIVING

CAUSE : INSPECTED AND VERIFIED THE POWER STEERING RACK WAS MAKING

THE NOISE AND THERE WAS A TSB (TECHNICAL SERVICE BULLETIN

CORRECTION : REGARDING THIS ISSUE, ORDERED THE POWER STEERING RACK AND

THE CUSTOMER WILL BE NOTIFIED UPON ITS ARRIVAL

PART IS SPAC CASE ONLY

3030

PAGE 2

11/06/2006

HISTORY LISTING

06:59:55

JOB NUMBER: 2 OPERATION 17CVZ

OP. DESC. BRAKES

SALE TYPE : W TECHNICIAN NO(S). 2415

COMPLAINT : BRAKES PULSATING WHEN SLOWING TO A STOP INSP & RPT

: ROAD TESTED AND VERIFIED THE BRAKE PULSATION, FOUR ROTORS

WERE ALL OUT OF ROUND

CORRECTION : REMOVED ALL FOUR BRAKE ROTORS AND MACHINED THEM TO A LEVEL

SURFACE, CLEANED AND LUBED SLIDES, RE-ASSEMBLED AND ROAD T

TESTED OK

WARRANTY : CLAIM NO. OPERATION NO.

CLAIM NO.

OPERATION NO.

H0137

H0127

JOB NUMBER: 3 OPERATION 98CVZ

OP. DESC. COURTESY TRANSPORT

SALE TYPE : W TECHNICIAN NO(S). 2015 COMPLAINT : ENTERPRISE LOANER 6.27

CORRECTION : LOANER RETURNED 6.28

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

27901

R.O NO. : 222678 R.O DATE : 02/15/2006

R.O TYPE : S

MILEAGE : 17906

ADVISOR NO. : 2395

JOB NUMBER: 1 OPERATION 37CVZ

OP. DESC. INTERIOR

SALE TYPE : W TECHNICIAN NO(S). 2415

COMPLAINT : "RATTLE" NOISE, ALMOST AN ECHO, FROM THE INTRUMENT CLUSTER

AREA, WHEN DRIVEN OVER 3-4 BUMPS IN A ROW

ROAD TESTED, SEVERAL TIMES, IN AN EFFORT TO ISOLATE

THE NOISE

PERFORMED THE PUBLISHED DIAGNOSTIC INSPECTION

RESEARCHED THE CONDITION WITH *CHEVROLET*

CAUSE

: INSTALLED A NEW STEERING COLUMN

(PR SERVICE DOCUMENT ID # 1492709)

ROAD TESTED

WARRANTY : CLAIM NO.

OPERATION NO. CLAIM NO. OPERATION NO.

E7680

JOB NUMBER : 2 OPERATION 31CVZ

OP. DESC. ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 2415

COMPLAINT : AT TIMES, ON IGNITION, THE STARTER MOTOR SEEMS TO STAY

LONGER THAN NECESSARY, EVEN AFTER 'IGNITION'

: ALTHOUGH THE VEHICLE DID NOT DISPLAY THE SYMPTOM FOR

US, WE DID INSPECT AND CLEAN THE WIRE HARNESS TERMINAL

CORRECTION : CONNECTORS AT THE STARTER, AND STARTER RELAYS

WARRANTY : CLAIM NO.

OPERATION NO. CLAIM NO. OPERATION NO.

N6602

ING

11/06/2006 HISTORY LISTING

06:59:55

PAG

3030

JOB NUMBER : 3 OPERATION 70CVZZFMD OP. DESC. MAINTENANCE DECLINED

SALE TYPE : C TECHNICIAN NO(S). 2415 COMPLAINT : FACTORY MAINTENANCE DECLINED CAUSE : NO OTHER WORK AT THIS TIME

CORRECTION : FACTORY MAINTENANCE DECLINED AT THIS TIME

R.O NO. : 220636 R.O DATE : 12/19/2005 R.O TYPE : S

MILEAGE : 16188 ADVISOR NO. : 2427

JOB NUMBER : 1 OPERATION 23CVZ OP. DESC. AUTOMATIC TRANS

SALE TYPE : W TECHNICIAN NO(S). 2415

COMPLAINT : WHILE DRIVING AND ATTEMPTING TO PRESS THE SHIFT BUTTON, WHEN

IN 1ST YOU CAN NOT SWITCH TO 2ND OR 3RD WHEN PRESSING THE

BUTTON WHEN ACCELLERATING INSP & RPT

CAUSE : VERIFIED SHIFT BUTTON WORKING, REMOVED CONSOLE, INSPECTED

WIRING, FOUND BROKEN WIRE NEAR SHIFT AREA

CORRECTION : REPAIRED WIRE, RE-ASSEMBLED, ROAD TESTED OK

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

N663

JOB NUMBER : 2 OPERATION 11CVZ OP. DESC. FRONT SUSPENSION

SALE TYPE : W TECHNICIAN NO(S). 2415

COMPLAINT : RATTLE NOISES OVER BUMPS FROM THE FRONT WHILE DRIVING

INSP & RPT

CAUSE : ROAD TESTED AND HEARD RATTLE NOISE, PINPOINTED COOLANT

OVERFLOW BOTTLE LOOSE IN BRACKET

CORRECTION : TIGHTENED OVERFLOW BOTTLE AND THERE IS NO LONGER A RATTLE

UPON SECOND ROAD TEST

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

J3250

JOB NUMBER : 3 OPERATION 98CVZ OP. DESC. COURTESY TRANSPORT

SALE TYPE : W TECHNICIAN NO(S). 2015

COMPLAINT : ENTERPRISE RENTAL RENTED 12.19.05

CORRECTION : RETURNED 12.20

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

Z7901

R.O NO. : 212831 R.O DATE : 06/07/2005 R.O TYPE : S

MILEAGE : 8324 ADVISOR NO. : 2395

JOB NUMBER : 1 OPERATION 15CVZ OP. DESC. STEERING

SALE TYPE : W TECHNICIAN NO(S). 2463

COMPLAINT : S.O.P. : INTERMEDIATE STEERING SHAFT

3030 HISTORY LISTING 11/06/2006

06:59:55

KNOCKING SENSATION, THROUGH THE STEERING WHEEL

: REPLACED THE INTERMEDIATE STEERING SHAFT

ROAD TESTED, AND THERE WAS STILL SOME NOISE

CORRECTION : NECESSARY TO REPLACE THE STEERING COLUMN

ROAD TESTED, NO MORE NOISE

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

E7680

E7700

OP. DESC. MAINTENANCE DECLINED JOB NUMBER : 2 OPERATION 70CVZZFMD

SALE TYPE : C TECHNICIAN NO(S). 2463 COMPLAINT : FACTORY MAINTENANCE DECLINED CAUSE : NO OTHER WORK AT THIS TIME

CORRECTION : FACTORY MAINTENANCE DECLINED AT THIS TIME

OP. DESC. COURTESY TRANS JOB NUMBER: 3 OPERATION 98CVZ01

SALE TYPE : W TECHNICIAN NO(S). 2015

COMPLAINT : PROVIDED A "FREE" RENTAL BY "DIAMOND CHEVROLET"

THROUGH ENTERPRISE

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

Z7901

R.O DATE : 05/24/2005 R.O TYPE : S R.O NO. : 212229

ADVISOR NO. : 2631 MILEAGE : 7788

JOB NUMBER : 1 OPERATION 30CVZ OP. DESC. DRIVABILITY

SALE TYPE : W TECHNICIAN NO(S). 2463

COMPLAINT : C/S WHILE DRIVING AND HITTING BUMPS

GETTING THUMPING NOISE FROM RIGHT FRONT SIDE

: TECH DIAGNOSED NOISE APPEARS TO BE COMING FROM STEERING CAUSE

COLUMN INTERMEDIATE SHAFT

CORRECTION : ORDER INTERMEDIATE SHAFT - WILL CONTACT WHEN IT COMESE

R.O NO. : 211706

R.O DATE : 05/11/2005 R.O TYPE : S

MILEAGE : 7307 ADVISOR NO. : 2317

OP. DESC. STATE INSPECTION JOB NUMBER ; 1 OPERATION 02CVZ

SALE TYPE : I TECHNICIAN NO(S). 2282

COMPLAINT : CUSTOMER REQUESTS MASS STATE INSPECTION.

CORRECTION : MASS STATE INSPECTION COMPLETE.

R.O DATE : 02/03/2005 R.O NO. : 207644

MILEAGE : 3082 ADVISOR NO. : 2317

R.O TYPE : S

HISTORY LISTING 3030 11/06/2006

OP. DESC. LOF JOB NUMBER : 1 OPERATION 03CVZ

SALE TYPE : I TECHNICIAN NO(S). 2454

COMPLAINT : CUSTOMER REQUESTS LUBE, OIL AND FILTER CHANGE.

MIKE RUSSELS DEMO

CORRECTION : OIL AND FILTER CHANGE, REFILL FLUIDS, RESTE TIRE PRESSURES,

AND LUBRICATION OF HINGES AND LOCKS.

R.O DATE : 11/24/2004 R.O NO. : 204878

R.O TYPE : P

MILEAGE : 1

ADVISOR NO. : 2015

JOB NUMBER : 1 OPERATION 76CVZ OP. DESC. PDI

SALE TYPE : I TECHNICIAN NO(S). 2463

COMPLAINT : PDI

06:59:55

1.3

Paid

PDI Status:

No

GM Vehicle Inquiry System Summary

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title</u>

Help

VIN:	1G1ZT64805F								
VEHICLE INFORMATION									
Merchandising Model:	1ZT68 -2005 MALIBU LS MAXX	Warranty Start Date :	05/02/2005						
BARS Order Type :	70 - RETAIL - STOCK								
Delivering Dealer :	DIAMOND CHEVROLET, INC.	Selling Source :	13 - CHEVROLET						
	520 PARK AVE WORCESTER, MA 01603-2535	Site Code:	32226						
	(508) 755-7777	Business Associate Code :	114932						

REQUIRED FIELD ACTIONS

No

Warranty Block:

Vehicle Has No Current Record Of Outstanding Campaigns

Service Contract:

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

Branded Title:

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	05/02/2005	0 míles	05/02/2008	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/02/2005	0 miles	05/02/2011	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/02/2005	0 miles	05/02/2013	80000 miles
36/50000 CALIFORNIA EMISSIONS	05/02/2005	0 miles	05/02/2008	50000 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/02/2005	0 miles	05/02/2012	70000 miles

CLAIM HISTORY

R.O Date R.O Number		Туре	Labor Operation	Odometer Reading
09/11/2006	230937	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25475 miles
09/11/2006	230937	#	E3530 - ARM ASSEMBLY, FRONT CONTROL - LOWER - RIGHT - REPLACE	25475 miles
06/27/2006	228031	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - REPLACE	22264 miles
06/27/2006	228031	#	H0137 - ROTOR ASSEMBLY - REAR - BOTH - REPLACE	22264 miles
				1

https://www.autopartners.net/apps/gmvis/gmvis/main/Summary

11/6/2006

06/27/2006	228031	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	22264	miles
02/15/2006	222678	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	17906	miles
02/15/2006	222678	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	17906	miles
12/19/2005	220636	#	N6630 - WIRING AND/OR CONNECTOR - TRANSMISSION/TRANSFER CASE/TRANS	16188	ıniles
12/19/2005	220636	#	J3250 - TANK, RADIATOR COOLANT SURGE - R&R OR REPLACE	16188	miles
12/19/2005	220636	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	16188	miles
06/07/2005	212831	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	8324	miles
06/07/2005	212831	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	8324	miles
06/07/2005	212831	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	8324	miles
11/11/2004	A97962	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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SERVICE DEPARTMENT FAX COVER SHEET

From:

DIAMOND PONTIAC CADILLAC BUICK GMC

520 PARK AVENUE WORCESTER, MA 01603

Main Dealership Number 508-755-7777 Service Department Direct 508-754-3000 SERVICE FAX 508-797-5266

DATE SENT: 4/8/67
DATE SENT: 4/8/67 FAXED TO: 866-842-3480 SARAH
FAX NUMBER:
RE: 71- 498987165
Number of pages including cover
PLEASE REVIEWSUBMITTED FOR PAYMENTURGENTPLEASE REPLY
NOTES/ADDITIONAL INFO:
Recerds you oraqueste

ý.,

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 3, 2007

ATTN: Steven Whalen Diamond Chevrolet 520 Park Ave Worcester, MA 01603

Re:

Siebel Request: 71-498987165 2005 Chevrolet Malibu Maxx VIN # 1G1ZT64805F

0

Dear Mr. Whalen;

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 hody 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.

Cimamatic.

September 1981

SAFAH COOMBEZ -> 800 231-1841/ Phone -> 866.842-9480-FAX **PURCHASE AGREEMENT**

DEALER ("YOU") DIAMOND CHEVROLET, INC.

520 Park Avenue

For Consumer Use Only Worcester, MA 01603 CHRISTOPHER RAGAINI
Phone (508) 755-7777 • FAX (508) 791-3584 • www.dlamondchevrolet.com

4618GY

		STOCK No.			SALESMAN				İ
ORDE		- ·	0417			OSEPH W BI	T <u>A</u> R		
DATE MAY 02 2005	23456	STREET ADDRES							-
PURC									
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RITY, STATE, ZIP		اده.							
WORCESTER MA	LISE CDEMONS	STRATOF (D)	47	POLIC	E CAR REE	UILT INSURANC	E TO	TAL []	
ENTER MY [1] NEW [X KFORMER		R LEASED CAR	<u> </u>		ER DAILY RENTA	uL 🔲	TAXIC		
ORDER FOR (QUANTITY) USED [(if applica	Body Style/Type			Transmissio	าก	(Speeds) Cyl.	Pas	ss. Do	enors
Year Make	LS SED		169	Stand Autort	ard ☐ natic [Xi X	6		<u>5 L</u>	
05 CHEVROLET MALIBU		terior 1st		Тор	Odometer ml. XX	Appro	x. Deli	very Date	
Vehicle Identification No.	120	nd rd			km. ☆^ E	775			
1G1ZT648Ø5F 3rd			Soci	ial Security	No.				
TRADE IN Year 87 Make VOLVO	WARRANTY INFO	express warranty.	Date	of Birth					
Model 740 Type 4 DOORCOSE GREY	1 Durchaser may obtain	a copy of such	Emo	oloyer ID No),				
V.I.N. YU1FX8845H1	warranty from the dealer to of order and will receive the	upon regest at time he warranty at time		ail Address					
Oddineter 17CCJJ	of delivery.			e of Unit			24	200.0	00
Transmission (Spandard (Spandard)	1		<u> </u>						
No. of Cyl. 4 Pass. Decire Salvage Title Yes No □ XX	REGISTRATION FE	EE/TITLE FEE	<u> </u>						
PREVIOUS OWNER	SALES T	ΓAX		Biland Far	pment/Items				
7127005 OMNEH			_			7 750 55			7
City/State/Zip	Application for Title		لببا	<u>ALL GM</u>	REBATES TI	1 DEHLEK	**	N.	/A
LIENHOLDER	Application for Reg. New	w 🔲 Transfer		er"				147	
Address	Registration No.		<i>m</i> —	"					
City/State/Zip	Registration Fee \$	15.00	<i>-</i>		V				
Acct. No. Check No.	Title Fee \$	50.00		1	_ ~ 1 \ \				
Balance Due S N/9	Mass. Sales Tax \$11	060.00 <i>////</i>							
Additional Information-Vehicle Purchased	Y	<u></u>			0 2 .				
LIENHOLDER IDMORGAN CHASE BANK,	N-Sales Tax amou	unt is include	j 🗀						
Address p. n. BOX 5210	in right hand colu				E.				
City/State/Zip NEW HYDE DORK NY 11042	-			ealer in	stalled Acces	sories			
INSURANCE CO ORBELLO MUTUAL	dealership chec	k is issued I	ף	Cajor III			1.		E2
Agent/Branch FOSTERN AGY	payment of Mas	s. Sales Tax	. ├-						
Address/City UOKEFIELD					E .				
In the event I Fail to take delivery of the vo (48) hours after I have been notified by you				<u> </u>					
(48) hours after I have been notined by your total contract price in the manner indicates	ated, my deposit in	the amount	of —	 	. 2				
\$ N/H may, at your option, be	Veur right to retain	my denosit si	all I—						
whole dr in part for any loss sustained by y be in addition to and not instead of any other.	er right or remedy provi	ided by applica	ble 1	. Total Price		1	* 5	4200.	00_
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law including, without limiting the generality of I agree to purchase. If the amount of my dep you, you will promptly refund the difference to	Dall evocons moram arms		3	. Trade-In A		\$ 600.00			
Pruchaser's Initials			↲↲	CONSUL	MER CASH REBATES	\$ 1500.00			ļ
ALL REBATES AND SALES INCENTIVES O	FFERED BY THE MAN	UFACTURER (ļ			\$ 1000.00	ļ <u>.</u>	··	
I DISTRIBUTOR ARE HEREBY A	PRICINED IO LUE DES	ALER.	[5	. Trade Diff	erence (line 1 minus	lines 2, 3, & 4)	\$ 2	1200.	1
Pruchaser's Initials			— [-	3. *Mass. Sa	ales Tax (_ 5 of line	5)	<u> </u>	1060.	
This contract is not binding upon either dealer or purc (1) The contract is signed by dealer or his/her author	naser unui the lollowing con rized representative:	MINUMA OF THE		7. Title Prep	aration + REC	3 FEE	\$ E	5.00	XOOX
(1) The contract is signed by dealer of his/her author			T	3. Documen	tary Preparation	· · · · · · · · · · · · · · · · · · ·			1
(3) Other:			- `	-, - 500,1101			\$	289.	00
			<u> </u>	9. Other	*NODEOT * O	A CTICKED	\$	20	ØØ
PURCHASER MAY CANCEL THIS CONTRACT AND RE	CEIVE A FULL REFUND AT A	ANY TIME UNTIL S EPRESENTATIVE	ᄩᆑ		INSPECTION	1-21-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-			7
RECEIVES A COPY OF THIS CONTRACT SIGNED BY A PURCHASER MUST GIVE WRITTEN NOTICE OF CANC	N AUTHURIZED DEMLEN N	TI LIFORIA IVILLA PI		(Total of	ines 5,6,7,8,& 9)		1	<u> 22643.</u>	שטי.
FUNDAMEN WIGHT GIVE WITH LEIT HOTTOE OF GATE					Due on Trade-In		\$		₩
	X		12	2. Subtotal	(Total of lines 10 &	11)	\$ 2	22643	00
The front and back of this order comprise				3. Deposit		\$ N/A	ľ		┼─
the entire agreement between the dealer and purchaser and no other agreement or				4. Amount to	be Financed	\$ 22143.00	1		1
understanding has been made or entered	Co- Uncharger &	bnature			e on Delivery	\$ 500_00			
into.			. 1		AYMENT (total of lirust equal line 12	nes 13, 14 & 15)	\$.	006:3	00
	Authorized Dealer Rep	presentative)		iine 16 m	ust equal line 12		ن تا	<u> 22643</u>	. 00

(508)797-5266

simple interest contract WITH a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract WITHOUT a "Balloon Payment" as the last scheduled payment.

Buyer (and Co-Buyer)	
Name and Address (Include County and Zip Code)	
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WORCESTER MA	
	14.

N/A

Seller (Creditor)
Name and Business Address

DIAMOND CHEVROLET, INC. 520 PARK AVENUE WORCESTER MA 01603

WHO IS BOUND: You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for each or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable for any amount due. In this Contract, "we", "us", and "our" mean the Seller named above and, after assignment and acceptance, the Seller's assignment chase Bank, N.A., acting on its own or as agent for an affiliated entity (and any subsequent assignment).

DESCRIPTION OF VEHICLE: You agree to buy and we agree to sell the following vehicle:

right to require renewment in full before the scheduled maturity date.

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Use for Which Purchased
						63227	personal
ing nakata Kabupatèn		e . 95.					business
75 J. 1862.13			CHEVROLET	LS SE	DAN : 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	•	agricultural
NEW	200	5	MALIBU		1617T64805F		

NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: 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.

ing a state of a second of the large second	FEDERAL	TRUTH-IN-LENDING DI	SCLOŠURES	
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 pro- vided to you or on your behalf.		chase on credit, including your downpayment of
the second of th				\$ 3500.00
9.90 %	\$ 7312.20	\$ 22143.00	\$ 29455, 20	\$ 32955.20
due on the same day of each	month starting on 66	72 mont /01/2005 leon Payment above, your pay on the same day of each m due on N/A	ment schedule will be	N/A and
PREPAYMENT: You have the SECURITY: You are giving u	e right to pay off this Contract is a security interest in the mot	early. If you do so, you will not or vehicle being purchased.	have to pay a penalty.	
\$5.00, whichever is less.	nore than timees days later you	will be charged a default char	de or uve beiseur or tue imi áu	MUNICOLUE RISBINIER CHE, C

OTHER TERMS: Please read this Contract including the reverse side, for additional information on security interests, nonpayment, default, and our

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If a payment is more than fitteen days late, you will be charged a default charge of five percent of the full amount of the installment due, c

OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled majurity date.

AND THE PARTY OF T	A THE PROPERTY OF THE PARTY OF
ITEMIZATION OF THE AMOUNT FINANCED	
Cash Price (including any accessories, services, and taxes). 2. Downpayment:	s 25260.00
S.A. Net-Trade-in-	₹
Your Trade in is a 1987 VOLVO 740 . Year Make Model	
B. Cash Downpayment \$ 3000.00	174 - 2 <u>0.0</u> 36 - 144
C. Total Downpayment (A + B)	s 3500.00
3. Unpaid Balance of Cash Price (1 -2C):	\$ 21.760.00 Trequest Optional Gap
4. Other Charges Including Amounts Paid to Others on Your Behalf:	coverage under the terms
Disability, Accident and Health \$ N/A \$ N/A	mentioned in OPTIONAL GUARANTEED AUTO PRO- TECTION (GAP) COVER- AGE Section on the reverse side of this Contract and for the amount shown in Section 4E. If no amount is shown and
B. Official Fees Paid to Government Agencies	you have not received a copy
U. Government License and/or Hedistration rees (Remize)	of a Gap waiver of insurance bicy, there is no Gap coverage.
D. Government Certificate of Title Fees \$ 50.00	Buyer's and
The Charges (Describe who will receive payment and purpose)	Co-Buyer's Initials,
(See Sap Paragraph on back) To N/A For Optional Gap Coverage \$ N/H D To DIAMOND CHEVROLET, INGer VEH ADMIN FEE \$ 289.000	
F. Total Other Charges and Amounts Paid to Others on Your Behalf	t Tyr - King . 🔒 💮 Tag
(A + B + C + D + E)	\$ 383.00
Amount Financed (Unpaid Balance) (3 + 4F): We may retain, or receive, a portion of these amounts.	\$ 22143.00

PROMISE TO PAY: You promise to pay us the Amount Financed shown above, plus a Finance Charge determined by applying a daily rate of 1/365th of the Amount Financed each day.

PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. If no late fee and/or returned check fee is owed, we credit each payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If a late fee and/or returned check fee is owed, we credit each payment first fo accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid balance of the Amount Financed. We compute your Finance Charge each day on the unpaid balance of the Amount Financed. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. We will send you a check for any amount owed you (if it is \$1.00 or more) after you make your last payment; we will advise you of any additional amount owed (if it is \$1.00 or more).

BALLOON PAYMENT: IF THIS CONTRACT IS CHECKED WITH BALLOON PAYMENT ABOVE. THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY TARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. This amount may be less than what we estimate the vehicle will be worth at the time such payment is due. The paragraph on the reverse entitled "LAST PAYMENT OPTIONS" applies and the odometer reading referred to in Section (B)(5) of such paragraph is N/A

LOCATION OF VEHICLE: The vehicle will be kept at the above address of the Buyer, unless another address is listed:

Ι/Δ....

Street and Trium)

CREDIT-INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH-INSURANCE AND CREDIT INVOLUNTARY UNEMPLOYMENT INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL THE ADDITIONAL CHARGE THE POLICIES OF CREDIT AND AGREE TO PAY THE ADDITIONAL CHARGE. The policies of crediticales

BALLOON PAYM INSTALLMENTS OF PAYMENTS The di	ENT: IF THIS CONTRACT IS FEQUAL AMOUNTS. THE LAST DE date and amount of this last so Jich payment is due. The paragra	GHECKED WITH SCHEDULED PAYN heduled payment are	"BACLOON PAYM MENT IS SUBSTANT Pshown allove That	ENTI ABOVE, T	HIS CONTRACT IS HAN EACH OF THE C	NOT PAYABLE IN
to in Section (B)(5) or	f such payment is due. The paragra	iph on the reverse e	ntitled "LAST PAYM	ENT OPTIONS	applies and the odom	ate the vehicle will be eterreading referred
LOCATION OF VE	THOLE. The vehicle will be kept a	it the above address	of the Buyer, unles	s another address	is listed:	
N/A		(Stre	et and Town)	The state of the s		AMARIAN STATES
INVOLUNTA NOT BE PRO issued by the insura Life (B Credit life insura Disability, Acc Gredit disability, The name of the		SURANCE ARE CONDITIONS IN FURTHER CONDITIONS IN FURTHER CONDITIONS IN THE CONTROL CONT	NOT REQUIRE TO PAY THE A detail. If you want the second of	AND HEALT D TO OBTAIN DDIFFONAL Cone following Insuration for a term of for a term of N/A N/A	H INSURANCE AN CREDIT. INSUR HARGE. The policie ance, sign below. N/A mof N/A Homo Office Address	ND CREDIT ANCE WILL s or certificates
	ACT DOES NOT PROVID PROPERTY DAMAGE CA ANCE: Insurance coverage for lad insurance either through your er. If you elect to purchase this coverage.					
BY SIGNING THE DISPUTES" ON IMPORTANT: THE ADDITIONAL TE NOTICE TO BUY available information, you have the partial refund of	centage Rate may be negated part of the Finance Challs CONTRACT, YOU ACTHE REVERSE SIDE, THATE TERMS OF THIS CONTRACT OF THIS CONTRACT OF THIS CONTRACT OF THIS CONTRACT OF THIS CONTRACT OF THE PROPERTY OF T	CKNOWLEDGE AT YOU HAVE ITRACT ARE O BEFORE SIGN contract if any ou are entitled ing others: (a) to	THAT IT CON READ IT AND A CONTAINED ON ING BELOW. of the spaces to an exact cop pay off in ad-	eller may assistance of the agree of the conf	AGREEMENT TO TERMS. S OF THIS PAGI and terms to the e	ARBITRATE READ THE xtent of then
certain condition	s, a resale of the propert	y if repossesse	ed.	aacaacu ior a	default; (c) to re	equire, under
Buver Signs	Seller agrees to the terms of the signee.		í			
Seller (Creditor) Signs_	DIAMOND CHEVROLET,		1	and the state of the	· · · · · · · · · · · · · · · · · · ·	The State of the S
FORM NO. CAFR-Massac	husetts REV.,2/05 Ptg. 12/04 TO ORDE gan Chase Bank, N.A. All Rights Reserved			Ву	<u>, na kanii ka kabu</u>	
	•		DEALER'S COPY			
** <u>** -</u>	and the second of the second o	145 m - 125 m - 125 m - 125 m		· · · · · · · · · · · · · · · · · · ·	*	
	•	•	*			-
			-			

will advise you of any additional amount owed (if it is \$1.00 or more).

it is a rout or more) aner you make your last payment, we



DIAMOND CHEVROLET, Inc.

520 PARK ÁVE. WORCESTER, MA 01603 (508) 755-7777



www.diamondchevrolet.com

CASH RECEIVED FROM

WORCESTER, MASSACHUSETTS

65197

NUMBER

239504

BRENDA J BARIS RECEIVED BY

DATE

05/04/05

TIME

12:02

ACCT.	AMOUNT	CONTROL NUMBER
220A	500.00	65197

PAYMENT TYPE	AMOUNT
PERSONAL CHECK	500.00

SIGNATURE

THERE IS A 10 BUSINESS DAY WAITING PERIOD FOR ALL THERE IS A 10 BUSINESS DAY WALLING FEILING REFUNDS ON PAYMENTS MADE BY CHECK. NO EXCEPTION

65197

PAGE 1

220A

RECEIPT RECEIPT

CASH RECEIVED FROM

WORCESTER, MASSACHUSETTS

NUMBER

239504

RECEIVED BY

BRENDA J BARIS

05/04/05

DATE TIME

12:02

ACCT.	CONTROL	NUMBER

500.00

65197

PAYMENT TYPE	AMOUNT	1
DEDCONAL CHECK	500.00	-

PERSONAL CHECK

500.00

SIGNATURE

THERE IS A 10 BUSINESS DAY WAITING PERIOD FOR ALL REFUNDS ON PAYMENTS MADE BY CHECK. NO EXCEPTIONS. PAGE 1 DIAMOND CHEVROLET, Inc.

> 520 PARK AVE. WORCESTER, MA 01603 (508) 755-7777

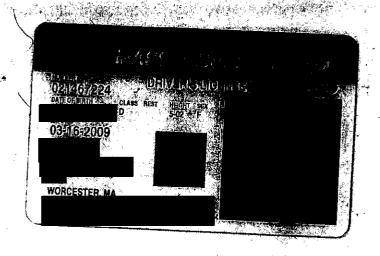
www.diamondchevrolet.com

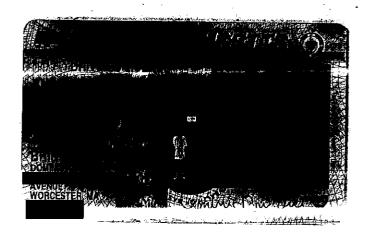




THE COMMONWEALTH OF MASSACHUSETTS REGISTRY OF MOTOR VEHICLES P.O. BOX 199100 BOSTON, MA 02119

PLEASE KEED WILL DO	lass.gov/rmv
PLEASE KEEP THIS DOCUMENT IN YOUR VEHICLE AT ALL TIMES	CERTIFICATE OF REGISTRATION PASSENGER
PLATE TYPE REGISTRATION NUMBER EXPIRES MONTH YEAR LAST DAY OF -> 02 07	
REGISTRATION 33.00 TITLE 50.00 SPECIAL PLATES 0.00 SALES TAX 1,060.00 TOTAL 1,143.00 RESIDENTIAL ADDRESS (IF DIFFERENT)	ADDRESS EFFECTIVE DATE 05/04/2005 TRANSACTION NUMBER 01512459760103 Eighty Hiden Registrar Registrar
2005 CHEV MALIBU SEDAN MFRS MODEL YEAR MAKE MODEL NAME BODY STYLE/TYPE 1G1ZT64805F ARBELLA MUTUAL INS VEHICLE IDENTIFICATION NUMBER	GRAY GRAY COLOR IF VEHICLE CARRYING PASSENGERS FOR HIRE-MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED. IF VEHICLE USED FOR TRANSPORTING GOODS, WARES, OR MERCHANDISE: TOTAL REGISTERED WEIGHT. GNATURE STAMP OR SIGNATURE OF THE REGISTRAR





LSBSU

1107.25

CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER 48243-1114 DETROIT M II

VEHICLE INVOICE 1AD53779350

DANE MEMO

MSRF INV AMT RETAIL - STOCK

INVOICE 11/11/04 21350.00 19535,25 SHIPPED 11/11/04 652.50

CFS SUNROOF, POWER TILT AND SLIDE 725.00 0.00 EXP I/T 11/25/04 0.00 LX9 3.5L V6 ENGINE INT COM 11/26/04

ZV69

0.00 MXO 4-SPEED AUTO TRANSMISSION 0.400PRC EFF 11/11/04 MZC NZC NET SO-STATE EMISSIONS

KEYS G3227 G3227 300.00 270.00 T43 REAR WIPER AND SPOILER 0.00 WFP-S QTR OPT-1

VK3 FRONT LICENSE PLATE BRACKET 0..00 BANK# GMAC - 103 1SB MALIBU PREFERRED EQUIP GRP 1SB 1270.00 1143.00 32-226

CHG-TO * FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS

STOCK NO.

SHIP WT: 3434 * RR AUDIO CHIRLS W/ HEADPHONES

32.9 * DRIVER SEAT 6-WAY POWER HF #

GMS a 21591.40 * FLOOR MATS

SUPPLR 22559.64 * REMOTE VEHICLE STARTER SYSTEM 24270.00 門民門書

RECEIVED NOV 1 5 2004

23645.00 21600.75 ACT 231 21516.40 TOTAL MODEL & OPTIONS 625.00 H/B 261 709.35 625,00 DESTINATION CHARGE 236.45 ADV 261 236.45 LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION 236,45 EXP 65A 236.45

24270.00 22698.65 PAY 310 22698.65 TOTAL

MEMO: TOTAL LESS HOLDBACK AND

2005 MALIBU LS MAXX

ORDER NO. HOTPOP/TRE

VIN 161 ZT64 80 5F

1ZT68 MALIBU LS MAXX

MODEL & FACTORY OPTIONS

14E

MEDIUM GRAY METALLIC

GRAY CUSTOM CLOTH

21669.05 APPROX WHOLESALE FINANCE CREDIT

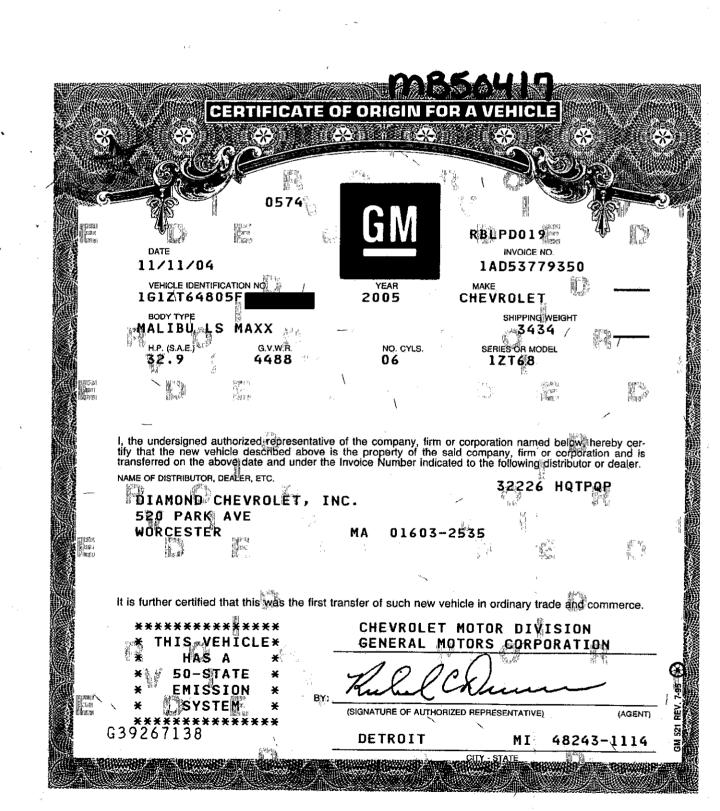
IMPOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

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

DIAMOND CHEVROLET, INC.

REMIT TO GMAC NO. 103 VIN 161ZT64805F 22698.65 INV 1AD53779350 DUE 11/26/04 DEALER 32-226

Massac	uset Registry of Motor V	ehicles	3. Number o	f Documents_	ORO (Re	gistration Only)	☐RX (Registration Transfer)	l
· RMV-1	Application Form 617-351-4500 4. St (Salvage Title)			☐RT (Registration & Title) ☐TAR (Title Add Registration) ☐SW (Summer/Winter Swap) ☐SS (Surviving Spouse)				
1. REG. EFF. DATE	2. REG. EXP. DATE		TO (Title		7. Previous Title		8. State	1
Registration/Veh	cle information 5. Plate 7	ype 6	. Registration N	umber	. rrevious (ille	#	o. state	
9. Type of Registration:	Passenger Bus Taxi L	ivery 🔾Cor	mmercial		entification Num		,	=
☐Trailer ☐Auto Home		Other		161	276	4805		
2005 CHEVRU	MALIBU 17169 L		3-Brown 4-Red		een 7-White 8	73009-Purple 6	Cylinders/Passengers/Doors/Wheels / 5 / 4 / 4	
VV I	Gross Weight (Laden) 20. Motor Power	☑oasoline □Propane □				very Taxi School x no of passengers that		
☑Automatic ☐Manual	Conversion						ool district? Yes No	
Owner Informat	On 22 Owner #1 MA License, Use	SSN if out-of-st	ate 23 Owner #	D MA License	Use SSN if out-of	-state 24:EN/IID #.(si	8.5lock 29) - 4) -	
25. Owner # 1 Name (Last,						26. Owner # 1 Date o		i. P
25. Owner # 1 Marile (Last,	r list; Wilddie)							
27. Owner # 2 Name (Last,	First, Middle)					28. Owner # 2 Date o	f Birth	
					via sea straken arta ledikat Make Victoria			
20 Cdfl/Co/Orpanization S	nnő (see block 24)	Part Sea	riani. Nama			30. City/Town Where ' WURCESTER'	Vehicle is Principally Garaged:	
31. Mailing Address		,	City		State	Zip Code		
	WORCESTER MA	1				Zip Code		
32. Residential Address			City		State	Zip Code		
33A. Lessee's MA License N	lumber or EIN/FID Number. If out-of-st	ate Lessee, use 5	SSN and date of	birth 33B.	Lessee's Name	· · · · · · · · · · · · · · · · · · ·		
	M M D L)						
34. Lessee's Address, City, S	tate, and Zip Code						se Tax Schedule १०४०:असारमः भूग्या	
35. Date	of Purchase.	36. Odometer	Reading			CR-Registre d'Ognier	Control of the Contro	
	02/2005 				1.00 pt. 20 pt. 20 pt. 30 pt.	ile/Rife	。"是有人的。" 1	
37. Thew Vehicle	38. Title Type: Clear		Reconstructed		ir adal	cationale (pateintein	Landen in the contract of the	
Used Vehicle 39. Primary Salvage Title Br	Owner Retained ands: 40. Secondary Salv		Prior Owner	Ketaineo	[86.7]	Almulaciumen etxologic	A LANGE IV	
Repairable Parts	, ,	ago Diana(s)			Net S	lestificate la la compa	217000	
Lienholder Infor	mation 41. D.	ate of 1st Lien	•	te of 2nd Lien		n de lin Albivotra Hon	12 (14 12 12 14 14 14 14 14 14 14 14 14 14 14 14 14	
	this vehicle are listed below 44. Name	2/05/500	5				ue ne rsta _{rand} estaus	
1C 3 3 B 2 B	JPMORGAN CHASE	BANK, N	. A.		0.00	on the contract was	AN JERU	
45. Lienholder's Address					100000000000000000000000000000000000000	in vio le de la company. La cida de la company	21/100.(0!)	
	M NEM HADE BUKK NA	11042				ESTIL ABIN 1 C.F.	\$1(O(5)(vi _c (01/s)	
46. Second Lienholder Code	47. Name							
48. Lienholder's Address							Molecky High Tuskies	
						e Nestungo (Auto/Rac) Resylvanii avaste		
Insurance Certifi	Cation The company signatory hereto hereb hereinbefore named with respect to the	y certifies that it has or v he motor vehicle hereint	will insure or guarantee p perore described for a peri	erformance by the appli fod at least coterminous	with the state of		APPARENT APPARENTARY	
	nicle liability policy, binder or bond which conforms to the fate of registration are as established by the commissioner of				1 A 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	AIM EXEMPTION FRO		
49A. Policy Effective Date:						Attached of reculred)	PROPERTY AND INCIDENCE OF THE PROPERTY OF THE	
Policy Change Date:						Mehamadidde dhe Eoo L	nformation	
498. Manual Class: 1 490	· · · · · · · · · · · · · · · · · · ·					ree n	nomanon	
ARBELLA MUTUAL Insurance Co's Authorized Representative's Signature (Original Only) We the applicants hereby certify under the penalties of perjury that there are no outstanding excise tax liabilities on the vehicle			343 A 4 6 7 K 1		Paymentaya a Paymentaya a sa	ed gar		
described above that have been incurred by the applicant(s), any member of the applicant's immediate family who is a member of				Contrary Co	erica e e e e e e e e e e e e e e e e e e e	4.5		
the prificant's household or the business partner of the applicant(s). Whe hereby further certify that all information contained in this application is true and correct to the best of my knowledge and belief. Whe understand that false statements are punishable by fine, imprisonment or both. 50. Signatures of Owner From Block 25, or 29. If owner is listed in Block 29, signer must also print name.					The Contract			
		,				France		
51/Signature of 2nd Owner	From Busek 27.				58. R	atch No:		5
52. Authorized Dealer's Sign	ature	53. Dealer	Reg. No.		—			
		υ5	~		(A) (1) (1)	ramandistinder		در وزار و
54. Seller's Name (Please Pri DIAMOND CHEV								
55. Seller's Address	HOLLIF 1190.							
F:11	08 7 62 7 89981 : 01	-	992S-ZAZC	80S) OTA	HH L283EK	KOW:DIHWOND	PR-4-2007 02:07 F	H



	Each undersigned saller conflies to the best of in this or any state at the time of delivery and	the vehicle is not subject to any i	security interests other than those disclose	d hèrein and warrant title to the venicle.
UMBER 1	NAME OF PURCHASER(S)		SCHIBED ON THE FACE OF THIS CER	TEIGATE TO:
SSIGNMENT NUMBER	DEALER NAME OF DEALERS OF STANDING OF STAN		NC PD 5. Being duly sworn upon balt-saya that forth and true and correct. Stubscribed before this	<u> */4 2</u>
Ŷ.	County of	USE NOTARIZATION ONLY IF	REQUIRED IN TITUNG JURISOIOTION	Notary Public
ST.	NAME OF PURCHASER(8)			
Ē	ADDRESS		TOWNS CONTRACT	
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Ž.	County of		before thisday of	Notary Public
5	NAME OF	USE NOTABIZATION ONLY IF	BEQUIRED IN TITLING JURISOIDTION ()	
2	PURCHASER(S)			
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3	NAME OF	C. H.	ACCOUNT IN THE MOTOR SOLUTION	CONTRACTOR OF THE SECOND
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	report in the and of the first sent in a comment result in lines and of the first sent in the comment to the first sent to the best of my knowledge that this cheating. Heading.	dometer reading is the actual mi	leage of the vehicle unless one of the follo	wing statements is checked. Odometer
	Reading V9/ Z. No/Ta	The Wilson Stated sin	excess of its machanical limits OThe odd	meter reading is not the actual mileage.
	Signature(s) of Setter(s)	UNU CHEVRUZET.	A Dan for Statistical	ENUMBER of Sale
	, Signaturë til Pordpageria): L		Being duy swom upon calli says that forth are true and correct. Subscribed	the statements set. And swom to me
1		**************************************	efore thisday of	<u></u>
	Printed Name of Purchaser(s)		JR	Notary Public
	Company Name (it Applicab) Address of Phichaser(s)	t of his v extra to a v	County of	<mark>Jegovyty Marky B</mark> erleider († 1865)
*	MOKOES WORDES	I SANOTAL	LEQUINED IN TITLING JURISSICTION	ALDAN BEAR PER PER PER PER PER PER PER PER PER PE
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	whose address is	L. AND CO. C. S. C. S. C.		40 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 -

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CHASE O



CHASE AUTOMOTIVE FINANCE 1-800-458-3756 FOR DEALER USE ONLY - NOT INTENDED FOR CONSUMER VIEWING.

TO: DIAMOND CHEVOLET, INC.

DATE:

05/03/05 17:08

Application # 051221804320

Analyst: DENISE FIREHOCK

Applicant(s):

Decision:

Approved Retail

Amount Approved: \$22,475.00

Yr/Mke/Model: 05/CHEVROLET /MALIBU Term:

72 MONTHS

New/Used:

New

Buy Rate: 9.99%

*** THE ABOVE AMOUNT INCLUDES TAX, TAGS, AND LICENSE FEES ***

Stipulations:

1. COPY OF TELEPHONE BILL

2. BOTH APPLICANTS TO SIGN

3. MAXIMUM ADVANCE

Send Contract to:

Chase Automotive Finance-Funding 540 State Route 72 North-Suite 100 P.O. Box 29214

Reeseville, Ohio 45166

Title Vehicle to:

JPMorgan Chase Bank, N.A.

Phoenix, AZ 85038

MAY 03,2005 17:55

Page 1

Business Type: OLLC O Prop	DATE OF BIRTH (MMDDYY)
FIRST NAME MI SOCIAL SECURITY NUMBER	DER OF (TAX ID #)
PO BOX NUMBER CURRENT STREET NUMBER CURRENT STREET NAME (MAILING ADDRESS)	
。	ZIP CODE
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Own Other Rent Family , 250	091 YRS 11 MOS
EMPLOYED BY of TYPE OF BUSINESS (if business application) OCCUPATION Alimony, child support, or separate maintenance income need not be revealed if you do not yish to have it considered as a basis for re	ACC paying this obligation.
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O Med Duty Truck CASH SELLING FRIDE MSRP JERM EST PAYMENT SEG	Credit Line : O.W/O.Air
O Conversion Van O Demo Net Trade (yr) Trade-IN (make) MILEAGE (thousands) UPFIT Cos	O Tape/Disc
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6 PRST NAME: MI SOCIAL SECURITY NUMBER	R or (TAX ID #)
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PO BOX NUMBER CURRENT STREET NUMBER CURRENT STREET NAME (MAILING ADDRESS) CHTY CHTY CAREA CODE) HOME PHONE EMPLOYED BY OF TYPE OF BUSINESS (if Dusiness application) COCUPATION Alimony, child support, or separate maintenance Income need not be revealed if you do not wish to have it considered as a basis for reparation of the considered as a basis for reparation of	TIME AT ADDRESS O 9 VRS // / MOS Daying this obligation. TIME EMPLOYED O 8 X 5192, Southfield, MI 48086, rchase the transaction. In about you related to this on (other than as permitted by law).
PO BOX NUMBER CURRENT STREET NUMBER CURRENT STREET NUMBER CURRENT STREET NAME (MAILING ADDRESS) CITY CITY CAREA CODE) HOME PHONE CAREA COD	TIME AT ADDRESS O 9 YAR

COSIGNER NOTICE

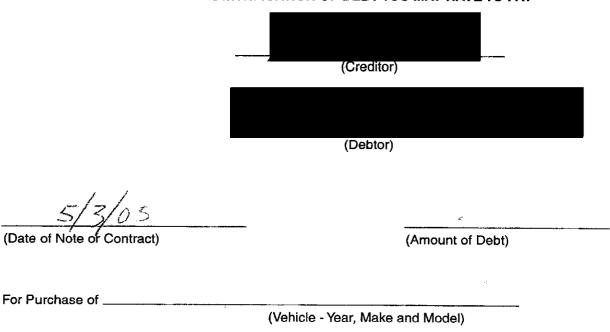
NOTICE TO COSIGNER: You are being asked to guarantee this debt. Think carefully before you do. If the borrower does not pay the debt, you will have to. Be sure you can afford to pay the debt if you have to, and that you want to accept this responsibility.

You may have to pay up to the full amount of the debt if the borrower does not pay. You may also have to pay late fees or collection costs, which will increase this amount.

The creditor can collect this debt from you without first trying to collect from the borrower. The creditor can use the same collection methods against you that can be used against the borrower, such as suing you, garnishing your wages, etc. If this debt is ever in default, that fact may become a part of **your** credit record.

This notice is not the contract that makes you liable for the debt.

IDENTIFICATION OF DEBT YOU MAY HAVE TO PAY



ACKNOWLEDGEMENT: I have received a copy of this Notice, a copy of the writing setting forth the terms of the debtor's agreement and a copy of the separate agreement (if any) which obligates me to pay the above referenced debt.

	Cosigner (Print or Type Full Name)	
Cosigner's Signature	Date	

FORM NO. CMB-Cosigner 6/96 Ptg. 12/03

TO ORDER CALL (800) 422-3102 OR FAX (688) 299-8534

COPYRIGHT © 1996 CHASE MANHATTAN BANK, USA, N.A. All Rights Reserved.

RECOMMENDED SERVICES

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SERVICE HISTORY

02/15/06 222678 17906 2395 2415 W 37CVZ INTERIOR ELECTRICAL W 31CVZ ELECTRICAL MAINTENANCE DECLINED MAINTENANCE DECLINED AUTOMATIC TRANS FRONT SUSPENSION FRONT SUSPENSION	Ĭ	DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/19/05 220636 16188 2427 2415 C 70CVZZFMD MAINTENANCE DECLINED 2415 W 23CVZ AUTOMATIC TRANS 2415 W 11CVZ FRONT SUSPENSION	ľ	02/15/06	222678	17906	2395				
ZOIS W SOCYZ COURTEST TRANSFORT		12/19/05	220636	16188	2427	2415 2415 2415	C W	70CVZZFMD 23CVZ 11CVZ	MAINTENANCE DECLINED AUTOMATIC TRANS

SERVICE JOSEPH W BITAR SALESPERSON NO. 2388 YEAR/MAKE/MODEL 1G1ZT64805F 05/CHEVROLET/MALIBU/LS SEDAN SERVICE CONTRACT MEDIUM GRAY/GRAY WORCESTER, MA 10:48am 06/27/06 05:00pm APPOINTMENT Yes No

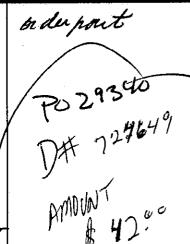
W 11CVZ FRONT SUSPENSION CUSTOMER HEARING AND FEELING A KNOCKING IN THE STEERING WHEN TURNING EITHER DIRECTION WHILE DRIVING

W 170VZ WOM N SLOWING TO A STOP INSP'& RPT

MJ98 21901

3650A03E955

TECH COEY



228031

8/1.9

PAGE 1 OF 1

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ENGINE		$C_{\mathcal{A}}$	armin a
TRANS		03	1011-1
A/C P/S C/C			
MILES IN		<u>.</u>	-, Q
MILES OUT 30000		, <u> </u>	L L
NO Milage - No Pay	10	FF & 19 6 2 11	
STRAIGHT FLAT RATE PRICE	Mal Brk pulsal w E TIME	on 8 · 0 ≥ 28	
100 2 7 7	•	7 613-06	
JOB DING BY BUTN O	4-027 32-08	7 6 5	
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whom street	ue procession is		
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JOB Kalons July	so kalipies		
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Resurting 4 ptons	(M)		
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Forward -> < Back

Document ID# 1756266 2005 Chevrolet Malibu

Feedback

Disc Brake Component Specifications

	Speci	ication	
Application	Metric	English	
Caliper Bore Diameter-Front	60.0 mm	2.36 in	
Caliper Bore Diameter-Rear	38.0 mm	1.50 in	
Front Brakes J41/J67/JM4			
Rotor Diameter	276.0 mm	10.866 in	
Rotor Discard Thickness*	22.8 mm	0.898 in	
Rotor Maximum Allowable Assembled Lateral Runout	0.05 mm	0.002 in	
Rotor Maximum Allowable Scoring	1.50 mm	0.059 in	
Rotor Minimum Allowable Thickness After Refinish	23.0 mm	0.906 in	
Rotor Maximum Allowable Thickness Variation	0.025 mm	0.001 in	
Rotor Thickness New	26.0 mm	1.023 in	
ront Brakes JL9			
Rotor Diameter	296.0 mm	11.653 in	
Rotor Discard Thickness*	22.8 mm	0.898 in	
Rotor Maximum Allowable Assembled Lateral Runout	0.05 mm	0.002 in	
Rotor Maximum Allowable Scoring	1.50 mm	0.059 in	
Rotor Minimum Allowable Thickness After Refinish	23.0 mm	0.906 in	
Rotor Maximum Allowable Thickness Variation	0.025 mm	0.001 in	
Rotor Thickness New	26.0 mm	1.023 in	
ear Brakes JL9yJ67			
Rotor Diameter	270.0 mm	10.630 in	
Rotor Discard Thickness*	11.8 mm	0.465 in	
Rotor Maximum Allowable Assembled Lateral Runout	0.05 mm	0.002 in	
Rotor Maximum Allowable Scoring	1.50 mm	0.059 in	
Rotor Minimum Allowable Thickness After Refinish	12.0 mm	0.472 in	
	0.025 mm	0.001 in	
Rotor Maximum Allowable Thickness Variation	11 0,023 (1111) 11		

<- Back Forward -> Document ID# 1756266 2005 Chevrolet Malibu

Feedback

Print

RC#22803/

Brakes

00000	Late	eral Runo	ut	
Left _	Left		Right	Right
If a Brake Align shim was used what size was it?	Before OO d After	Front	Before OO3 After	If a Brake Align shim was used what size was it?
If a Brake Align shim was used what size was it?	Before , 0 0 4 After , CCO	Rear	Before . UUU After	If a Brake Align shim was used what size was it? >
	Rotor Thic	ckness (P	arallelism)	
<i>)</i>	Original Thickness		Min. Thickness	Discard Thickness
		rrent Thick	ness	
	Left	7 .	Right	7
	Before	Position #	Before	,
	1.013	- 1 1	1.01/	1
,	1.012	2	1.9,0	-
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After Replacement	After Cutting	_	After Cutting	Alter Replacement
	Original Thickness		Min. Thickness	Discard Thickness
¥*	7	Rear	.472	, 465
		urrent Thic		
	Left		Right	 -1
	Before . 538	Position 1	# Before	
	1537	3	1541	
After Replacement	After Cutting	4	After Cutting	After Replacement

IN 05:45PM 6/28/06 OUT 04:20PM 6/27/06

WORCESTER

ENTERPRISE RENT-A-CAR COMPANY OF BOSTON, INC. 666 PARK AVENUE 508-792-4700

MA 01603-2035 1050

SOURCE CH1050 - 999

MΑ

RENTAL AGREEMENT D724649 PAGE 1 OF 1

24-HOUR DAY

UNIT 1
UNIT #
LIC#
MODEL REND

COLOR TAN
IN 33988

QUT 33915 V# 3G5DA03E95S WORCESTER MA

RENTAL TYPE D

DR. LICENSE
STATE MA EXPIRE 3/10/09
DOB HT WT
EYES HAIR
S.S.#
EMPLOYER

BILL TO Y CUST # G41031
DIAMOND CHEVROLET
ATTN: MATT**
520 PARK AVE.
WORCESTER
508-755-7777 01603

SUMMARY OF CHARGES

DAY = 24 HOUR PERIOD

MILES

NO CHARGE

SPECIAL 0 47.00 47.00

ADDITIONAL DRIVER NO OTHER DRIVER PERMITTED SALES TAX% 5.00 2.38

CLAIM INFO POL/CLAIM/PO#

PO 29340 INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR MAI:1BU

SHOP DIAMOND CHEV PHONE 508-755-7777 NAME PERMISSION TO LEAVE STATE YES X NO

STATES NE ONLY CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

DEPOSITS REFUND

TOTAL CHARGES

DEALER TAX EXT

2.98

49.98

.60

BILL TO CUST G41031

PKG SCHG

47.00

CLOSED TICKET PAYMENT INFO

OPENED BY #985E7 THOMAS J WELCH CLOSED BY #4007R DENNIS J HAGLUND



Document ID# 1837885 2005 Chevrolet Malibu

Feedback

Print

Subject:

Knock, Clunk or Rattle Type Noise From Front of Vehicle

While Driving Over Bumps At Low Speeds (Diagnose and Replace Steering Gear, If Necessary) #06-02-32-007 -

(06/13/2006)

Models:

2004-2006 Chevrolet Malibu/Maxx

2005-2006 Pontiac G6

with Electronic Power Steering (EPS)

Condition

Some customers may comment on a knock, clunk or rattle type noise from the front of the vehicle when driven at low speeds and over bumps. The noise is most likely to occur when the steering wheel is straight ahead and sounds like it is in the suspension on the left side of the vehicle or directly in front of the driver. This noise will usually develop after 4828-8047 km (3000-5000 mi) on the vehicle.

Cause

The noise may be generated during contact between the rack gear and the pinion gear. The EPS motor holds the pinion gear from rotating and the suspension input drives the rack gear into the pinion gear.

Correction

- 1. Determine the source of the noise. Install chassis ears at the following locations:
 - · sway bar link one side at a time
 - upper strut mount one side at a time
- 2. If the noise is coming from the upper strut mount or sway bar link, replace as necessary and retest.
- 3. If the noise is not coming from the stabilizer shaft links or struts, then the noise the customer is hearing is the rack gear and pinion gear contact. The steering gear should be replaced with the new part number gear listed below. Refer to the Power Steering Gear (EPS) Replacement procedure in SI.

Part Information

Part Number	Description
15858368 (Base Gear)	Steering Gear Assembly
15858369 (Restricted Travel Gear) (Vehicles with 17" Wheels)	Steering Gear Assembly

Warranty Information

For vehicles repaired under warranty, submit the appropriate published labor operation for the repair performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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Document ID# 1837885 2005 Chevrolet Malibu





FROM: DIAMOND PARTS&SERVIC (508)797-5266

APR-4-2007

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PURCH

T0:18668429480

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P.8/8

PAGE 1 OF 1

DIAMOND CHEVROLET



520 Park Ave. WORCESTER, MA 01603

Sales (508) 755-7777 Service (508) 754-3000 Fax (508) 797-5266 www.choosediamond.com

	105234002						
CUSTOMER NO. 65197		ADVISOR KEVIN P F	PIERCE	2395 TAG N	6543	12/06/06	C1CS234002
		LABOR RATE	LICENSENO	MILEAGE		COLOR MEDIUM GRAY	STOCK NO. MB50417
WOOGEGTED		05/CHEVRO	L DLET/MALIBU/	_ LS SEDAN		05/02/05	DELIVERY MILES 6,775
WORCESTER, MA		VEHICLE LO NO	т 6 4 8 0 5	F		SELLING DEALER NO. 32226	PRODUCTION DATE
		F. T. E. NO.		P. O.		12/06/06	
PERIOENCE BUONE	RUSINESS PHONE	COMMENTS		.			мо: 27595
LABOR & PARTS	ING HOURS HUMPING' NOISE AT THE	: TECH RIGHT (?) FR	(S):2415 ONT, TURNING		WARRANTY	ALL PARTS N SPECIFIED (
HOISTED THE VE STEERING, WHEE RESEARCHED THE NECESSARY TO F	EHICLE TO INSPECT THE ELS, ETC E CONDITION WITH 'CHE REPLACE THE INTERMEDI	VROLET' ATE STEERING	SHAFT			FOR YOUR CO SERVICE DEPT. I	& PARTS
PARTS·····QTY···FP·NUMBER· JOB # 1 1 2268771		PTION KIT 6.526	JOB # 1 TOTA		WARRANTY 0.00	7:00 AM - MONDAY -	
TOTALS		J0B #	1 TOTAL LABOR	& PARTS	0.00	7:00 AM - FRII	
************** THANK YOU YOU MAY RECEIVE A SURVEY FA DEPARTMENT THIS IS OUR REPO	ROM G.M. ABOUT OUR SE ORT CARD TO GENERAL M	RVICE NOTORS.	TOTAL PA TOTAL SU	RTS BLET	0.00 0.00 0.00	7:00 AM - SATU	
IF FOR ANY ANY REASON YOU (*************************** PLEASE CALL ME STEVEN D. WR	SATISFIED ********	*****	TOTAL MI TOTAL TA	SC CHG. SC DISC	0.00 0.00 0.00 0.00	Thank you for th serve you. It is ou all the repairs re repair order to	ur aim to perforn equested on this
						satisfaction. If our service vitell your friends; us immediately.	•
CUSTOMER SIGNATURE							
PAGE 1 OF 1	ACCOUNTING COPY		[END C	F INVOICE]	09:07am	Reynolds and Reynolds	ERAINTINVE SF608636 Q (08 0

C1CS23297

DIAMOND CHEVROLET



520 Park Ave. WORCESTER, MA 01603

Sales (508) 755-7777 Service (508) 754-3000 Fax (508) 797-5266 www.choosediamond.com

0101/C1CS232971

	1CS232971	E1 1141 1841		4	**		
CUSTOMER NO. 65197		ADVISOR KURT DUPUIS		2317 TAG N	o. 5254	INVOICE DATE 11/06/06	C1CS232971
WAR AND THE PARTY OF THE PARTY		LABOR RATE	LICENSE NO.	MILEAGE	26,512	COLOR MEDIUM GRAY	STOCK NO. MB50417
		VEAR/MAKE/MODEL 05/CHEVROLE	T/MALTRIL/	S SEDAN	_	DELIVERY DATE 05/02/05	DELIVERY MILES 6,775
WORCESTER, MA		VEHICLE I D. NO.				SELLING DEALER NO. 32226	PRODUCTION DATE
		FTE NO.	, , , , , ,	P.O NO.	.	R.O.DATE 11/06/06	
BESIDENCE PHONE	BUSINESS PHONE	COMMENTS				1 11,00,00	MO: 26512
LABOR & PARTSJ# 1 15CVZ STEER THERE IS A CL STEERING WHEE	ING HOURS: UNKING NOISE WHEN TURN	0.50 TECH(S) NING AND FEELS TH	2415 IRU		WARRANTY	ALL PARTS N SPECIFIED (EW UNLESS
TECH ROADTEST NOISE COMING TO REMOVE SHA	NEW RACK PER BULLETIN ED AND CONFIRMED COMPL FROM STEERING SHAFT.PE FT AND RAISE CLAMP TO ENCE AGAINST RACK SHAF	AINT. ER BULLETIN NESSE PROVIDE CLEARENG	CE TO			FOR YOUR CO SERVICE DEPT. I	& PARTS
		JOB # 1	TOTAL LABOR 8	PARTS	0.00	7:00 AM	
FACTORY MAINT NO OTHER WORK	ENANCE DECLINED HOURS: ENANCE DECLINED TAX THIS STIME		2415	· -	0.00	MONDAY - 7:00 AM FRII	- 6:00 PM
FACIURY MAINI	ENANCE DECLINED AT THE		TOTAL LABOR 8	. DADTS	0.00	7:00 AM -	
TOTALS		JUB # 2	TOTAL LABOR O	X FAINIS	0.00	SATU	RDAY
************* THANK YOU YOU MAY RECEIVE A SURVEY F DEPARTMENT THIS IS OUR REP IF FOR ANY ANY REASON YOU ************************************	FROM G.M. ABOUT OUR SEF PORT CARD TO GENERAL MO CAN NOT RETURN THE SUF SATISFIED *********	RVICE DTORS. RVEY ******	TOTAL LAR TOTAL PAR TOTAL SU TOTAL G.C TOTAL MIS TOTAL MIS TOTAL TAX	RTS BLET D.G SC CHG. SC DISC	0.00 0.00 0.00	Thank you for the serve you. It is on all the repairs repair order to satisfaction.	ur aim to perform equested on this
			TOTAL IN	IVOICE \$	0.00	If our service value tell your friends; us immediately.	
CUSTOMER SIGNATURE	DUPLICATI	EINVOIC	<u>***</u>	** ***	*****		:
	ě*						
	,	ı					
PAGE 1 OF 1	ACCOUNTING COPY		[END C	F INVOICE	07:05am	Reynolds and Reynolds	ERAINTINVE SF608636 Q (06106

Goodwrench.

MULTI-POINT VEHICLE INSPECTION

Name:Year/Mode	01:05 Malinu Date: 12-6.06
Ivaniereanwood	Date.
Repair Order #: 204002 VIN (last 8 digits): 3/	Odometer: 27 59 5 MI: MII:
Trepair Order #:	
The state of the s	
	INTERIOR
Star Subscription activated	Remaining engine oil life:% Reset:N/A:
by [4]	Air Conditioning Performance
	RES AND TREAD DEPTH CHECK BATTERY
	ck exterior condition)
8/32 or Greater	8/32 or Greater
LF 7/32 to 4/32 3/32 or Less	7/32 to 4/32 RF 3/32 or Less S
PSI@: set to: PSI	POLO: DOLLAR POLI
B 8/32 or Greater	8/32 or Greater
LR 7/32 to 4/32	7/32 to 4/32 RR
3/32 or Less	3/32 or Less
PSI@:set to:PSI	(Check lamps) PSI@:set to:PSI
	Tread Depth:/32 lignment needed
1	lignment performed Balance performed Battery cables and
CracksChipsLF LR Wea	ar Pattern/Damage RF RR Connections
CHECK FLUID LEVELS	CHECK BRAKES/MEASURE FRONT AND REAR LININGS
OK FILLED REQUIRES ATTE	
Engine oil	LF 6 mm (8/32) 16 RF
Brake fluid reservoir	3,7177 C. Let
Transmission (if equipped w/dipstick)	7 mm(\$ 30 54 m
Coolant recovery reservoir	LR
Power steering	mm (3/92)
Windshield washer	Lowest Front Lining Lowest Rear Lining
- Williamed Waster	Brake system (also including lines, hoses and parking brake)
ADDITIONAL CHECKS	COMMENTS
Inspect for visible leaks:	
Fuel system (also including gas cap seating)	
Engine, transmission, drive axle, transfer case Engine cooling system	
Shocks and struts – also check operation	Consultant:
Inspect visual condition:	Technician:
Belts: engine, accessory, serpentine, and/or V-drive	MAINTENANCE VISIT RECOMMENDATION
Hoses: engine, power steering and HVAC	
Engine air filter and cabin air filters	Date:Time:
Steering components and steering linkage	Reason for Maintenance:
CV drive axle boots or driveshafts and U-joints	•
Exhaust system components	
Exhaust system components	D MAINTENANCE

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MI

□ Performed

☐ Required

MII

☐ Performed

□ Required

GM Vehicle Inquiry System Summary

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title</u>

Help

VIN:	1G12	T64805F							
		VEHIC	CLE INFO	ORMATION					
Merchandising Model:		1ZT68 -2005 MALIBU LS MAXX Warranty Start Date: 05/02/2005							
BARS Order	Type:	70 - RETAIL - STOCK							
Delivering De	ealer :	DIAMOND CHEVROL	Selling Source	:	13 - CHE	13 - CHEVROLET 32226			
		520 PARK AVE WORCESTER, MA	Site Code:		32226				
		(508) 755-7777		Business Assoc	ciate Code	e: 114932			
Service Con	tract: No	Branded Title :	No	Warranty Block :	No	PDI Status:	Paid		

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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	05/02/2005	0 miles	05/02/2008	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/02/2005	0 miles	05/02/2011	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/02/2005	0 miles	05/02/2013	80000 miles
36/50000 CALIFORNIA EMISSIONS	05/02/2005	0 miles	05/02/2008	50000 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/02/2005	0 miles	05/02/2012	70000 miles

CLAIM HISTORY

R.O Date	ate R.O Number Type Labor Operation		Odometer Reading	
11/06/2006	232971	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	26512 miles
09/11/2006	230937	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25475 miles
				•

12/6/2006

09/11/2006	230937	#	E3530 - ARM ASSEMBLY, FRONT CONTROL - LOWER - RIGHT - REPLACE	25475	miles
06/27/2006	228031	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - REPLACE	22264	miles
06/27/2006	228031	#	H0137 - ROTOR ASSEMBLY - REAR - BOTH - REPLACE	22264	miles
06/27/2006	228031	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	22264	miles
02/15/2006	222678	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	17906	miles
02/15/2006	222678	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	17906	miles
12/19/2005	220636	#	N6630 - WIRING AND/OR CONNECTOR - TRANSMISSION/TRANSFER CASE/TRANS	16188	miles
12/19/2005	220636	#	J3250 - TANK, RADIATOR COOLANT SURGE - R&R OR REPLACE	16188	miles
12/19/2005	220636	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	16188	miles
06/07/2005	212831	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	8324	miles
06/07/2005	212831	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	8324	miles
06/07/2005	212831	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	8324	miles
11/11/2004	A97962	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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RECOMMENDED SERVICES OPERATION DESCRIPTION OPERATION OPERATION DESCRIPTION MO/MI **OPERATION DESCRIPTION** SERVICE HISTORY MILEAGE ADVISOR TECHNICIAN TYPE SOPERATION REPAIR ORDER STATE REG# 1813 PDI SALESPERSON NO. PRODUCTION DATE STOCK NO YEAR/MAKE/MODEL 05 / CHEVROLET / MALIRIL/ LS SEDAN CUSTOMER NO. SERVICE CONTRACT 1G1ZT64805F DELIVERY MILES SELLING DEALER NO. DELIVERY DATE CUSTOMER NO. 11/24/04 DIAMOND CHEVROLET INC 520 PARK AVE EXPIRATION DATE EXPIRATION MILES 7962 WORCESTER, MA 01603-2535 MEDIUM GRAY/GRAY 2015 KEN EZEN Thereby authorize the repair work by win ser forth to be done along with the necessary material and agree that you are not responsible to: itsis or damage to venicle or arcicle left in which in case of life. It better any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts suppried by supplier or transporter. Thereby grant you supply your employees permission to operate the vehicle herein described on streets highways or disawhere for the purpose of leating and/or inspection. An expression for change it will be reby acknowledged on above vehicle to secure the amount of repairs thereto. cr1@rr418830.reyrey.net 508-755-7777 5 TIME RECEIVED DATE/TIME PROMISED 02:13pm 11/24/04 508-<u>755-7777</u> 07:30pm WAIVER - LUNDERSTAND THAT THE RIGHT TO KNOW BET DRE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THE HEGOST WILL DE YOU RED NOT DESTAN APPROVAL FROM US FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS WHAT THE REPAIRS ARE OR THEIR CRISTS IF THE TOTAL AMOUNT FOR THE REPAIRS DOES NOT EXCEED S. APPOINTMENT 68.00 Yes No JOB TOTAL LABOR ORIGINAL CUSTOMER ESTIMATE: **PARTS** PDI 1.3 NECTO ADJ BRK OK

204878

TECH COPY

ENGINE	
TRANS.	
A/C P/S	c/c
MILES IN	
MILES OUT	
NO Milaga - No Pav	

E TIME JOB JOB JOB JOB

DIAMOND CHEVROLET



520 Park Ave. WORCESTER, MA 01603

Sales (508) 755-7777 Service (508) 754-3000 Fax (508) 797-5266 www.choosediamond.com

						Mayour I file
65197	ADVISOR KURT DUPUIS	231	7	7094	12/19/06	C1CS234493
03197	LABOR RATE		MILEAGE	27,687	MEDIUM GRAY	MB50417
	YEAR / MAKE / MODEL			27,007	DELIVERY DATE	DELIVERY MILES
WORCESTER, MA	05/CHEVROLET	r/MALIBU/LS S	SEDAN		05/02/05 SELLING DEALER NO	6,775
WORCESTER; MA	1 G 1 Z T 6	4 8 0 5 F			32226 F. O. DATE	
	FTE NO.	P D, N			12/19/06	
DUSINESS PHONE	COMMENTS					мо: 27687
ABOR & PARTS HVAC CONTROL HOURS # 1 29CVZ HVAC CONTROL HOURS C/S CAN SEE BLACK PIECES OF RUBBER DASH THAT SEEM TO BE COMING FROM H TECH FOUND SOME DEBRISM ON DASH-IN ALL IS OPERATING AS DESIGNED.NO UN NOTHING COMING FROM VENTS AT THIS	OR PLASTIC ON EATER. ISPECTED HVAC SYST IUSUAL CONDITION			WARRANTY	SPECIFIED FOR YOUR C	ONVENIENCE
		TOTAL LABOR & PAF	RTS	0.00		& PARTS HOURS
TOTALS. ****************** THANK YOU FOR YOUR BUSINESS ** ********************************	100 40 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	TOTAL LABOR. TOTAL PARTS. TOTAL SUBLET TOTAL G.O.G. TOTAL MISC CI TOTAL MISC D TOTAL TAX TOTAL INVO	HG. ISC	0.00 0.00 0.00 0.00 0.00 0.00	7:00 AM MONDAY - 7:00 AM FR 7:00 AM SATU	- 7:00 PM THURSDAY - 6:00 PM IDAY - 12 NOON JRDAY his opportunity
					serve you. It is of all the repairs order to satisfaction. If our service	our aim to perfor requested on the your comple
CUSTOMER SIGNATURE					tell your friends us immediately.	; if not, please to
PAGE 1 OF 1 ACCOUNTING COPY	,	(END OF II	NVOICE] 12:54pm	Reynolds and Resim	HIN ERANTINUE SEGUAGRO J

CHEVROLET

DIAMOND CHEVROLET

520 Park Ave.

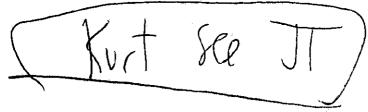
WORCESTER, MA 01603

Sales (508) 755-7777

Service (508) 754-3000

Fax (508) 797-5266 www.choosediamond.com

CUSTOMER NO 65197	ADVISOR KURT DUPUIS	2317	7094	12/19/06	C1WS234493
U J & J !	LABOR RATE LAGENCE NO.	MILEAGE	27,687	COLOR MEDIUM GRAY	STOCK NO MB50417
	YEAR / MAKE / MODEL	DIA (1.5. 555		DELIVERY DATE	DELIVERY MILES
WORCESTER, MA	05/CHEVROLET/MALI			05/02/05 SELLING DEALER NO	PRODUCTION DATE
	1 G 1 Z T 6 4 8	0 5 F		32226	
	COMMENTS			12/19/06	
RESIDENCE PHONE BUSINESS PHONE	CUMMENTS		·	<u> </u>	мо: 27687
LABOR & PARTS J# 1 29CVZ HVAC CONTROL HOURS C/S CAN SEE BLACK PIECES OF RUBBEF DASH THAT SEEM TO BE COMING FROM I TECH FOUND SOME DEBRISM ON DASH-II	R OR PLASTIC ON HEATER. NSPECTED HVAC SYSTEM AND		0.00	ALL PARTS N SPECIFIED	1
ALL IS OPERATING AS DESIGNED.NO UP NOTHING COMING FROM VENTS AT THIS	NUSUAL CONDITION	BOR & PARTS	0.00	·-	& PARTS HOURS
				MONDAY -	- 7:00 PM THURSDAY
				FRI	- 6:00 PM DAY
				!	12 NOON RDAY
		·		Thank you for the serve you. It is on all the repairs repair order to satisfaction.	ur aim to perform equested on this
				If our service tell your friends; us immediately.	
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PAGE 1 OF 1 SERVICE FILE COPY-W	(E	END OF INVOICE	01:54pm	Reynolds and Reynolds	ERAINTINVE SF608636 Q 106°0



_	F0014	4ENDED S	CEDVICES										
H	OPERA		SERVICES OPERATION DESCR	IPTION MC	D/MI T	OTAL	OPE	RATION		OPERATION D	ESCAIPTION	MO/MI	TOTAL.
S	FRVICE	HISTORY	· · · · · · · · · · · · · · · · · · ·							-			
	DA 12/00 11/00	TE	REPAIR ORDER 234002 232971	MILEAGE 27595 26512	ADVISOR 2395 2317	TECHN 241 241 241	5	TYPE W W C	15C\ 15C\		STEERING STEERING	ATION DESCRI	
	09/11	1/06	230937	25475	2395	246 246 263	3	W W I	15C\ 11C\ 40C\	/Z /Z	STEERING FRONT SUSI BODY	PENSION	۸.
_		SON NO.			5	ER	VI		=	PRODUCTION DATE		REG# E	I D O NO
	TERMS	TGTZT	64805F	05/CH	ODEL EVROLET /			AN CONTRAC	· ·		MB50417	SELLING DEALER	234493
	CASH			M.R	1	[€] 65197				05/02/05	6,775	B2226 EXPIRATION MILES	2/19/06
	CARDIT CARD	WORCES	I ER, MA		TURBO	CVZZ	AIR COND.	P.S.	TRANS	MILEAGE, 687	ADVISOR NO. 2317	ADVISOR KURT DUPU	
<u>^</u>	PPOINTMENT	1 67.08 ah	n PITET/PF 97708 0 (05:00pm PRIO	I hereby as articles left or transpor and/or inap	uthorize the cepai to vahicle in tags ner. I howey grad Section An auces	ir work therein e of fire, theft or you and/or y	eet jorth to be runy other ca our employee 's lieu'ra bere	e done along use beyond a permission by acknowle	with the necessary material your control or for any delays a coperate the vehicle transition above vehicle to second on above vehicle to second.	and agree that you are recaused by unavailability caused by unavailability extractional unavailability extraction of repairs	not responsible for loss o of parts or delays in parts ghways or elsewhere for therelo.	r damage to vehicle or shipments by supplier the purpose of testing
Ö	I NO LL WHEN READY Yes No		/	LABOR PATE	WAIVER - I NOT OBTAIN DOES NOT I	UNGERSTA D THA I PPROVAL FROM FACEED \$	I HAVE THE MA I US FOR REPAIR	OF INFORM	BEFORE AUT ME PRIUR 11	NUMBERS ANY REPARKS WHAT	THE REPAIRS ARE OR THE	ILL BE AND WHAT THEIR C IR COSTS IF THE TOTAL AM	OST WILL BE YOU NEED OUNT FOR THE REPAIRS
	C/S C DASH	AN SEE B	LACK PIECES OF EM TO BE COMIN	RUBBER OR G FROM HEA	PLASTIC TER.	ON				CUSTOM RECOMN X DAMAGE NOT	CUSTOMERS	MAINTEI IGNATURE	
Reymakis and Reymakis ERAINTWOZE CC656637 Q (09/06)	PAGE 1	OF 1			CH COP								234493

Why (k heater operation all functions (d)

Found some dirth debt, on dosh

Possible dirt intrusion into HUSO system four con onea which not equipped who come gir filler

No Abroamod condition of this time

973

ÐV7 (

DIAMOND CHEVROLET, Inc. C1CS220636



520 Park Ave.

WORCESTER, MA 01603

(508) 755-7777

www.diamondchevrolet.com

	01011C1CS220636						
CUSTOMER NO. 6519		ADVISOR MATTHEW DIPI	ETRO 2 /	427	o. 3814	12/20/05	INVOICE NO. C1CS220636
031.			CENCE NO	MILEAGE		COLOR	STOCK NO.
		YEAR / MAKE / MODEL			16,188	DELIVERY DATE	DELIVERY MILES
WORCESTER, MA		05/CHEVROLET	/MALIBU/LS	SEDAN	<u> </u>	05/02/05 SELLING DEALER NO.	6,775
		1 G 1 Z T 6		, NO.		32226 R. O. DATE	
			F. C			12/19/05	
PEANSENGE OLIGINE	DISTRICT DMOME	COMMENTS					мо: 16 188
IN 1ST BUTTON VERIFIE WIRING	AUTOMATIC TRANS HOURS PRIVING AND ATTEMPTING TO PR YOU CAN NOT SWITCH TO 2ND O WHEN ACCELLERATING INSP & R ED SHIFT BUTTON WORKING, REM, FOUND BROKEN WIRE NEAR SHI ED WIRE, RE-ASSEMBLED, ROAD	ESS THE SHIFT BUTT R 3RD WHEN PRESS PT OVED CONSOLE, INSP FT AREA	CH. MHEN MITHE		<u> W</u> ARRANTY		
PARTSQTYFP JOB # 1 2	NUMBERDESCRI 12089189 SPLICE	. St. 8.965	PNIT PR		WARRANTY 0.00		
		JOB # 1 To	TAL LABOR & PA	ARTS	0.00		
J# 2 11CVZ	FRONT SUSPENSION HOURS	; 0.60*TECH(S):2	415		WARRANTY		
INSP & ROAD TI OVERFLO TIGHTE!	RPT ESTED AND HEARD RATTLE NOISE OW BOTTLE LOOSE IN BRACKET NED OVERFLOW BOTTLE AND THER ECOND ROAD TEST	. PINPOINTED COOLA	3 (10)				
PARTSQTYFP	-NUMBERDESCRI	PTIONJOB	# 2 TOTAL PA	RICE- ARTS	0.00		
		JOB # 2 TO	TYL LASOR & PA	arts	0.00		
ENTERP	COURTESY TRANSPORT HOURS RISE RENTAL RENTED 12.19.05 ED 12.20	ES CONTECH(S)			WARRANTY		
PARTSQTYFP	-NUMBERDESCRI	PTIONJO3	# 3 TUTAL PA	RICE- ARTS	0.00		
		JOB # 3 T	I IA R&P	ARTS	0.00		
SUBLETPO# JOB # 3 26511	VEND INV#-INV.DATE-DESCRI 12/20/05 ENTERF	PTIONPRISE PARK AVE	jujal - Su		WARRANTY 0.00		
PAGE 1 OF 2	ACCOUNTING COPY	101	MITINUED ON NE	XT PAGE]	09:53am	Copyright © 1998 The	Reynolds and Reynolds Compar

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RECOMMENDED SERVICES

OPERATION V	OPERATION DESCRIPTION	MO/MI	TOTAL 🍇
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ERATION	OPERATION DESCRIPTION	мо/мі	TOTAL
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SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	LIE.
12/19/05	220636	16188	2427	2 24
06/07/05	212831	8324	2395	2/ 2/ 2/ 2/

OPERATION DESCRIPTION OPERATION AUTOMATIC TRANS FRONT SUSPENSION 23CVZ TICVZ 98CVZ COURTESY TRANSPORT 15CV7 STEERING 70CVZZFMD MAINTENANCE DECLINED COURTESY TRANS 98CVZ01

STATE REG# 1831

SALESPERSON NO. 2388

IOSEPH W BITAR

SE

YEAR/MAKE/MODEL 1G1ZT64805F 05/CHEVROLET/MALI. CUSTOMER NO. 651 **MEDIUN** WORCESTER, MA 03:00pm 09:51am 02/15/06 WARVER - LIBIDERST AND APPOINTMENT NOT DOTAIN APPROVI Yes

STOCK NO PODUCTION DATE MR5041 FDAN DELIVERY DATE ICE CONTRACT 02/15/06 Y/GRAY 5452 2395 KEVIN P PIERCE 17,900

W 37CVZ WW INTERIOR
"RATTLE" NOISE, ALMOST AN ECHO, FROM THE INTRUME AREA, WHEN DRIVEN OVER 3-4 BUMPS IN A ROW (FROM 'BEHIND' THE INSTRUMENT CLUSTER AREA)

CUST Will HAUS

ELECTRICAL W 31CVZ AT TIMES, ON IGNITION, THE STARTER MOTOR SEEMS TO LONGER THAN NECESSARY, EVEN AFTER 'IGNITION'S

STER TAchen

CE

N6602

FACTORY MAINTENANCE DECLINED

3

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TRANS	55961179
A/C P/SC/C	
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Document ID# 1492709 2004 Chevrolet Malibu Print

Service VME - Rattle or Clunk Noise from Left Lower Instrument Panel Area - kw column interior steering #PI01984 - (Apr 12, 2004)

Service VME - Rattle or Clunk from Left Lower Instrument Panel Area

When servicing the vehicle with the VIN you entered, the following diagnosis might be helpful if the vehicle exhibits the described symptoms.

SERVICE VME

Some customers may comment of a rattle or clunk noise coming from the left lower instrument panel or foot well area. The cause may be the assist gears in the steering column. To diagnose this noise, rapidly turn the steering wheel back and forth from the center position with the ignition key on and the vehicle stopped. If you hear a clunking noise coming from the steering column under the instrument panel, the column will need to be replaced. Parts are available through GM SPO.

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance. This diagnostic approach was developed for the vehicle with the VIN you entered and should not be automatically be used for other vehicles with similar symptoms.

Models:

(2004 Chevrolet Malibu) and (2004 Chevrolet Maxx)

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer" they are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety intenditions, and know-how to do a job properly and safety. It a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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<- Back

Forward ->

Document ID# 1492709 2004 Chevrolet Malibu Print

Print

Noisy Steering Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Wheel Moves Slightly By Itself (Replace Steering Column) #04-02-35-009 - (May 24, 2004)

Noisy Steering Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Wheel Moves Slightly By Itself (Replace Steering Column)

2004 Chevrolet Malibu

Condition

Some customers may comment on any of the following concerns:

- A rattle or clunk noise from the left lower instrument panel or foot well area.
- With the engine running and the vehicle not moving, the steering wheel may move a few degrees off center, left and right, by itself, without driver input.
- · With the vehicle in motion, the driver may comment about a steering wheel vibration that feels like a wheel out of balance. This condition does not impair the ability of the driver to control the
- An intermittent lack of power steering assist.

Technicians may find the following diagnostic trouble codes:

- Diagnostic Trouble Code C0460 Symptom 00 (Steering Position Sensor)
- Diagnostic Trouble Code C0545 Symptom 00 (Steering Wheel Torque Input Sensor)

Cause

These conditions may be caused by excessive clearance between the assist gears or by a failure of the torque sensor in the steering column.

Noise Diagnosis

Perform the following check as an aid in diagnosing a steering column noise. With the engine running and the vehicle not moving, turn the steering wheel rapidly back and forth an inch or two off center and listen for a click or rattle noise inside the steering column. If these noises are present, it may indicate excessive clearance between the gears inside the steering column.

Correction

Service Information Page 2 of 2

Technicians are to install a new steering column kit, P/N 10373948, to correct the conditions listed above. Refer to the Steering Column Replacement procedure in the Steering section of SI (Document ID #1244472).

Parts Information

Part Number	Description	Qty
10373948	Column Kit, Steering	1

Parts are currently available from GMSPO.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E7680	Column Assembly, Steering - Replace	Use published labor operation time

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to prove the equipment, tools, sately instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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Document ID# 1521111 2004 Chevrolet Malibu





RE-CHECK REPORT

te: <u>2.15.06</u>	Customer Name:		<u> </u>
# 222678	Previous RO#	220636	
vice Advisor :	239		
chnician:	TIC	-	
ture of Problem:	· · · · · · · · · · · · · · · · · · ·	·	
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	ot for Same Customer Co Coolan Over flow		
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Cause: Service Write Up			•
□ POO 1	R DESCRIPTION - RO	WRITEUP	
	COMPLAINT DUPLICAT		
Technician	•	а.	
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Dispatching			
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Correction:		£	. t edu
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GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -Service Contract - Warranty Block - Branded Title

<u>Help</u>

VIN:	1G1ZT64805F

VEHICLE INFORMATION

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI	Status :	Paid	
	(5	(508) 755-7777		Business Ass	Business Associate Code:		114932		
	W		1603-2535	Site Code :	Site Code :			32226	
Delivering Dealer:		IAMOND CHEVROL	ET, INC.	Selling Source	e :		13 - CHE	VROLET	
BARS Order Type:	7(O - RETAIL - STOCK							
Merchandising Model:	12	1ZT68 -2005 MALIBU LS MAXX Warranty Start Date: 05/02/2005					5		

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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	05/02/2005	0 miles	05/02/2008	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/02/2005	0 miles	05/02/2011	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/02/2005	0 miles	05/02/2013	80000 miles
36/50000 CALIFORNIA EMISSIONS	05/02/2005	0 miles	05/02/2008	50000 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/02/2005	0 miles	05/02/2012	70000 miles

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
12/19/2005 220636 #		#	N6630 - WIRING AND/OR CONNECTOR - TRANSMISSION/TRANSFER CASE/TRANS	16188 miles
			J3250 - TANK, RADIATOR COOLANT SURGE - R&R OR	

12/19/2005	220636	#	REPLACE	16188	miles
12/19/2005	220636	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	16188	miles
06/07/2005	212831	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	8324	miles
06/07/2005	212831	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	8324	miles
06/07/2005	212831	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	8324	miles
11/11/2004	A97962	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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GM Vehicle Inquiry System Summary

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title</u>

Help

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- 1		
	VIN ·	10177040067
	VIIN:	1G1ZT64805F
_		

VEHICLE INFORMATION

Merchandising Model	:	1ZT68 -2005 MALIBU	LS MA	XX	Warranty Star	rt Date	:	05/02/200)5
BARS Order Type :		70 - RETAIL - STOCK	•	·					i
Delivering Dealer :		DIAMOND CHEVROLET, INC.			Selling Source :			13 - CHEVROLET	
	- 1	·	1603-2	535	Site Code:			32226	
		(508) 755-7777			Business Associate Code :		ode :	114932	
Service Contract :	No	Branded Title :	No	Wa	rranty Block :	No	PDI	Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

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	05/02/2005	0 miles	05/02/2008	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/02/2005	0 miles	05/02/2011	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/02/2005	0 miles	05/02/2013	80000 miles
36/50000 CALIFORNIA EMISSIONS	05/02/2005	0 miles	05/02/2008	50000 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/02/2005	0 miles	05/02/2012	70000 miles

CLAIM HISTORY

R.O Date R.O Number		Туре	Labor Operation	Odometer Reading	
12/07/2006	234002	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	27595 miles	
11/06/2006	232971	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	26512 miles	
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https://www.autopartners.net/apps/gmvis/gmvis/main/Summary

12/19/2006

09/11/2006	230937	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25475	miles
09/11/2006	230937	#	E3530 - ARM ASSEMBLY, FRONT CONTROL - LOWER - RIGHT - REPLACE	25475	miles
06/27/2006	228031	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - REPLACE	22264	miles
06/27/2006	228031	#	H0137 - ROTOR ASSEMBLY - REAR - BOTH - REPLACE	22264	miles
06/27/2006	228031	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	22264	miles
02/15/2006	222678	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	17906	miles
02/15/2006	222678	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	17906	miles
12/19/2005	220636	#	N6630 - WIRING AND/OR CONNECTOR - TRANSMISSION/TRANSFER CASE/TRANS	16188	miles
12/19/2005	220636	#	J3250 - TANK, RADIATOR COOLANT SURGE - R&R OR REPLACE	16188	miles
12/19/2005	220636	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	16188	miles
06/07/2005	212831	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	8324	miles
06/07/2005	212831	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	8324	miles
06/07/2005	212831	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	8324	miles
11/11/2004	A97962	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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C1IS23093

DIAMOND CHEVROLET



520 Park Ave. WORCESTER, MA 01603

Sales (508) 755-7777 Service (508) 754-3000 Fax (508) 797-5266 www.choosediamond.com

0101(01)5230937

;	0101IC1IS230937						
CUSTOMER NO.	5197	ADVISOR KEVIN P PIERCE	2395 TAG N	D	109/12/06	C1IS230937	
		LABOR RATE LICENSE NO.	MILEAGE	25,475	COLOR MEDIUM GRAY	STOCK NO. MB 50417	
WORCESTER,	MA	VEAR / MAKE / MODEL 05/CHEVROLET/MALIBLE	/LS SEDAN		DELIVERY DATE 05/02/05	DELIVERY MILES 6,775	
WORCESTER,	, INA	1 G 1 Z T 6 4 8 0	5 F		SELLING DEALER NO. 32226	PRODUCTION DATE	
		F.T.E. NO.	P.O.NO.		09/11/06		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 25475	
(F	BODY HOW MERE IS A 'DENT' IN THE DRIVER' FROM LAST VISIT. CUST SPOKE TO SCHEDULE			ALL PARTS NEW UNLESS SPECIFIED OTHERWISE			
		JOB # 3 TOTAL LABOR	JOB # 3 TOTAL LABOR & PARTS 0.00				
TOTALS					SERVICE DEPT. I		
CONTROL# MB50417	ACCOUNT NUMBER AMOUNT	TOTAL I	LABOR 0.00		7:00 AM - 7:00 PM		
		TOTAL S	TOTAL PARTS 0.00 TOTAL SUBLET 0.00 TOTAL G.O.G 0.00			MONDAI MONDAI	
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		TOTAL 1	TOTAL TAX 0.00			7:00 AM - 12 NOON	
		TOTAL INVOICE \$ 0.00			SATURDAY		
APPROVED BY SIGNATURE					Thank you for the serve you. It is out all the repairs repair order to satisfaction. If our service well your friends; us immediately.	ur aim to perforn equested on thi your complete was satisfactory	
PAGE 1 OF 1							
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DIAMOND CHEVROLET



520 Park Ave. WORCESTER, MA 01603

Sales (508) 755-7777 Service (508) 754-3000 Fax (508) 797-5266 www.choosediamond.com

0101C1C3230937

COLOR COLO	01011C1CS	230937						
TOTAL INVOICE \$ 0.00 CUSTOMER SIGNATURE Main Arg	65197		ADVISOR	PTERCE).	1NVOICE DATE 09/12/06	C1C5230937
VORCESTER, MA							COLOR	STOCK NO.
WURCESTER, MA OS/CHEVROLET/MALIEBU/LS SEDAN 1 G 1 Z T 6 4 8 0 5 F TERMIN SECURITY OSMAN TO SUPPLY SUPPLY OF THE PROPERTY O			VE45 1111VE (1105			25,475		
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TOTAL INVOICE \$ 0.00 CUSTOMER SIGNATURE PAGE 2 OF 2 ACCOUNTING COPY MO: 254 ALL PARTS NEW UNLES SPECIFIED OTHERWISE TOTAL LABOR 0.00 TOTAL PARTS 0.00 TOTAL PARTS 0.00 TOTAL SUBJECT 0.00 TOTAL SUBJECT 0.00 TOTAL TAXX 0.00 TOT	WORCESTER, MA		VEHICLE I.D. NO.				SELLING DEALER NO	
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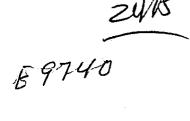
DIAMOND CHEVROLET

520 Park Ave. WORCESTER, MA 01603

Sales (508) 755-7777 Service (508) 754-3000 Fax (508) 797-5266 www.choosediamond.com

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CUSTOMER NO.	65197		ADVISOR KEVIN P	PIERCE		2395		09/12/06	C1CS230937
			LABOR RATE	FICENCE	NO	MILEAGE	25,475	COLOR MEDIUM GRAY	STOCK NO. MB50417
			YEAR / MAKE / M		LTDU/L	C CEDAN		DELIVERY DATE 05/02/05	DELIVERY MILES 6.775
WORCESTE	R, MA	Ī	VEHICLE LD. NO.					SELLING DEALER NO.	PRODUCTION DATE
			1 G 1 Z	z т 6 4	8 0 5	F.O.NO.		32226 R O DATE	
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	THE NOISE WAS BE	ING CAUSED BY LOSE	HARDWARE A	AT THE				repair order to	your complete
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PAGE 1 OF 2		ACCOUNTING COPY				NEXT PAGE]			



RECOMMENDED SERVICES **OPERATION DESCRIPTION** MO/MI TOTAL **OPERATION** MO/MI OPERATION DESCRIPTION SERVICE HISTORY **OPERATION DESCRIPTION OPERATION** ADVISOR TECHNICIAN TYPE MILEAGE REPAIR ORDER DATE FRONT SUSPENSION BRAKES COURTESY TRANSPORT 2415 2415 W W 11CVZ 22264 2427 228031 06/27/06 17CVZ 2015 W 98CVZ 37CVZ 31CVZ 17906 2395 2415 w INTERIOR 222678 02/15/06 **ELECTRICAL** MAINTENANCE DECLINED 2415 70CVZZFMD JOSEPH W BITAR R STATE REG# E SALESPERSON NO. 2388 TERMS 1G12T64805F 230937 05/CHEVROLET/MALIBU/LS SEDAN MB50417 □ CHECK CUSTOMER NO. 197 SERVICE CONTRACT 6,775 32226 R O DATE 09/11/06 05/02/05 ☐ CASH CONTRACT NO. 2910 ☐ CREDIT CARD [™]MEDIUM GRAY/GRAY WORCESTER, MA 25,475 2395 KĚVĬŇ P PIERCE OK BY APPOINTMENT ☐ Yes 106:385m 009712706° 11:00am D No CALL WHEN READA □ No W 15CVZ NAVIN S.O.P. : STEERING RACK STEERING CUSTOMER DECLINES FACTORY RECOMMENDED MAINTENANCE KNOCKING THROUGH THE STEERING MAKING TURNS 2463 CUSTOMER SIGNATURE 2463 2418 W * 11CVZ THERE IS A SNAP TYPE NOISE, MAKING RIGHT FRONT SUSPENSI AT LOCAL SPEEDS HERE IS A 'DENT' IN THE DRIVERS DOOR (FROM LAST VISIT. CUST SPOKE TO SWHELAN) NONE | LF | F | RF DAMAGE NOTED: DAMAGE NOTES 9.12.06 N6 53 ひひん とらる でけ 12:43 outer might 2:30 : 230937 PÅGE 1 OF 1 TECH COPY

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06/05/2007 16:18 973/85382 Retail Order:				CADILLAC	PAGE 02
New Used			AST	TOTOWA, N.J. 07511	
Demo Lease Cadified DATE & TIME OF PICKUP				FAX (973) 785-3826	C.MROZEE
			www.broga	ancad.com	DEAL NO.
		^			STOCK NO.
CUSTOMER				DATE 5: 29:	SALES LIGHT
ADDRESS			Canfee	LS No	IL
RES. PHONE .	BUS. PHO	DNE		CELL	- #
DRIVER'S LIC.#			SOC. SE	D#	DATE OF BIRTH
PLEASE ENTER MY OF DEF FOR ONE _		00	7 <u>C</u>	id	Contin
DOORS 4D COLOR Muty -	_ TRIM <u> </u>	? *~~ ~	YEÄR AND MA	NO. IGGDPS	77570
MILEAGE New MSRP 378			- INS. CO.		POLICY#
IF A CREDIT SALE, REQUIRED INFORMA ON A SEPARATE DISCLOSURE STATEME	TION CONTA	INED	AGENT		AGENCY
PART OF THIS ORDER. IF A LEASE, COMPLETE DISCLOSURE OF A					FAX
AND CONDITIONS IS CONTAINED ON A SCONTRACT.	SEPARATE L	EASE		V VEHICLE SALE OR LEA	
LIEN HOLDER: NAME			The only	warranties applying to the	his vehicle are those offered by the
ADDRESS	***		. disclaims	s all warranties, either i	s this vehicle "as is" and hereby express or implied, including any
SELLING PRICE		<u> </u>	il Ipose. Ar	v liability of dealer with n	lity and fitness for a particular pur- espect to defects or malfunctions of
			performa	nce or safety, (whether b	imitation, those which pertain to y way of "strict liability," based upon
			custome	negligence, or otherwi r hereby assumes any	ise), is expressly excluded and such risks. The manufacturer's
			IF USEC	VEHICLE SALE OR LEAS	claimer of warranties by dealer. SE-CHECK APPROPRIATE BOX
			∐ This	vehicle is sold/leased "a	s is" and dealer hereby expressly express or implied, including any lity and fitness for a particular pur-
			implied v pose. Ar	varranties of merchantabily I liability of dealer with re	lity and fitness for a particular pur- espect to defects or malfunctions of
			this veh	icle including, without I nce or safety, (whether by	espect to defects or malfunctions of imitation, those which pertain to y way of "strict liability," based upon
Dealer Installed Options Window Etch (OPTIONAL)	\$169.	00	customer	hereby assumes any suc <u>l</u>	
WINDOW EIGH (ST 1101AG)			The which is	only dealer warranty on issued with and made a p	this vehicle is the limited warranty
Lease Term 3 9 Months 1000		Year	With the second	radical write struct triadic of b	ES-DEALER'S OBLIGATION
Monthly Payment	399		The law: necessar	s of New Jersey require repairs, without charge, or r	Motor Vehicle Dealers to make all eturn the full purchase price (if a sale) to
Security Deposit Cap Cost Reduction/Down Payment Assistance	55 XI	18	the custo tered in	mer in the event a used verthis State fails to meet	ehicle sold and intended to be regis- State Inspection Standards for the
\$ TERMINATION FEE			issuance of the cu	of a certificate of approval stomer's own act. The un	due to a defect that is not the result dersigned, before entering into this
TOTAL PRICE OF VEHICLE			l contract,	has been informed of dea	ler's obligation above and agrees to vithin 14 days from the issuance of
Less Trade-in			the perm	anent registration for suci	h vehicle.
TOTAL TAXABLE AMOUNT State Sales Tax				Donto X	Customería Signaturo
Motor Vehicle Tire Fee - \$1.50 per New Tire		30	The unders	gned, has read and understood th	AATION (USED VEHICLE SALE) ne above Dealer's Obligation, and does heroby
Estimated Registration/Title Fee (See Paragraph 15 On Reverse Side)	360	ا _ ا	the full purc	tase price (if a sale) if the vehicle	ATION to make ropairs without charge or return fails to meet State Inspection Standards for the cause for the vehicle's rejection is an itom which
NJ Supplemental Titling Fee			is "covered" /	by New Jorsey's Used Car Lemon	/Warranty Law (P.L. 1995, Chpt. 373).
Documentary Fee	"		 	Date	Customara Signatura ION AND ALLOWANCE
DOCUMENT DELIVERY SERVICE \$95.00 CLERICAL EXPENSE \$100.00	\$195.	00		(LOST TITLE	: FEE \$100:00)
(See Paragraph 16 On Reverse Side) NET PAY-OFF ON TRADE-IN			TRADE /	. APPRAISED AS EQUIPPED X د ا	TRAZE-IN VALUE
TOTAL	1111		MAKE		ESS BALANCE OWED
Deposit (Minimum Required 10%)			MODEL		NET TRADE-IN ALLOWANCE
Factory Rebate applied -			V.I.N. BALANCE OV	VED TO:	
Other Rebate // Amount Financed			ADDRESS:		GOOD TILL DATE
THI GAILT THE STATE OF THE STAT			ACCOUNT N	erlifies that the above stated	Hamiltonia of
			I on the tra	te-in vehicle is \$ccurate	
CASH BALANCE (IF VEHICLE IS PURCHASED) OR UPFRONT		\vdash	USED FEHICL SIGNATIONT	VEHICLE DEFECT OF DAMAGE, THE V	PARATE FEDERAL ODOMETER STATEMENT AS TO THE THE VEHICLE HAS NOT BEEN FLOODED THERE IS NO ENICLE HAS NOT BEEN INVOLVED IN ANY ACCIDENT. CATALYTIC CONVERTER, HAS NEVER BEEN ALTERED TARE OF CHIGHNAL EQUIPMENT & HAVE NOT DEEN
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PRICE INCLUDES ALL CONSUMER I	NCENTIVE	s	 /	/ x	CUSTOMER'S SIGNATURE
AGREEMENT TO ARBITRATE ANY C	LAIMS. REA	AD T	HE FOLL	OWING ARBITRATION	
LIMITS YOUR RIGHTS, INCLUDING Y The parties to this agreement agree to arbitrate any claim	OUR RIGH , dispute, or com	T TO	MAINTA!	N A COURT ACTION. statutory claims and any state or	federal claims, that may arise out of or relat-
ing to the purchase or lease identified in this Motor Vehi- waiving their rights to maintain other available resolution	cle Retail Order	and the	financing the	cof. By agreeing to arbitration, t	he parties understand and agree that they are
Act, Used Car Lemon Law, and Truth-in-Lending claims agree to waive any right to pursue any such claims inclu	s are just three e	xample:	s of the variou	s types of claims subject to arbiti	ration under this agreement. The parties also
arbitrated, except for New Car Lemon Law and Magnusor ducted in accordance with the Rules of the American Ar	n-Moss Warranty	y Act ela	aims which are	excluded from arbitration under	this agreement. The arbitration shall be con-
vided by the Association's Rules. The arbitration shall to tor shall be binding upon the parties. Any further reliefs by	ke place in New aight by either pa	Jersey arty will	at the address I be subject to	of the dealership listed on the Re the decision of the arbitrator. TH	stail Order Form. The decision of the arbitra-
LIMITS YOUR RIGHTS, INCLUDING PLEASE READ IT CAREFULLY, PHIAR	YOUR RIG	нт т	O MAINT	AIN A COURT ACTIO	N AND HAVE A JURY TRIAL.
Accepted By:x				/xr	
Date Dealer or His Authorize Customer agrees that this Order on the face and on		e and	Date any attachmo		omer's Signature
ther agrees this Order cancels and supersedes any exclusive statement of the terms of the agreement b	prior agreemer	nts and	i as of the da	to signed by Dealer or author	ized agent, comprises the complete and
Customer and Dealer agree to execute a lease contr BINDING UNTIL ACCEPTED BY DEALER OF	ract which shal	l conta	iin full disclo	sure of all lease information.	THIS ORDER SHALL NOT BECOME.
they have read the terms and conditions and have for FOR EACH SPECIFIC PRE-DELIVERY	secived a true of SERVICE V	opy of WHIC	`the order. Y'	OU HAVE A RIGHT TO . RE PERFORMED THE	A WRITTEN ITEMIZED FRICE AUTOMOTIVE DEALER MAY
MANUFACTURER, YOU HAVE A RIGH	ERVICES FO IT TO A WI	OR W RITT	HICH TH EN ITEMI	E AUTOMOTIVE DEAL ZED PRICE FOR EAC	LER IS REIMBURSED BY THE H SPECIFIC DOCUMENTARY
SERVICE WHICH IS TO BE PERFORM Accepted By:	ED. I am 18 y	cars of	fage or olde	and of full legal capacity to	enter into this contract.
Date Dealer or His Authorize	ed Representative		Date	Gusto	omer's Signature
····	SUBJECT TO	CAN		N — DEPOSIT NON-REF	

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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



DIEVROLET PONTIAC INLINCIAC CAMBO CIMIC CICAMODIO SATURI INDICALE

May 31, 2007

BROGAN CADILLAC CO. Chet Livingston 112 RTE 46 EAST TOTOWA, NJ 07512 Lisa - 1-866-802-6625 Ext-1222

Dealer Confirmation Letter - Trade

Subject: <u>Trade Reourchase</u>

Customer

-1-551-206-7102

Vehicle: 2005 Pontiac G6 VIN: 1G2ZH548054 Ref SR:71-503396590 V-29712

Dear Chet Livingston:

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 \$5,581.88 to BROGAN CADILLAC CO.. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC)₂ General Motors will issue a check in the amount of \$19,271.20 to GMAC.

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

1G6DP577570 Replacement VIN: \$33,911.43 New Vehicle Sales Price: Used Vehicle Trade Value: \$23,566,43 \$10,345.00 Trade Difference: \$724.15 Taxes: \$360.00 Reg/Lic/Title Fees: \$7.50 Motor Vehicle Tire Fee: \$195.00 Document Fees: \$1,286.65 Cash Paid on Delivery \$ 200.00 (Warranty Credit on your Account) Dealer Processing Fee:

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 Monday June 4, 2007. If you have any previous you may reach me at 866-802-6625 ex 1222.

BROGAN CADILUACCO. 119092 Management Agent's Signature and Title

BROGAN CADILLAC CO. 119092 Management Agent's Printed Name and Title.

29712



As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for.

Payoff of original vehicle good until 6/26/07

\$19,271.20

Plus upgrade

\$10,345.00

Total Responsibility of Customer

\$29,616.20

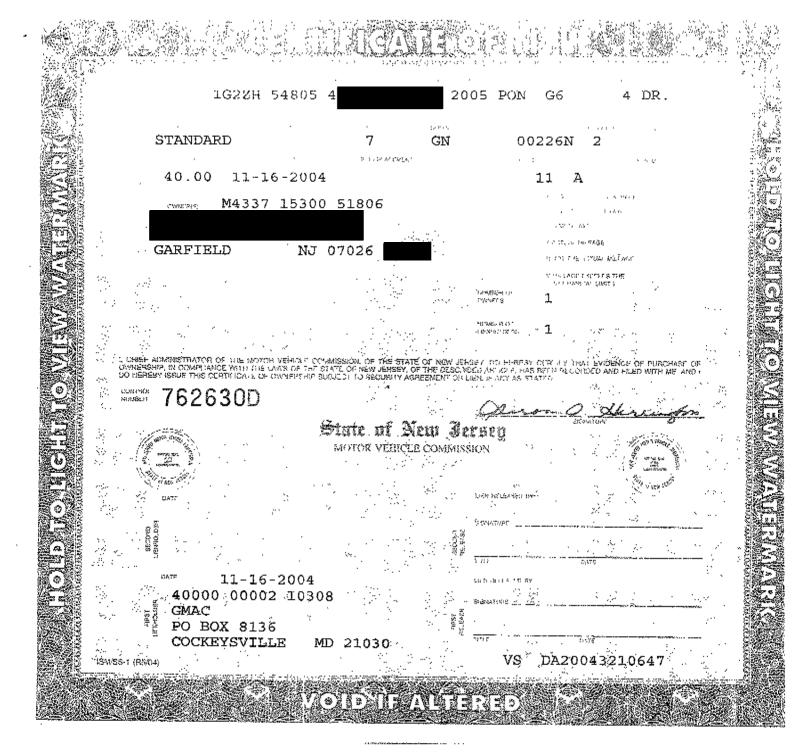
If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

BROGAN CADILLAC CO. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

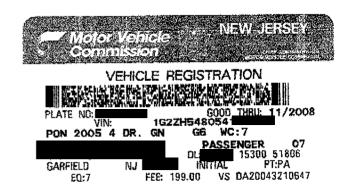
Sincerely,

General Motors RVDC 2717 Schust Rd Saginaw, MI 48603

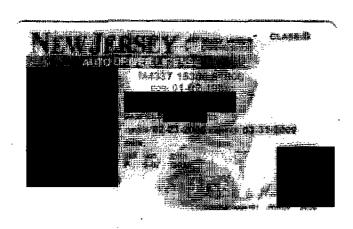


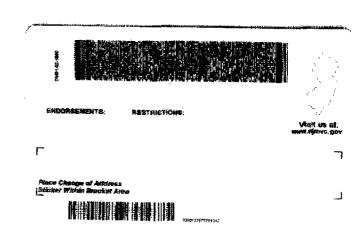
88036484

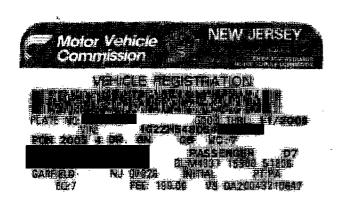
FROM:



DANIELA MILITELLO 117 PLAUDERVILLE AVE







88036484

Cose # 29712

p. 1



Friday, June 01, 2007
GARFIELD, NJ

Trade Settlement Letter

Subject: Repurchase of 2005 Pontiac G6

VIN: 1G2ZH548054

Ref SR:71-503396590 V-29712

Dear

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN 1G2ZH548054 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 Cadillac CTS, VIN 1G6DP577570 Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 6/26/07

\$19,271.20

Plus upgrade

\$10,345.00

Total Responsibility of Customer

\$29,616.20

**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 ex 1222 if you have any questions or concerns

6-5-07

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

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

29712

p.2





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 Monday June 4, 2007

Sincerely,

General Motors RVDC 2717 Schust Rd Saginaw, MI 48603

29712

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
STANDARD TRADE REPURCHASE WORKSHEET

File Number Customer Name Worksheet filled out by: 71-503396590 Eloisa Keahey

Old Vehicle VIN: New Vehicle VIN: Date:

Old Vehicle VIN: 1G2ZH548054	New Vehicle VIN: 1G6DP577570		<u>Date:</u> May 30, 2007	
TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$33,742.43	G	33937.43-195.00 = \$33742.43	
Window Etch	\$169.00	Е		
State Sales Tax	\$724.15	N	gm responsible 7% sales tax in NJ	
Additional Tax	\$0.00	Ε		
Reg./Lic./Title Fees (opt)	\$360.00	R	gm responsible	
Taxes Reimbursed on old vehicle	\$0.00	Α		
Document Fee	\$195.00	L	doc fees	
Tire Fee	\$7.50	М	Tire fees	
Items below not shown on new Bi	1	0		
Cost to transfer Aftermarket Items	\$0.00	Т		
Unused portion of non-GMPP	\$0.00	0		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$0.00	+		
Total Replacement Price	\$35,198.08			
State Sales Tax	\$0.00	1		
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	С		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	Т		
Items below contibute to trade-in	allowance	0		
Usage/Depreciation	\$0.00	М	usage waived per dvm	
Damage	\$0.00	Е		
MSRP Upgrade	\$10,345.00	R	old msrp \$27480-new msrp \$37825 =	
MSRP Downgrade (deducted)	\$0.00			
Reimb. of Aft. Mkts on Old Unit	\$0.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00	_		
Total Customer Cost	\$10,345.00			
Trade Repurchase Amount	\$24,853.08			
Attorney Fees	\$0.00			
Total Repurchase Amount	\$24,853.08			
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$19,271.20			
Good Through (06/26/07)				
Dealer Due to GM	NA	1		
GM Due to Dealer	\$5,581.88		Authorized Signature	Date
NADA (Legal Only)	Ф0 00		**This is a lluvely in masses lluve(!)	
NADA (Legal Only)	\$0.00		**This is a "work in process" until ap	provea
Est. Auction Price (Legal Only)	\$0.00		by a Authorized Representative** (Repurchase Group Only)	
Projected (Loss)	-\$24,853.08	-	(Nepurchase Group Only)	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	\$33,911.43
State Sales Tax	\$724.15
Additional Tax	\$0.00
7.000100101	Ψοιου
Reg./Lic./Title Fees (opt)	\$360.00
New Aftermarket Items	\$0.00
Tire Fees	\$7.50
11101 333	ΨΠΟΟ
Document Fees	\$195.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$35,198.08
Cubiciai	ψ33,130.00
Trade-In Allowance	\$23,566.43
	-
Loan Payoff	\$19,271.20
Net Allowance	¢4 205 22
Net Allowance	\$4,295.23
Cash on Delivery (Paid by GM)	\$1,286.65
, ,	. ,
Total Balance Due	\$29,616.20
Amount to Dealer for additional Fees	\$0.00
Amount to Dealer for additional Fees	Ф 0.00
New Vehicle VIN:	
1G6DP577570	
Form Rev 11/11/2005	

2005 G6 - GT SEDAN 46U STEALTH GRAY M 192 EBONY ORDER NO. HNPDN6/TR VIN 1G2 ZH54 80 54 ******	E STOCK NO)	GENERAL N 100 RENAL DETROIT	GMC DIVISIMOTORS COFISSANCE CEMI 4 INVOICE 22	RPORATION ENTER
MODEL & FACTORY OPT 2ZH69 G6 - GT SEDAN AP3 REMOTE VEHICLE AY0 FRONT SIDE IMPA HEAD-CURTAIN SI A51 LEATHER PACKAGE * LEATHER APPOI * 6-WAY POWER D * HEATED FRONT * LEATHER WRAPE	TIONS STARTER SYSTEM ACT AIR BAGS & DE AIR BAGS STARTER SYSTEM ACT AIR BAGS STARTER STATE	MSRP 23300.00 150.00 690.00	INV AMT 21319.50 133.50 614.10 1214.85	RETAIL - INVOICE SHIPPED EXP I/T INT COM PRC EFF KEYS G23 WFP-S Q1 BANK: GM	- STOCK 10/06/04 10/06/04 10/17/04 10/18/04
* STEERING WHEE * LEATHER WRAPE AND PARK BRAKE FR9 AXLE RATIO 3.29 LX9 ENGINE, 3.5L VO MX0 4-SPEED AUTOMAT NE1 50-STATE EMISSI PCH PREMIUM VALUE F * (4) WHEELS, 1 * AM/FM STEREO (REPLACES STE * SUNROOF, POWE	L RADIO CONTROI ED SHIFT KNOB E HANDLE SFI CONS CACKAGE INCLUDES TO CHROMETECH OF DISC CD PLAYE OF OPT/PKG RADIO CR TILT & SLIDE	N/C 0.00 0.00 N/C S 2345.00	N/C 0.00 0.00 N/C	SUPPLR: MRM:	32.9 24427.80 25523.68 28480.00
* ONSTAR SYSTEM SAFE & SOUND R6M NEW JERSEY SURC VK3 LICENSE PLATE E 1SZ GT, PCH OPTION	HARGE RACKET, FRONT	0.00	50.00 4.45 - 890.00-	-	
TOTAL MODEL & OPTIC DESTINATION CHARGE LAM DEALER CONTRIBU LAM GROUP CONTRIBUT	TION				805.65 349.12
TOTAL MEMO: TOTAL LESS HC APPROX WHOLES	LDBACK AND SALE FINANCE CRE		25776.12 24620.97	PAY 310	25776.12
**************************************	FLECT DEALER'S , INCENTIVES, F NG MONIES, ALL ********	ULTIMATE HOLDBACK, OF WHICH	COST BECAUS FINANCE CRE MAY APPLY TO	SE OF MANU EDIT AND F FO VEHICLE	JFACTURER RETURN TO E.
CERAMI AUTOMOTIVE E	NTERPRISES, L.I	J.C VI \$	EMIT TO GMAC IN 1G2ZH5480 25776.12 I JE 10/18/04	054 INV 2AD49	

2007 CTS 3.6L V6 VVT GENERAL MOTORS CORPORATION 98U WHITE DIAMOND PREMIUM PAINT /V6G & SUBSIDIARIES 194 EBONY RENAISSANCE CENTER ORDER NO. KWPF2J/TRE ___ STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 6AD22103752 VIN 1G6 DP57 75 70 MODEL & FACTORY OPTIONS

MSRP

MSRP

INV AMT

RETAIL - STOCK

6DP69 CTS 3.6L V6 VVT

32785.00

30653.98

INVOICE 04/26/07

LY7 3.6L 255 HP V6 VVT ENGINE

N/C

MX0 TRANSMISSION, 5 SPD AUTOMATIC 1200.00

N/C

N/C

N/C

N/C

N/C

N/C

INT COM 05/11/07

PCJ BOSE EDITION:

2200.00

1826.00

PRC EFF 04/26/07

*EXPRESS OPEN SUNROOF

*AM/FM STEREO 6 DISC CD *AM/FM STEREO, 6 DISC CD WFP-F QTR OPT-1 *AM/FM SILL.,
CHANGER, BOSE SOUND SYSTEM
(REPLACES STD/OPT PKG RADIO)

R6M NEW JERSEY COST SURCHARGE 0.00 86.00

R6P PREMIUM PAINT 995.00 825.85 SHIP WT: 3642

Y41 3.6L V6 LUXURY PACKAGE: 2100.00 1743.00 HP: 32.9

* MEMORY SEAT ADJUSTER GMS: 34087.43

SUPPLR: 35614.61 MRM: 40025.00 PASSENGER, 8 WAY MEMO 1704.00 * POWER LUMBAR, FRONT * THEFT DETERRENT ALARM SYSTEM * HEATED FRONT SEATS * UNIVERSAL HOME REMOTE * INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS * 16" MACHINE FINISHED WHEELS 1SB CTS STANDARD PACKAGE N/C N/C 1SZ BOSE EDITION PACKAGE DISCOUNT 2200.00- 1826.00-

TOTAL MODEL & OPTIONS	37080.00	34304.83	ACT 231	33937.43
DESTINATION CHARGE	745.00	745.00	H/B 261	1112.40
LAM DEALER CONTRIBUTION		370.80	ADV 261	370.80
LAM GROUP CONTRIBUTION		370.80	EXP 65A	370.80

TOTAL 37825.00 35791.43 PAY 310 35791.43

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 34187.25

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

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

REMIT TO GMAC NO. 020 VIN 1G6DP577570 6AD22103752 \$ 35791.43 INV 6AD22103752 DUE 05/11/07 DEALER 23-081

BROGAN CADILLAC CO.





Case Number: 29712

Originator Name: Troy M Grant 914-489-4626 troy.m.grant@gm.com

Created Date: 05/11/2007

Vehicle Info

* VIN: 1G2ZH548054 0.0 MSRP:

2005 Make: Pontiac G6 Year: Model:

G6 Model:

Vehicle VEHICLE MEETS LEMON LAW PRESUMPTION. CUSTOMER * TAC Comments HAS HAD 4 REPAIR ATTEMPTS TO FIX STEERING ISSUE

& TAC Number: AND CUSTOMER STILL HAS PROBLEM. **Explanation:**

* Date

Reviewed 05/09/2007 Repurchase 14400 with

Mileage: Customer:

Original * Original **Purchase** 11/11/2004 **Purchase** New

Date: Condition:

Vehicle Owner(s)

Entity Type: * Name(s) * Title NJ on Title: State:

* Primary Owner:

* Address:

* City: **GARFIELD** * ZIP Code: NJ * Day **Evening** Cell Phone: Phone: Phone:

E-mail: Fax Phone:

* State:

Repurchase

* Reason: STEERING HARD TO TURN. STEERING ISSUES.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

M0103

Vehicle Lien Holder

Type of * Company Secured Unknown Account #: Name:

Contact or Attention:

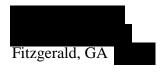
Interest:

Address: City: State: **ZIP Code:** * Day Fax: E-mail/Web: Phone: **Originial Selling Dealer** * Dealer Dealer 195178 CERAMI AUTOMOTIVE ENTERPRISES, L.L.C Number: Name: 40 District: 4252 Region: * Phone: (201) 444-9200 Fax: (201) 444-9842 * Contact * Contact STEVE MONSEES SERVICE DIRECTOR E-mail: Name: Title: Repurchasing Dealer: [GM Dealer] * Dealer Dealer 119092 BROGAN CADILLAC CO. Region: 40 District: 9151 Number: Name: * Phone: (973) 785-4300 Fax: (973) 785-3826 * Contact * Contact **CHET LIVINGSTON** SALES REPRESENTATIVE E-mail: Name: Title: Repair Dealer * Contact * Contact Name: Title: Vehicle Location: [Same as Selling Dealer] Transaction Details: Siebel 71-503396590 **Unselected Auction** Request #: Disposition: **Transaction** Transaction Trade - Lease State: Type: Transaction **AVM Voluntary** Source: Replacement 1G6DP577570 Year 2007 Make: Cadillac Model: CTS VIN: Order Number: MSRP: 37825.0 Repurchase CUSTOMER WAS IN A LEASE AND THERE SHOULD BE NO USEAGE BECAUSE SHE DID NOT GO OVER HER MILES PER YEAR. CUSTOMER ALSO CHOSE A CADILLAC FROM A DIFFERENT DEALER. BROGAN * Processing Instructions: CADILLAC WILL BE THE REPLACEMENT SELLING DEALER. PLEASE CONTACT DVM PRIOR TO CONTACTING CUSTOMER SHOULD THERE BE ANY QUESTIONS. Disposition * Disposition Instructions: HOLD FOR DVM INSPECTION PRIOR TO SENDING TO AUCTION. **Transaction Details**

	B 211		A LIPS - LET L	37.1
Group	Responsible	Formula	Additional Explanation	Value
Usage	Waived	NA	Usage per Lemon Law	0
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

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

December 14, 2010



Service Request: 71-511174612

Customer Relationship Specialist: Courtney Clarke

Dear

We are sorry you have experienced concerns with your 2005 Chevrolet Malibu. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary tire rotation. Present this letter to any Chevrolet dealership for redemption.

If you have any future questions, 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,

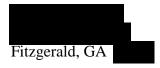
Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary tire rotation

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

December 14, 2010



Service Request: 71-511174612

Customer Relationship Specialist: Courtney Clarke

Dear

Thank you for contacting us recently regarding the dissatisfaction you have experienced with your 2005 Chevrolet Malibu. We sincerely apologize for any inconvenience you may have experienced.

We have carefully reviewed the facts surrounding your case. Unfortunately, we are unable to offer you financial assistance.

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.

We appreciate the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

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

December 14, 2010



Service Request: 71-515828438

Customer Relationship Specialist: Jessica Stuckey



Pontiac is pleased to provide service coverage for the Engine on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528554 This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 9, 2010, or 72,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Engine – Cylinder block, heads, crankshaft and bearings, crankshaft seals – front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts.

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

If you have any future questions, feel free to contact 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.

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage - Engine

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.



Service Request: 71-515828438

Customer Relationship Specialist: Jessica Stuckey



Pontiac is pleased to provide service coverage for the engine in your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528554 This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 9, 2010, or 72,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Engine – Cylinder block, heads, crankshaft and bearings, crankshaft seals – front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts.

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

If you have any future questions, feel free to contact 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.

Sincerely,

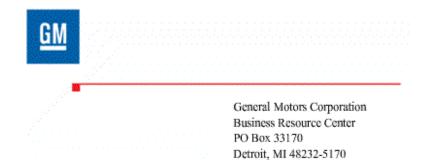
Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

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



VIA FAX ONLY

July 3, 2007

BBB Autoline 4200 Wilson Blvd. Suite 800 Arlington, VA 22203-1838

RE:

Service Request: 71-531319625 BBB Case Number: PGM0745643

2005 Pontiac G6

Vehicle Identification Number: 1G2ZH528454 Customer Relationship Specialist: Amy DesRosiers

Manufacturers Testimony and Position in Writing

We are sorry is dissatisfied with his 2005 Pontiac G6. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience may have experienced.

purchased the vehicle new on October 9, 2004. The vehicle was sold with approximately 111 miles reading on the odometer.

currently has the vehicle available for use. The involved dealership has been able to verify that during the lemon law coverage period the vehicle has been out of service for 2 days.

According to the Agreement to Arbitrate, the customer has 6 concerns with the vehicle.

Noises

Windows

Interior

Engine

Remote Access System

Steering















According to the Standards of the Maryland Lemon Law:

LEMON LAW COVERAGE PERIOD

The lemon law defines a "manufacturer's warranty period" that extends until the earlier of the first 15,000 miles of vehicle operation or 15 months following the date of the motor vehicle's original delivery to the consumer.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Maryland lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if any of the following occurs within the "manufacturer's warranty period":

- 1. The same nonconformity has been subject to repair by the manufacturer or factory branch, its agent or authorized dealer four or more times but continues to exist;
- 2. The vehicle was out of service by reason of repair of one or more nonconformities for a cumulative total of 30 or more days; or
- 3. A nonconformity resulting in a braking or steering system failure has been subject to the same repair at least once, the manufacturer has been notified and given the opportunity to cure the nonconformity, and the repair does not bring the vehicle into compliance with the motor vehicle safety inspection laws.

During the lemon law coverage period the following repairs were completed:

RO # 135746 May 23, 2005 at 2,609 miles the customer brought the vehicle into Lee Pontiac. The customer stated they had to jump start the vehicle. The involved dealership found the positive battery post loose and replaced the battery and tested the charging system. A recall was also performed on that day. The recall was an update to the BCM (Body Control Module).

RO # 49845 November 9, 2005 at 14,811 miles Swanson Chevrolet repaired the power and grounds distribution wiring and/or connector and replaced the illuminated mirror and cover.

Being as there was only 2 repairs completed during the Lemon Law coverage period this customer has not met presumption of the standards of the Maryland lemon law and would not be eligible for remedies under this particular law.

According to the General Motors Program Summary, a claim seeking repurchase or replacement must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use. The customer claim form dated June 23, 2007, shows when the customer submitted the claim to the BBB Auto Line Program there were 41,000 miles on the vehicle. This would make the customer ineligible for remedies under the General Motors Program Summary. General Motors would respectfully request a denial decision be rendered.

Sincerely,

Tamara Hall

Business Resource Center, General Motors Corporation















Privileged and Confidential Information

Case Assessment By:A	my DesRosiers	Siebel/CARS Request	#:71-531319625
Customer Name:			
Veh year:2005	Make:Pontiac	Model:G6	Current mileage:41,000
Veh ID	In Service Date:10/9/2004	Purchased:new	If used:
#:1G2ZH528454			
What is the customer se	eeking?Repurchase		

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
				NOISES
10/09/06	53537	31,676	2	C/S: there is a bang in right front while driving
				Repair: verified concern, noise from steering rack.
				Replaced steering rack per bulletin #06-02-32-007 Filled
				with fluid adjusted toe in to specs.
				Windows
10/09/06	5357	31,676	*	C/S: the windows wont lock when button is on
				Repair: Lock out button working as designedonly locks
				rear windows
				INTERIOR
11/09/05	49845	14,811	1	AS PER GMVIS
				repair: replaced illuminated mirror and cover
06/01/06	55456	24,129	1	AS PER GMVIS
				Repair: replaced left sunshade and/or support
10/09/06	53537	31,676	*	C/S: cover is broken on drivers vanity mirror
				Repair: replaced driver's vanity mirror as per bulletin #05-
				08-110-005D
				ENGINE
10/09/06	53537	31,676	*	C/S: there is a delay of engine turning over when turn key
				to start.
				Repair: could not duplicate concern. Did find positive
				battery cable loose at battery due to added on wire for
				speaker system.
11/15/06	54053	33,831	1	C/S: the engine will continue to crank after start up at
				times.
				Repair: Reprogram PCM per bulletin #06-06-04-049

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

COSTOINI	-14 5 1 1411	VIAICI STIVII I	OW/OONOLINA.	
Date:	RO#:	Mileage:	Days Out:	Description of Repair:
				REMOTE ACCESS SYSTEM
11/15/06	54053	33,831	*	C/S: the remote start system does not always operate from fob. Repair: Reprogram BCM per bulletin # PIC 3450A
11/20/06	54099	34,186	2	C/S: remote start will not work att the time Repair: could not duplicate concern at this time. Remote system working as designed.
12/28/06	54541	35,689	1	C/S: the remote start system is inop at times Repair: checked for codes with techperformed system check,OK could not duplicate concern at this time
				STEERING

Team Lead Approval:

Privileged and Confidential Information

14/02/07	55607	41,112	4	C/S: the steering seems to lock while driving. the power steering light and service maintenance lights come on. must pull to side of road and turn engine off and sit for awhile to regain power steering. Repair: performed scan daig with tech II found torque sensor bad. replaced upper portion of steering column. cleared code. concern corrected. One time goodwill adjustment on parts and labor.
		/CONCERN:	Days Out:	Description of Repair:
			2072 0000	
otal Day	rs Out of	Service:	12 and	(excluding days for customer pay reasons such as; Maintenance Collision Repairs)
-				• •
'EHICLE	MEETS	PRESUMPT	and FION LEMON for (based u	Collision Repairs)
/EHICLE Vhat is States le	MEETS custome emon lav	PRESUMPT er eligible w requiren	and FION LEMON for (based u	Collision Repairs) LAW? YES: NO: pon the BBB Program Eligibility Guidelines and the eting presumption)?

Date:

Revised by c.mallett 09/07/06

Team Lead Approval:

Privileged and Confidential Information

Decision reached by CRS:	Arbitrate case:	Settle case:
	<u></u>	

Team Lead Approval:









GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 22, 2007

Steve Rudisill Bohn Pontiac, Inc 1070 Baltimore Blvd Westminister, MD 21157

Re:

Siebel Request: 71-531319625 2005 Pontiac G6 VIN # 1G2ZH528454

Dear Mr. Steve Rudisill:

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).
- Any and all TSB or TAC information (Case number, forms.etc)

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,

Amy Des Rosiers BRC Customer Relationship Specialist Ph# 800-231-1841 extension 21563 FAX# 866-842-9446

ACCEPTANCE OR REJECTION OF DECISION

Date:	07/20/07	Case N	Number: PGM0745643	
Custon	ner		State: MD	
Busines	SS: Pontiac/GMC			
Mfr-Inf	fo: 1712 MD 1G2ZF	528454		
		decision in your case. We hope you ha e satisfactory. Please call us if you have	ave found the efforts of the BBB staff and the early questions about the decision.	he
	COMPL	ETE THE FOLLOWING AND RET	TURN IT TO US IMMEDIATELY	
will be	considered rejected	and the manufacturer will be notified	ays from the date of the cover letter, the deed. You may want to return the form via cert your case specialist to confirm receipt.	
Please o	check one of the fol	owing.		
	I ACCEPT THE A	RBITRATION DECISION. I unders	estand this means:	
*	the business will be	legally bound to abide by this decision	on; and,	
	has been resolved a		ght to sue the business in court on any clair usiness fails to perform according to the Arb law.	
	I REJECT THE A	RBITRATION DECISION. I unders	stand this means:	
*	I may pursue other	egal remedies under state or federal la	law;	
		al or state law, the decision may be int ating to any matter considered in this	troduced as evidence by me or the business arbitration hearing;	s in any
*	the business will no	t be obligated to perform any part of t	the decision; and,	
*	this will end Better	Business Bureau involvement in my ca	case.	
Signatu	ure(s) of Titled Owr	ner(s):	Date:	

4200 Wilson Blvd., Suite 800, Arlington, VA 22203 Phone: 800.955.5100 Fax: 703.247.9700



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.

July 20, 2007

Re:m04 PGM0745643 vs Pontiac/GMC Division 1G2ZH528454

AMY DESROSIERS PONTIAC/GMC PO BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if we may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

DENIAL DECISION



CASE: PGM0745643		Customer:
VIN: 1G2ZH528454	令 :	Hearing Date: 07/18/07
Arbitrator: Ronna Jablow	:	Date: 07/19/07

Question 1

The customer's request (listed below) is denied.

Replacement/refund

CASE: PGM0745643	Customer:
Arbitrator: Ronna Jablow	Date: 07/19/07



REASONS FOR DECISION FORM

CASE: PGM0745643	Customer:
VIN: 1G2ZH528454	Hearing Date: 07/18/07
Arbitrator: Ronna Jablow	Date: 07/19/07

Question 1

It is determined that a $\{$ Please list below $\}$ decision is a fair resolution of this dispute.

Denied

b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

The customer's claim is not eligible under the Maryland Lemon Law. During the Lemon Law coverage period, the earlier of the first 15,000 miles of vehicle operation or 15 months following the date of the motor vehicle's original delivery to the consumer, only 2 repairs were made. The vehicle was not out of service for 30 days, nor was the alleged defects in the brakes or steering. Therefore, the presumption of the standards of the Maryland Lemon Law have not been met.

Additionally, the claim is not eligible under General Motors' Warranty Program. The claim must be received by BBB Auto Line within two years or 24,000 miles, whichever comes first, from the date the vehicle was first put into use. The claim was filed on May 2, 2007, more than 2 years from the customer's purchase date, October 9, 2004 and the vehicle's mileage is 41,000.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

2

Question 4

Was final notice given? (Yes / No / Not Applicable)

no

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

45.663

CASE: PGM0745643	Customer:
Arbitrator: Ronna Jablow	Date: 07/19/07

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



CHECK NO. 900982931

50-937

DATE 07/11/08

*****3,000 DOLLARS

AMOUNT:

100

DURHAM

SIGNATURE

NFORMATION Redacted PURSUANT TO THE FREEDOM OF

North American Operations General Motors Corporation Disbursement Account

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 VENDOR DUNS NO CHECK NO. BB 000000346 PAYMENT DATE **VENDOR NAME** 07/11/08 REGISTER NO. DESCRIPTION % DISC. INVOICE AMOUNT INVOICE DATE DOC. REFERENCE NUMBER NET AMOUNT DISC. AMOUNT .00 07/09/08 VM 1-AML893 71-532698267.1-AML893 00.0000 3,000.00 3,000.00 1G1ZT51886F 200 C ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 **M3** 3,000.00 TOTAL 3,000.00 .00

July 7, 2008

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S Park Dr Ste 250 Durham, NC 27713-7736

RE: v. General Motors Corporation

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F Customer Relationship Specialist: Emily Butler

Dear Ms. Huggins:

Enclosed please find a check in the amount of \$3,000.00 made payable to and Postlethwait, Huggins, & Morrison 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 V07092007

December 17, 2010



Service Request: 71-532698267

Customer Relationship Specialist: Kenneth Phillips

Dear :

Thank you for your recent comments regarding your 2006 Chevrolet Malibu. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and 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. 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

▲ To seal Έ

ShipReady™ Service Conditions*

ShipReady services provided by DHL Express are subject to DHL Terms and Conditions of Carriage as published at www.dhl-usa.com except as set forth below.

Limitations of Liability

Shipment Value Protection is not available for ShipReady products. This ShipReady envelope is not authorized for the shipment of articles with a value greater than US \$100. In the event any article valued in excess of US \$100 is inadvertently accepted for shipment, DHL's liability for loss or damage shall not exceed US \$100. Additional information on other DHL products that offer Shipment Value Protection is available on www.dhl-usa.com or by calling Customer Service 1-800-CALL DHL.

Service Guarantee

DHL guarantees that your ShipReady shipment will arrive on the next business day by Noon (12:00 PM) to all major metropolitan areas.* Should your ShipReady Shipment fail to arrive by Noon, DHL will provide you with an identical ShipReady envelope free of charge within thirty (30) days after you submit a service failure (late delivery) claim and your daim has been approved. The free ShipReady envelope is the exclusive remedy in the event of a service failure.

Service Failure Claims

Claims must be submitted to DHL, in writing or by telephone, within fifteen (15) calendar days from the date DHL accepted the Shipment. The failure to submit a service failure claim within fifteen (15) calendar days from the date DHL accepted the Shipment constitutes a waiver of the Shipper's right to seek the exclusive remedy for a service failure claim, which is a free ShipReady envelope. For more information, please visit us at www.dhl-usa.com or call Customer Service at 1-800-CALL DHL.

Qualified Acceptance and Right to Inspect

We reserve the right to reject any Shipment that is not secure, jeopardizes the integrity of the packaging or might cause damage to other shipments, equipment or personnel, and to open and inspect any shipment for any reason.

Usage

Stage ShipReady envelopes can be used ONLY for Shipments within the 48 contiguous United States. Saturday pickup and delivery service or any other optional services, is not available for ShipReady products.

UNAUTHORIZED RESALE OF THIS PRODUCT, INCLUDING BUT NOT LIMITED TO ONLINE AUCTION SITES, IS EXPRESSLY PROHIBITED.

*These Service Conditions may be suspended, revoked or modified at DHL's sole discretion without prior notice to you.

**Delivery commitment time and availability may vary based upon origin and destination. Please visit us at www.dhi-usa.com or call Customer Service at 1-800-CALL DHL (1-800-225-5345) to obtain transit times quotes.

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Routing Code:

DEOPOC

SBH

SHIPPING INSTRUCTIONS

- Fill the envelope. Envelope must close and seal properly.

 The content must not alter the physical dimensions of the envelope.
- 2. Fill in address areas completely.
 3. Sign the Waybili label (required).
- Retain sender's copy of label.
 Tender your shipment at your nearest DHL service center,
 DHL drop box or call for pickup.

Snipkeady		
_ <i></i>	TLETHWAIT,	MAR 1 3 2008
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EXPRESS ENVELOPE LETTER

POSTLETHWAIT, HUGGINS & MORRISON

Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713 NCLemonLaw.com

MARGUERITE E. HUGGINS NCLEMON@MINDSPRING.COM TELEPHONE: (919) 286-4204 x 104 FACSIMILE: (919) 286-2820

March 12, 2008

GMC Legal %MSX International 1919 Concept Drive Warren, MI 48091

Re:

Our Client/Owners:

Vehicle: 2006 Malibu Date of Sale: 5/27/2006

Selling Dealer: Jeff Gordon Chevrolet, NC

Dear Sirs:

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Trade Commission Improvement Act of 1975, I am putting you on formal notice that my client has had the following problems with the automobile and you or your agent, the dealer, have had numerous opportunities to fix the automobile and have failed to do so. The defects include, but are not limited to, noise in dash (known defect with this model) and front end bounce. Below are the remaining statutory notices required prior to filing suit.

NOTICE TO MANUFACTURER(S) AND DEALERS: LAST CHANCE TO RESOLVE MATTER

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Warranty Act, I am putting you on formal notice to also consider this the 10 days notice of suit letter and notice of your last opportunity to reasonably resolve this matter prior to the filing of a suit pursuant to N.C.G.S. §20-351.7. If you refuse to repurchase this defective vehicle within the 10 days, we

will proceed to file suit.

The express written warranty, implied warranty of merchantability and other express and implied warranties have been breached by your failure to conform this vehicle to these warranties. The value of the vehicle has been substantially impaired due to the defects in the vehicle. My client has qualified for the repurchase remedy as defined by the lemon law statutes and if you refuse to comply with the lemon law statutes, your actions will be deemed to be unreasonable.

Consider this notice of revocation of acceptance of the vehicle and intent to file claims under the U.C.C. and Magnuson-Moss Federal Warranty Act, seeking costs and attorneys fees. I hereby tender to you the vehicle and await instructions as to where we are to deliver it to resolve this matter within the 10 days.

Please write and call me to let me know you decision as to this matter. All contact from you shall be through my office. If you have any questions, please let me know. We will work with you to facilitate the prompt resolution of this matter pursuant to the statutes.

With kind regards, I am

Sincerely yours,

Marguerite E. Huggins

MEH/tbc

BSL Auto Services
3846 George II Hwy unit E
BSL-Southport MC 28461
Phone #845-22179

AUTO KEPAIR (JRDER =	
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SOUTH DOYT	NC	

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						FGAS, OIL & GALS, GAS	G:DA	3180	ACCESS	F	PARTS			
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YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR FRUCE, MAY BE LLSS THAN THE ESTIMATE BUT WILL NOT EXCITED THE ESTIMATE WITHOUT YOUR PERMISSOR. YOUR SIGNATURE WILL MOICATE YOUR ESTIMATE SELECTION.

THATOOWN ESTABLITE - LUNDERSTAND THAT MY CAR WILL BE THASSEMBLED WITHIN OF THE DATE SHOWN IF LCHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

DAYS

AUTO REPAIR ORDEP

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Service Satisfaction Survey

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be and per by	records indicate that you had your 2006 Malibu serviced at Jeff Gordo completely satisfied. Please take a few minutes to complete both sides of services. If you prefer, you can respond to this survey online by going to resonal User ID: and Password: If you cho mail. ur timely response is very important to us and will be used to direct the co	f this quest www.gmd ose to resp	ionnaire a ealerships ond online	bout our de survey.com e, please d	ealership's and enteri o not returr	personneling your this surve	ey
of e	our customers. For information on GM's privacy statement, please visit of 866MYPRIVACY (1-866-697-7482).					expectatio	115
Th	ank you for having your vehicle serviced at Jeff Gordon Chevrolet.						
	Sir	cerely,					
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	ی	Do fr					
		ott Lawson, stomer and			25		
	Instructions						
				_			
	Please use a dark pen or pencil (preferably black		_				
	Please check this box if you no longer own/lease this 2006	i Malibu, a	nd return	the ques	tionnaire.		
** PI	LEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERV	ICE ON M	AY 21, 20	07, COMP	LETE THIS	SURVEY	**
	About Your Ch	evrolet D	ealershi	n's Servi	ce Denar	tment	
	About four City	EVIOLET D		p s Gervi		Uncn	
		Completely	Very		Somewhat	Not At All	
1.		Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
	Department's hours?	. 🗆		Ø		Ш	
				Does Not Apply/Not	Don't		
2.	Were services available to you on both an appointment and	Yes	No	Required	Know		
	non-appointment basis?	🗆	Ø				
3.	When arriving for service, were you greeted promptly?	. 📮					
4.	How satisfied were you that all dealership personnel treated	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
₽.	you in a courteous, fair, and professional manner?	. 🗆			\square'		
	About Your Service Consultant/Adv	risor					
	^ ;	Completely	Very		Somewhat	Not At All	
5.	How satisfied were you that your Service Consultant took	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
	enough time to thoroughly understand your service request?	Ц			L.J	\mathbf{M}	
				Does Not Apply/Not	Don't		
_		Yes	No	Required	Know		
6.	Were you offered transportation options?	\square	$oldsymbol{arDelta}$				
		Completely	Very	0-41-81-3	Somewhat	Not At All	Does Not Apply/Not
7.	How satisfied were you that you were kept informed about	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Required
	the status of your service request?	🗖				Y	
		Yes	No	No Time Promised			
8.	Was your vehicle ready by the original time promised?		M				
O.	vvas your veriore ready by the original time promised?	ш	ت				

About Your Service Consultant/Advisor (continued)

			Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?						lacktriangledown	
10.	Overall, how satisfied were you with your Service Consultant?					\mathbf{Z}		
				About	Service	Delivery	<u> </u>	_
11.	When you picked your vehicle up, how satisfied were you with:		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	The time it took to complete the transaction?				П		is a second	
	The ease of getting your vehicle?		_					
	The condition in which it was returned?		-		☑′			
	THE CONGRESS IN WHICH IN WAS TOLUMBED.		Yes	No	_	_	_	
12.	Were ALL of your service concerns corrected on this service visit	?	_					
	IF NO, why not? (check all that apply)							
	Condition explained - repair not necessary Work performed did not correct the problem Service Department could not duplicate problem Service Department was too busy	☐ I de		air specify)			ral times not fixed.	
			Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
13.	How satisfied are you that your vehicle was fixed right on this service visit?							
			Yes _	No				
14.	Were you given a copy of the completed repair order/invoice?		\square					
					Don't Know	d		
15	Were you contacted shortly after this service visit to determine		Yes	No	Not Sure	•		
13.	your satisfaction with the dealership's service?			Ø				
16.	Based on this service visit, overall, how satisfied are you with Jeff Gordon Chevrolet?		Completely Satisfied Definitely Would	Very Satisfied Probably Would	Satisfied Might/ Might Not	Somewhat Satisfied Probably Not	Not At All Satisfied Definitely Not	
17	Would you recommend this dealership for service?						d	
17.	Would you recommend this dealership for service:		_			_	_	
18.	Overall, how satisfied are you with your 2006 Malibu?		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	,		_	_		_	_	
19.	Are you		,					
20.	Your age	35 - 44	Ø	45 - 54		55 - 64	☐ 65 or older	
21	May we include your name when providing this survey informatio	on to vou	r dealershi	in?	Yes		No	
	Do you have any other comments/recommendations about Jeff C	_	 .		4	$\bigcirc 5$	90	
22.				1	1		67	
WC_	I got screwed, and no one	<u>mi 11</u>	liste	or n	me 4	nore,	<u>ana</u>	_
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	Your opinions will he Please return this questionnaire in the	self-ad	dressed,	postage- _l	paid <mark>en</mark> ve		my healt	h,
4	CHEVROLET MOTOR DIVISION, P.C	0. BUX		ſ		99-0054 VOZ		BS:
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ShipReady" Service Conditions*

Shipheady services provided by DHL Express are subject to DHL terms and Conditions of Cantage as published at www.dbl-usa.com except as set forth below.

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Limitations of Liability
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Shipment of authorized with a value-greater than US \$100. In the event any article valued in excess of US \$100 is
inaderently accepted to shipment, DHL's Shability for loss or damage shall not exceed US \$100. Additional
information on other DHL products that offer Shipment Value Protection is available on www.dhl-usa.com or by
calling Customer Service 1-800 CALL DHL.

Service Guarantee

Dill guarantees that your Shipheady shipment will arrive an the next business day by Noon (12.00 PM) to all major
metropoliten areas. "Should your Shipheady Shipment fail to arrive by Noon, DRL will provide you with an identificat
Shipheady envelope field of tharge within thiny (90) days after you useful a service failur let deliveryl datal and
your datan has been approved. The fire Shipheady envelope is the excludive remedy in the event of a service failure.

Service Failure Claims
Claims must be submitted a DHL, in writing or by telephone, within filteren (15) calendar days from the date DHL accepted the Signment. The failure to submit a service failure claim within filtern (15) calendar days from the date DHL accepted the Signment constitutes a waive of the Shipper's right to seek the exclusive remedy for a service failure datin, which is a feet Shipperdey envelope. For more information, please visit us at www.dhl-usa.com or call Costomer Service at 1-800-CALL DHL.

Qualified Acceptance and Right to Inspect
We receive the right to reject any Shipment dual is not secure, jeopardizes the integrity of the packaging or might
cause damage to other shipments, equipment or personnel, and to open and inspect any shipment for any reason.

Usage. Skiekvody envelopes can be used ONLY for Shipments within the 43 contiguous United States. Saturday pickup and delivery service or any other optional services, is not available for Shipfleady products.

UNAUTHORIZED RESALE OF THIS PRODUCT, INCLUDING BUT NOT LIMITED TO ONLINE AUCTION SITES, IS EXPRESSLY PROHIBITED.

Service Conditions may be suspended, revoked or modified at DHL's sale discretion without prior notice to you

**Delivery commitment time and availability may vary based upon origin and destination. Please visit us at www.dhl-usa.com or call Customer Service at 1-800-CALL DHL (1-800-225-5345) to obtain transit times quotes.

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Routing Code:

DEOPOC

... Attorney's at Law_ 5015 Southpark Drive, Suite 250

SBH

HILL HE REEL CHARLE OF A LOCAL DEFINITION OF THE REAL PROPERTY.

SHIPPING INSTRUCTIONS

1. Hill the envelope, Envelope must close and seal gasperly.
The content must not after the physical cimensions of the eave
2. Hill in address were complete.
3. Sign the Waydic Label (required).

POSTLETHWAIT HÜGGINS, & MORRISON

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EXPRESS ENVELOPE LETTER

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Durham, NC-27713 10000 10000

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POSTLETHWAIT, HUGGINS & MORRISON

Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713 NCLemonLaw.com

MARGUERITE E. HUGGINS NCLEMON@MINDSPRING.COM TELEPHONE: (919) 286-4204 x 104 FACSIMILE: (919) 286-2820

March 12, 2008

GMC Legal %MSX International 1919 Concept Drive Warren, MI 48091

Re: (

Our Client/Owners:

Vehicle: 2006 Malibu Tate of Sale: 5/27/2006

Selling Dealer: Jeff Gordon Chevrolet, NC

Dear Sirs:

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Trade Commission Improvement Act of 1975, I am putting you on formal notice that my client has had the following problems with the automobile and you or your agent, the dealer, have had numerous opportunities to fix the automobile and have failed to do so. The defects include, but are not limited to, noise in dash (known defect with this model) and front end bounce. Below are the remaining statutory notices required prior to filing suit.

NOTICE TO MANUFACTURER(S) AND DEALERS: LAST CHANCE TO RESOLVE MATTER

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Warranty Act, I am putting you on formal notice to also consider this the 10 days notice of suit letter and notice of your last opportunity to reasonably resolve this matter prior to the filing of a suit pursuant to N.C.G.S. §20-351.7. If you refuse to repurchase this defective vehicle within the 10 days, we

will proceed to file suit.

The express written warranty, implied warranty of merchantability and other express and implied warranties have been breached by your failure to conform this vehicle to these warranties. The value of the vehicle has been substantially impaired due to the defects in the vehicle. My client has qualified for the repurchase remedy as defined by the lemon law statutes and if you refuse to comply with the lemon law statutes, your actions will be deemed to be unreasonable.

Consider this notice of revocation of acceptance of the vehicle and intent to file claims under the U.C.C. and Magnuson-Moss Federal Warranty Act, seeking costs and attorneys fees. I hereby tender to you the vehicle and await instructions as to where we are to deliver it to resolve this matter within the 10 days.

Please write and call me to let me know you decision as to this matter. All contact from you shall be through my office. If you have any questions, please let me know. We will work with you to facilitate the prompt resolution of this matter pursuant to the statutes.

With kind regards, I am

Sincerely yours,

Marguerite E. Huggins

MEH/tbc

BSL Auto Services
3846 George II Hwy unit E
BSL-Southpart MC 28461
Phone #845-2279

AUTO REPAIR ORDER

NAME
ADDRES

OITY STATE
SOUTH POYT NC

tonge our		DATE VEAH - MAKE - J D D 6 LICENSE NO.	MODEL.	Mg / 6 DODGE NO.	SERIAL NO MOTOR NO.	WRITTEN BY	[] PO	
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THAT ARE ENTITLED TO STREET STEMANE, BUT WILL NOT DUE TO THE ESTIMATE WITHOUT YOU HORMISSION YOUR SIGNATURE WILL HANDATE YOUR ESTIMATE SIT ROTTON

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AUTO REPAIR ORDEP

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RELEASE OF CLAIM

"Releasor"), on behalf of myself and my assigns, aid by General Motors Corporation, hereby releases
sidiaries, its authorized independent dealers, any onents that are distributed by General Motors
yees from any and all claims, causes of action, and costs which directly or indirectly arise from, are chase, repair, maintenance, operation, alteration, or nicle Identification Number 1G1ZT51886F y claims based on any alleged defects in the subject ed to release any of the above named persons or nal injury or products liability arising out of the use execution of this release. Notwithstanding the the remaining term of the manufacturer's express. Plans which accompanied the sale of the subject bitration or other proceeding against General Motors proceeding with prejudice.
on the date of the signing of this release.
ease. Releasor agrees and acknowledges that this eleasor and General Motors Corporation, and nises or inducements other than those stated in this
RE SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO Claims
Ciainis
Claimant's Signature
Address
City, State, Zip Code

September 28, 2007	
Pg. 2	



TATE OFOUNTY OF			
Sworn to (or aff	irmed) and subscribed before me this	day of	, 20
	Signature of Notary Public		
	Print, type or stamp Commissioned Na	me of Notary Public	
	Personally KnownOR Pro Type of identification		
	My commission expires:		

VIA FAX ONLY

September 28, 2007

Ms. Marguerite E. Huggins Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

We regret that your client is dissatisfied with his 2006 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.

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 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 \$ 3,000.00.

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

Your client(s) would retain the vehicle.













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 71-532698267 when contacting our Business Resource Center at 1-800-231-1841, X21242 or at FAX no. 1-866-660-2734 during Monday through Friday between the hours of 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,	
Sandra Ging General Motors Corporation	
Odometer	
Client's Signature	Client's Signature
Date	Date













VIA FAX ONLY

September 28, 2007

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S. Park Dr. Ste. 250 Durham, NC 27713-7736

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Dear Ms. Huggins:

On September 18, 2007, we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

For your convenience, attached with this letter is General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. If your client agrees with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client's concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841, ext. 21242 Monday through Friday between 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,

Sandra Ging General Motors Corporation

Attachments: (1) General Motors Corporation's Offer Letter

(2) Release of Claim Form















Privileged and Confidential Information

CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: NC

Customer Name:	Service R	equest: 71-532698267	GM Legal File	No.: {Number}
Vehicle ID No.: 1G1ZT51886F	In Service Date: 05/27/2006	Vehicle is: New	E	BAC Code: 163036
Year, Make & Model: 2006 MALIBU SEDAI Lien holder: GMAC☐ Other⊠: Alliant		Vehicle Purchased Used Sale Type: Purchase		other□ : {Type}

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/28/09	67003	1	3969	C/S THAT THE PASSENGER SIDE WINDOW SWITCH IS LOOSE. INSTALL SOP – VERIFIED BEZEL IS LOOSE – ORDERED PART
09/08/06	68090	1	4378	C/S REQUESTS INSTALLATION OF DOOR TRIM PANEL SOP PART WINDOW SWITCH BEZEL / VERIFIED SWITCH BEZEL ROCKS – REPLACED RIGHT FRONT WINDOW SWITCH BEZEL. VERIFIED FIX
11/16/06	74822	1	7777	C/S THERE IS A RATTLE TYPE NOISE IN THE CENTER DASH ONLY WHEN DRIVING HAPPENS INTERMITTENTLY. IS NOT HAPPENING AT TIME OF WRITE UP – COULD NOT TEST DRIVE BECAUSE OF BAD WEATHER, NEED TO BRING BACK
11/30/06	75959	1	8431	C/S THERE IS A BUZZ/VIBRATION FROM CENTER DASH ON ACCELERATION, POWER BRAKE TO DUPILCATE NOISE, SEE DAN. NORMAL ENGINE VIBRATION CAUSING IPC TRIM GARNISH TO RATTLE REPOSITION AND TIGHTENED IPC TRIM GARNISH PANEL.
07/11/07	97893	*	19051	RATTLE NOISE RH UPPER DASH AREA REFERENCE SERVICE BULLETIN 07-08-111-001 . COWL BUZZING ON WIND SHIELD – REPAIR WITH 3M 06397 TAPE PER TSB SERVICE BULLETIN 07-08-111-001

☐ <u>ELECTRICAL</u>

Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S ONE TIME THE REMOTE WOULD NOT SOUND THE HORN WHEN UNLOCKING. DROVE VEHICLE AND WHEN SHE STOPPED AND PUT SHIFTER INTO PARK, THE DOME LIGHT WOULD NOT COME ON AND THE DOORS WOULD NOT AUTO UNLOCK. RECYCLED THE KEY A FEW TIMES AND THEN IT STARTED WORKING AGAIN. NOT OCCURING AT THE TIME OF THIS WRITEUP. PERFORMED TECH II DIGNOSTICS AND CHECKED FOR STORED DTC'S WORKING TO FACTORY SPECS AT THIS TIME, NO DTC, STORED IN HISTORY.
07/11/07	97893	*	19051	C/S WHEN SHE TAKES THE KEY OUT OF THE IGNITION THE DOORS

WON'T LOCK. AT TIMES 2 - NO DTC COULD NOT DUPLICATE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S THE VEHICLE SEEMS TO PULL TO THE LEFT, STEERING SEEMS LIKE IT IS OFF CENTER / OUT OF CALIBRATION – REPROGRAM STEERING TO GM SPECS.
				C/S VEHICLE PULLS TO THE LEFT. ALIGNED VEHICLE TO SPEC.
11/16/06	74822	*	7777	C/S THE STEERING WHEEL STILL SEEMS OFF CENTER AND SEEMS LIKE VEHICLE IS RIDING ON ICE. DAN RODE WITH CUSTOMER AND COULD NOT DUPLICATE. BUT SAYS THERE IS A ROARING NOISE ON DECLERATION BUT NOT SURE IF IT IS NORMAL. NEED TO COMPARE TO ANOTHER VEHICLE. NO PROBLEMS FOUND, VEHICLE DRIVING STRAIGHT W/ NO PULLS, STEERING WHEEL CENTERED, ROARING SOUND ON DECEL SOUND LIKE NORMAL EXHAUST VIBRATION. TEST DROVE ANOTHER LIKE VEHICLE TO VERIFY CONDITIONS TO BE NORMAL FOR THIS MODULE VEHICLE. NO STEERING PROBLEMS FOUND AND SLIGHT ROAR NOISE ALSO HEARD IN TEST VEHICLE. NO REPAIRS NEEDED AT THIS TIME.
12/06/06	76585	*	8657	C/S THE STEERING WHEEL IS OFF CENTER AND IT SOMETIMES STEERS LIKE IT IS ON ICE. UNABLE TO VARIFY CUSTOMERS CONCERN. TEST DROVE VEHICLE ON VARIOUS ROAD SURFACES AND VARIOUS GRADES OF ROAD AND FOUND THE VEHICLE TO DRIVE AND RESPOND PROPERLY. NOTE: THIS IS A NEW ELECTRONIC SYSTEM AND FEELS SLIGHTLY DIFFERENT FROM THE CONVENTIONAL HYDRAULIC SYSTEM. STEERING SYSTEM WAS FOUND TO BE OPERATING TO GM SPECS.
				C/S THERE IS A ROARING NOISE WHEN SLOWING DOWN FROM APPROX 45-50 MPH AND HAS BUZZ FEELING IN PEDAL. ONLY NORMAL NOISE INHERANT TO VEHICLE. TEST DROVE VEHICLE AND FOUND ONLY NORMAL ROAD NOISE. EXHAUST RESONATION, NO EXCESSIVE BUZZ FELT IN PEDALS. TESTED AGAINST ANOTHER SIMILAR VEHICLE ALL CABIN NOISES FOUND AT THE SAME LEVELS WITH TEST VEHICLE.
07/11/07	97893	1	19051	C/S THE STEERING WHEEL TURNS TOO FAR OR NOT FAR ENOUGH. FEELS LIKE STEERING INTO ICE AND MAKING NOISE IN CENTER DASH STEERING BINDING. REPLACE STEERING GEAR PER TSB 06-02-32- 007B
				C/S THERE IS A CLICKING NOISE COMING FROM DASH. MTD DASH AREA AT TIMES. LIKE CARD IN BIKE WHEEL. STEERING SHAFT NOISY. - REPLACE SHAFT PER TSB PIC4294A
				C/S WHEN GOING OVER BUMPS FRONT END HAS MORE BOUNCE IN FRONT END THAN BEFORE – RATTLE NOISE FROM FRONT END LIKE SOMETHING LOOSE – SEE JOB 3
08/03/07	100292	1	20152	C/S EXCESSIVE BOUNCE IN FRONT END. WEAK STRUTS FRONT END / TEST DROVE VEHICLE. "BOUNCE TEST" SHOCK FRONT END. INSPECT FRONT SHOCKS FOR LEAKAGE, OK ORDERED BOTH FRONT SHOCKS.

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S THE ENGINE HAS EXCESSIVE VIBRATION AT IDLE AT TIMES. FEELS LIKE IT SPUTTERS. NO CHECK ENGINE LIGHT ON / OUT OF CALIBRATION – REPROGRAM PCM TO GM SPEC.
				C/S ONE TIME THE ENGINE SPUN OVER BUT WOULD NOT FIRE. STARTED THE NEXT KEY TURN. – REPROGRAM PCM
11/30/06	75959	*	8431	C/S THE ENGINE IS SPUTTERING/VIBRATION AT IDLE, NO CHECK ENGINE LIGHT. SHOP FOREMAN RODE WITH CUSTOMER AND THINKS IT MAY BE VIBRATION FELT THROUGH THE GAS PEDAL. WANTS TO COMPARE TO ANOTHER VEHICLE. TEST DROVE VEHICLE. NO PROBLEMS FOUND AT THIS TIME, COMPARED TO ANOTHER LIKE VEHICLE AND FOUND THE SAME AMOUNT OF VIBRATION. NO DTC STORED.
12/06/06	76585	1	8657	C/S THE ENGINE IS SPUTTERING AND IDLE VARY. VIBRATION AT IDLE. UNABLE TO DUPLICATE CONCERN/ OPERATING TO GM SPECS SCANNED VEHICLE NO CODES STORED. CHECKED FOR SERVICE BULLETINS AND CALIBRATION UPDATES. NONE APPLY. MONITORED FUEL AND IDLE CONTROL DATA. ALL OK VISUAL INSPECTION OF IGNITION SYSTEM COMPONENTS. EXPERIANCED NO ABNORMAL ENGINE RUNNING CONDITIONS OR UNSTABLE OR VARYING IDLE.
07/11/07	97893	*	19051	C/S LIKE IDLE ROUGH LIKE CAR WANTS TO CUT OFF – NO DTCS SET NO TSB
☐ <u>HVAC</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/21/07	092748	1	17612	C/S THAT THE A/C BLOWER IS A CARD IN A SPOKE TYPE SOUND INTERMITTENTLY / BLOWER MOTOR BINDING – REPLACE BLOWER MOTOR

THE STATE LEMON LAW READS:

Days out of service: {# of Days} Repairs {# of repair attempts}

Time period {# of months} / {# of miles}

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

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:
Total days out of service during the presumption period:
Total days out of service during customer's ownership:

{# of repair attempts}

{# of Days} {# of Days}

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: FRA NOT SCHEDULED UNTIL THE END OF THE MONTH. PER SR 71-546778536

Date & Offer/Result: NA

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

{TEXT}

REASON FOR REMOVAL

{TEXT}

CRS FINAL OFFER: {CASH/REP/TRADE}: DATE: {Date} OFFER TO CUST: \${Amount}

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

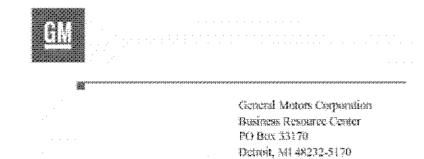
PLAINTIFF'S FINAL {CASH/REP/TRADE}: DATE: {Date} AMOUNT TO CUST: \${Amount}

DEMAND:

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

TEAM LEAD APPROVING: {Name} Date: {Date}



VIA FAX ONLY

September 18, 2007

Ms. Marguerite E. Huggins 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

We regret that your client is dissatisfied with his 2006 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.

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 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 \$ 3,000.00.

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

Your client(s) would retain the vehicle.















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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number 71-532698267 when contacting our Business Resource Center at 1-800-231-1841, X21242 or at FAX no. 1-866-660-2734 during Monday through Friday between the hours of 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,	
Sandra Ging General Motors Corporation	
cc: FILE	
Odomotou	
Odometer	
Client's Signature	Client's Signature
Date	Date













Privileged and Confidential Information

CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Dianna Barber / Sandra Ging State: NC

Customer Name:	Service Request:	71-532698267 GM Legal F	ile No.: NA
Vehicle ID No.: 1G1ZT51886F	In Service Date: 05/27/2006	Vehicle is: New	BAC Code: 163036
Year, Make & Model: 2006 MALIBU SEDA Lien holder: GMAC☐ Other⊠: Alliant		Vehicle Purchased Used on: N/A Sale Type: Purchase ☐ Lease ☐	☐ Other☐ : {Type}

VEHICLE REPAIR HISTORY

☐ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/28/06	67003	1	3969	C/S THAT THE PASSENGER SIDE WINDOW SWITCH IS LOOSE. INSTALL SOP – VERIFIED BEZEL IS LOOSE – ORDERED PART
09/08/06	68090	1	4378	C/S REQUESTS INSTALLATION OF DOOR TRIM PANEL SOP PART WINDOW SWITCH BEZEL / VERIFIED SWITCH BEZEL ROCKS – REPLACED RIGHT FRONT WINDOW SWITCH BEZEL. VERIFIED FIX
11/16/06	74822	1	7777	C/S THERE IS A RATTLE TYPE NOISE IN THE CENTER DASH ONLY WHEN DRIVING HAPPENS INTERMITTENTLY. IS NOT HAPPENING AT TIME OF WRITE UP – COULD NOT TEST DRIVE BECAUSE OF BAD WEATHER, NEED TO BRING BACK
11/30/06	75959	1	8431	C/S THERE IS A BUZZ/VIBRATION FROM CENTER DASH ON ACCELERATION, POWER BRAKE TO DUPILCATE NOISE, SEE DAN. NORMAL ENGINE VIBRATION CAUSING IPC TRIM GARNISH TO RATTLE REPOSITION AND TIGHTENED IPC TRIM GARNISH PANEL.
07/11/07	97893	*	19051	RATTLE NOISE RH UPPER DASH AREA REFERENCE SERVICE BULLETIN 07-08-111-001. COWL BUZZING ON WIND SHIELD – REPAIR WITH 3M 06397 TAPE PER TSB SERVICE BULLETIN 07-08-111-001
09/18/07	104919	*	21,957	C/S THERE IS A RATTLE IN THE DASH AREA. NORMALLY HEARD ON ACCELERATION. COULD NOT DUPLICATE CUSTOMER'S CONCERN. TEST DROVE VEHICLE REPEATEDLY ON ACCELERATION. NO ABNORMAL NOISE HEARD AT THIS TIME.
				C/S THE VANITY MIRROR COVER ON THE PASSENGER SIDE SILL NOT STARY OPEN. HINGE SPRING BROKEN. REPLACED PASSENGER VISOR MIRROR/DOOR ASSY.
01/02/08				RO frm BSL Auto Services 1 hr labor diagnostic. Strange noise from dash or engine vibration. Felt on windshield not dash

\square ELECTRICAL

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S ONE TIME THE REMOTE WOULD NOT SOUND THE HORN WHEN UNLOCKING. DROVE VEHICLE AND WHEN SHE STOPPED AND PUT SHIFTER INTO PARK, THE DOME LIGHT WOULD NOT COME ON AND THE DOORS WOULD NOT AUTO UNLOCK. RECYCLED THE KEY A FEW TIMES AND THEN IT STARTED WORKING AGAIN. NOT OCCURING AT THE TIME OF THIS WRITEUP. PERFORMED TECH II DIGNOSTICS AND CHECKED FOR STORED DTC'S WORKING TO FACTORY SPECS AT THIS TIME, NO DTC, STORED IN HISTORY.
07/11/07	97893	*	19051	C/S WHEN SHE TAKES THE KEY OUT OF THE IGNITION THE DOORS WON'T LOCK. AT TIMES 2 – NO DTC COULD NOT DUPLICATE
9/18/07	104919	*	21,957	C/S WHEN THE ENGINE IS TURNED OFF, THE DOOR LOCKS WILL NOT UNLOCK AND THE DOME LIGHT INTERMITTENTLY WILL NOT COME ON. TESTED VEHICLE AS DESCRIBED. UNABLE TO DUPLICATE INTERMITANT CONCERN REPEATED ATTEMPTS REVEILED NO PROBLEMS.
				C/S STATES THERE IS AN INTERMITENT CLICKING NOISE LIKE A CARD IN A BIKE WHEEL FROM DASH AREA. ROAD TESTED NUMEROUS TIMES UNABLE TO DUPLICATE OWNER STATED CONCERN

\boxtimes <u>STEERING</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S THE VEHICLE SEEMS TO PULL TO THE LEFT, STEERING SEEMS LIKE IT IS OFF CENTER / OUT OF CALIBRATION – REPROGRAM STEERING TO GM SPECS. C/S VEHICLE PULLS TO THE LEFT. ALIGNED VEHICLE TO SPEC.
11/16/06	74822	*	7777	C/S THE STEERING WHEEL STILL SEEMS OFF CENTER AND SEEMS LIKE VEHICLE IS RIDING ON ICE. DAN RODE WITH CUSTOMER AND COULD NOT DUPLICATE. BUT SAYS THERE IS A ROARING NOISE ON DECLERATION BUT NOT SURE IF IT IS NORMAL. NEED TO COMPARE TO ANOTHER VEHICLE. NO PROBLEMS FOUND, VEHICLE DRIVING STRAIGHT W/ NO PULLS, STEERING WHEEL CENTERED, ROARING SOUND ON DECEL SOUND LIKE NORMAL EXHAUST VIBRATION. TEST DROVE ANOTHER LIKE VEHICLE TO VERIFY CONDITIONS TO BE NORMAL FOR THIS MODULE VEHICLE. NO STEERING PROBLEMS FOUND AND SLIGHT ROAR NOISE ALSO HEARD IN TEST VEHICLE.
12/06/06	76585	*	8657	C/S THE STEERING WHEEL IS OFF CENTER AND IT SOMETIMES STEERS LIKE IT IS ON ICE. UNABLE TO VARIFY CUSTOMERS CONCERN. TEST DROVE VEHICLE ON VARIOUS ROAD SURFACES AND VARIOUS GRADES

OF ROAD AND FOUND THE VEHICLE TO DRIVE AND RESPOND PROPERLY. NOTE: THIS IS A NEW ELECTRONIC SYSTEM AND FEELS SLIGHTLY DIFFERENT FROM THE CONVENTIONAL HYDRAULIC SYSTEM. STEERING SYSTEM FOUND TO BE OPERATING TO GM SPECS.

C/S THERE IS A ROARING NOISE WHEN SLOWING DOWN FROM APPROX 45-50 MPH AND HAS BUZZ FEELING IN PEDAL. ONLY NORMAL NOISE INHERANT TO VEHICLE. TEST DROVE VEHICLE AND FOUND ONLY NORMAL ROAD NOISE. EXHAUST RESONATION, NO EXCESSIVE BUZZ FELT IN PEDALS. TESTED AGAINST ANOTHER SIMILAR VEHICLE ALL CABIN NOISES FOUND AT SAME LEVELS WITH TEST VEHICLE.

07/11/07 97893 1 19051

C/S THE STEERING WHEEL TURNS TOO FAR OR NOT FAR ENOUGH.
FEELS LIKE STEERING INTO ICE AND MAKING NOISE IN CENTER DASH
STEERING BINDING. REPLACE STEERING GEAR PER
TSB 06-02-32-007B

C/S THERE IS A CLICKING NOISE COMING FROM DASH. MTD DASH AREA AT TIMES. LIKE CARD IN BIKE WHEEL. STEERING SHAFT NOISY. – REPLACE SHAFT PER TSB PIC4294A

09/18/07 104919 * 21,957

C/S THERE IS A SWISHING SOUND UNDER ACCELERATION IN DASH

STEERING SHAFT GROMMET NOT SECURELY-PROPERLY POSITIONED SECURED STEERING SHAFT GROMMET TO FIREWALL

ADJUST ALIGNMENT WAS NECESSARY AFTER STRUT REPLACEMENT AND INSURE THE STEERING WHEEL IS EXACTLY CENTERED.
PERFORMED 4 WHEEL ALIGNMENT. RESET TOE ADUSTMENT TO CENTER STEERING WHEEL. IT IS

NORMAL OPERATING CHARACTERISTICS FOR VEHICLE TO DRIFT RIGHT OR LEFT DEPENDING ON CROWN OF ROAD. THIS VEHICLE DRIVES STRAIGHT WITH NO DRIFTING OR PULLING ON FLAT ROAD SURFACES.

⊠ ENGINE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S THE ENGINE HAS EXCESSIVE VIBRATION AT IDLE AT TIMES. FEELS LIKE IT SPUTTERS. NO CHECK ENGINE LIGHT ON / OUT OF CALIBRATION – REPROGRAM PCM TO GM SPEC.
				C/S ONE TIME THE ENGINE SPUN OVER BUT WOULD NOT FIRE. STARTED THE NEXT KEY TURN. – REPROGRAM PCM
11/30/06	75959	*	8431	C/S THE ENGINE IS SPUTTERING/VIBRATION AT IDLE, NO CHECK ENGINE LIGHT. SHOP FOREMAN RODE WITH CUSTOMER AND THINKS IT MAY BE VIBRATION FELT THROUGH THE GAS PEDAL. WANTS TO COMPARE TO ANOTHER VEHICLE. TEST DROVE VEHICLE. NO PROBLEMS FOUND AT THIS TIME, COMPARED TO ANOTHER LIKE VEHICLE AND FOUND THE SAME AMOUNT OF VIBRATION. NO DTC STORED.

12/06/06	76585	1	8657	C/S THE ENGINE IS SPUTTERING AND IDLE VARY. VIBRATION AT IDLE. UNABLE TO DUPLICATE CONCERN/ OPERATING TO GM SPECS SCANNED VEHICLE NO CODES STORED. CHECKED FOR SERVICE BULLETINS AND CALIBRATION UPDATES. NONE APPLY. MONITORED FUEL AND IDLE CONTROL DATA. ALL OK VISUAL INSPECTION OF IGNITION SYSTEM COMPONENTS. EXPERIANCED NO ABNORMAL ENGINE RUNNING CONDITIONS OR UNSTABLE OR VARYING IDLE.
07/11/07	97893	*	19051	C/S LIKE IDLE ROUGH LIKE CAR WANTS TO CUT OFF – NO DTCS SET NO TSB
09/18/07	104919	3	21,957	C/S THAT ON COLD START ONLY THERE IS A RATTLE UNDER LENGTH OF VEHICLE. FLEX PIPE PART OF CATALYTIC CONVERTER RATTLES LOUDLY WHEN COLD. REPLACED CONVERTOR ASSY.
☐ <u>HVAC</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/21/07	092748	1	17612	C/S THAT THE A/C BLOWER IS A CARD IN A SPOKE TYPE SOUND INTERMITTENTLY / BLOWER MOTOR BINDING – REPLACE BLOWER MOTOR
☐ <u>SUSPE</u>	<u>NSION</u>			
07/11/07	97893	*	19051	C/S WHEN GOING OVER BUMPS FRONT END HAS MORE BOUNCE IN FRONT END THAN BEFORE –
08/03/07	100292	1	20152	RATTLE NOISE FROM FRONT END LIKE SOMETHING LOOSE. C/S EXCESSIVE BOUNCE IN FRONT END. WEAK STRUTS FRONT END / TEST DROVE VEHICLE. "BOUNCE TEST" SHOCK FRONT END. INSPECT FRONT SHOCKS FOR LEAKAGE, OK ORDERED BOTH FRONT SHOCKS.
09/18/07	104919	*	21,957	C/S FRONT END BOUNCES. WEAK FRONT STRUTS. SHOCK DAMPENING WEAK REPLACED BOTH FRONT STRUTS.
□ WHEE	LS AND	<u>TIRES</u>		
09/18/07	104919	*	21,957	C/S WHEN DRIVING OVER BUMPS, VEHICLE IS LOUD. VEHICLE RIDE QUALITY OPERATING AS DESIGNED. UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME, TEST DROVE VEHICLE SEVERAL TIMES OVER VARIOUS ROAD CONDITIONS AND SPEED BUMPS. VEHICLE OPERATING AS DESIGNED. TO IMPROVE RIDE QUALITY AND QUIET RIDE, GM DISTRICT SERVICE MANAGER D. HOWARD APPROVED INSTALLATION OF NEW MICHELIN TIRES. RIDE AFTER INSTALL OF NEW TIRES RESULTED IN GREATLY ENHANCED RIDE QUALITY.

NORTH CAROLINA LEMON LAW READS:

The number of days the vehicle is out of service must equal: 20 or more business days or

4 or more repairs in any 1 year period

during warranty period

Repair attempts on the vehicle must be: 4 or more for same non-conformity

The time period for presumption is: 2 years / 24,000 miles

Does the North Carolina Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs: N/A Safety-related time period: N/A

The number of repair attempts for this vehicle in the presumption period for dash noise:

3 attempts
Total days out of service during the presumption period:

8 days
Total days out of service during the customer's ownership:

8 days

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Two previous SRs exist regarding this vehicle.

71-546778536 and 71-453133162

Concern: Final repair attempt was scheduled for August 28, 2007, under SR 71-546778536.

Result: Customer missed scheduled test drive and final repair attempt appointment with DVM and dealer.

RECOMMENDATION AND RATIONALE

No Further Adjustment 20 Mar 08 Sandra Ging / BRC Legal / ATX / x41166 / 20 Mar 08

Repurchase demand 12 Mar08

Although the customer is experiencing several issues with his vehicle, repairs have been made under General Motors express warranty as required. The dealership and the district service manager state that existing issues with the vehicle are comparable to those in like vehicles and that a number of the customer's concerns could not be duplicated. Therefore, it is recommended that a cash offer of \$3000 be awarded to the customer for inconvenience and attorneys fees.

Sandra Ging / BRC Legal / ATX / 10 Sept 07

9/18/07 Offered \$3000 inclusive

10/3/07 Sent 10-day letter

10-5-07 Counter demand for repurchase

10-2-07 Closed no response

2/26/08 Offered \$3000 inclusive again

3/19/08 Sent No Further Adjustment letter

3/31/08 Closed no response

5/6/08 Counter demand for \$6000

5/6/08 Counter demand lowered to \$5000 or suit

5/6/08 Sent No Further adjustment and closed file

CRS FINAL OFFER: Cash Settlement DATE: 5/6/08 OFFER TO CUST: \${Amount}

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \$3000.00

PLAINTIFF'S FINAL Cash Settlement DATE: 5/6/08 AMOUNT TO CUST: \${Amount}

DEMAND:

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \$5000.00

TEAM LEAD APPROVING: Elizabeth Booth Date: {Date}



228 South College Rd. Wilmington, North Carolina 28403 Phone 910.791.2424

FACSIMILE COVER SHEET PHONE NUMBER: 910,350,1400

FAX NUMBER: 910.798.2783



то:	Dianna Barbet
FAX:	
FROM:	Ted Wilcexson
DATE:	Q.S.= <u>\</u>
NUMBE	R OF PAGES:
	REMARKS/COMMENTS
 _	KEMARKS/COMMETT
 	
 	
 	

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PAGE 1 OF 2



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: ∾@V©S100292 **™08703/07** 48240 iag NO MENOR YATES -94097 customin No. 20,152 CLASER BLUE sn<u>e⊈872</u>″ MILLAGE" LIC**LUSE** NO. LÄBOR RATE DELIVERY MILES 162 DILIVERY DATE PRODUCTION DATE SOUTHPORT, NC SULLING DUALER NO vehicle in No. Z. T 5 1 8 8 6 F **∙**68//03/07 ETENO. мо: 20152 COMMENTS TERMS: CASH UNLESS ARRANGEMENTS MADE. LABOR & PARTS

*CUBE, OIL, FILTER

CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.

COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.

ALSO, LUBRICATED SUSPENSION AS REQUIRED, ADJUSTED TIRE AIR

PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL

UNDER HOOD FLUID LEVELS TO PROPER LEVELS. 11.37 WARRANTY DISCLAIMER Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied war-ranty of merchantability or fitness for a 4.00 4.00 25010792 01L 11.60 particular purpose and neither assumes 11.60 JOB # 1 TOTAL PARTS 15,60 nor authorizes any other person to assume for it any liability in connection 26.97 JOB # 1 TOTAL LABOR & PARTS with the sale of this item/items. TECH(S):2088 STEERING/SUSPENSION SHOP MATERIALS CUSTOMER STATES: EXCESSIVE BOUNCE IN FRONT END
WEAK STRUTS FRONT END
TEST DROVE VEHICLE. "BOUNCE TEST" SHOCK FRONT END.
INSPECT FRONT SHOCKS FOR LEAKAGE. O.K. ORDERED
BOTH FRONT SHOCKS. J# 2 45CVZ This ligure incorporates supplies used in servicing your vehicle which includes cloaners, special lubes, shop lowels, cic. A full list of these supplies is available for your inspection at the cashler's desk. PURIDIDE TO YOUR INSPOCUOT ALTITIC CASTION 5 CESS.

FINIHOMMENTAL COMPLIANCE CHARGE.

**Minimining and mentions are confirmed by treative the List of situations of the control of the 0.00 PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED ** 0.00 156.11*ABSORBER 7.345 22716370 NOT RESPONSIBLE FOR LOSS OF DAMAGE TO VEHICLES OR ANHOLES LECTION VEHICLES IN CASE OF THE THEFT OR ANY OTHER GAUSE BEYOND OUR CONTROL. PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED ** 00,0 JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SCHWICE MOURS AND THEN ONLY TO THE REGUSTERED OWNER OR PERSON AUTHORIZING REPAIRS. MISC -----CODE-------DESCRIPTION-------CONTROL NO------ $\substack{1.14\\1.14}$ SHW SHOP SUPPLIES TOTAL - MISC A # 80L Goodwrench Thank You [CONTINUED ON NEXT PAGE] 12:38pm

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PAGE 2 OF 2

CHEVROLE



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: ™©WOS 100292 №**8**943707 48240 TAG NO. .94097 MONDO L YATES CUSTOMEN ÑO ਭਾ**ਲ⊒ 672**ੋ 20,152 OLASER BLUE MILEAGÉ LICENSE NO. ัอยับง*อก*รู้พี่เนอ**162** DELIVERY DATE WON MALIBU/4DR SON PRODUCTION DATE SOUTHPORT, NO SELLING DEALER NO. VELICUSION DIO Z T 5 1 8 8 6 F _≅08₩03/07 P. O. NO. E.T. L. NO. мо : ~20152 COMMENTS TERMS: CASH UNLESS ARRANGEMENTS MADE. TOTALS WARRANTY DISCLAIMER TOTAL LABOR.... 15.60 Any warranties on the item/items sold TOTAL PARTS.... Our goal is to make you "COMPLETELY SATISFIED" with each * service visit. Please contact "CAREY WALTERS AT 910-409- * 6063" or e-mail us at JG.Service@HendrickAuto.com to let * TOTAL SUBLET.... hereby are those made by the manu-0.00 facturer. The seller horeby expressly TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX..... disclaims all warranties, either express us know what we could have done or can do to make your or implied, including any implied war-1.05 ranty of merchantability or fitness for a 29.16 particular purpose and neither assumes TOTAL INVOICE \$ nor authorizes any other person to TO SIGN UP FOR CMAIL REMINDERS FOR YOUR NEXT SERVICE . VISIT PLEASE GIVE US A CALL AT 910-350-1400 assume for it any liability in connection with the sale of this item/items. From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to SHOP MATERIALS This figure incorporates supplies used in servicing serving you in the future. your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of those supplies is available for your inspection at the cashlor's desk. CNVIRONMENTAL COMPLIANCE CHARTES

CNVIRONMENTAL COMPLIANCE CHARTES

Administring and repairing year per housebay involves his use of chartests and generated year per housebay involves his use of chartests and generated of customic colorinate, class, careate, load, guisar los, sie) that must be begind an expect and algorism that careate and the colorinate control of the colorinate of the threatest that are produced to be begind an expect to the careate of the colorinate of the threatest begind an expectation and the beginding and the colorinate of the threatest of the colorinate of the threatest of the colorinate of the threatest of the colorinate of the threatest of the colorinate of the threatest of the colorinate of the threatest of the colorinate of the threatest of the colorinate of the c ******** CUSTOMER SIGNATURE INVOICE DUPLICATE NOT HEOPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES ON ARTICLES LEFT IN VEHICLES IN CASE OF FIRE. THEFT OR ANY OTHER CAUSE DEYOND OUR CONTROL. THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SELTWOR HOURS AND THEN ONLY TO THE DEG-INTERED OWNER OR PERSON AUTHORIZING RELYMINS. Goodwrench Thank You

[END OF INVOICE] 12:38pm



228 South College Road • Wilmington, NC 28403
Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: ™@V©\$97893 ⋈ଡ଼⋫⋠⋬⋭⋌⋪ 20339 IACI NO APOPEN TILGHMAN 94097 CUSTOMER NO. 516CK8472 T9,051 CALMSER BLUE MILEAGE LICENIAC NO. LABOR HATE DELIVERY MILES 162 DELIVERY DATE YO6 MOMEY MOLET/MALIBU/4DR SDN PRODUCTION DATE SELLING DEALER NO. SOUTHPORT, NC VEHICLE INDICATE TO THE REPORT OF THE VEHICLE INDICATE TO THE VEHICLE IN THE VEHI ਜ਼**₲**₮**⊮**₤₤≢∕᠐₮ ET. C. NO MO: 19051 COMMENTS WARRANTY TERMS: CASH UNLESS ARRANGEMENTS MADE. TECH(S):5863 89815 WARRANTY DISCLAIMER STEERING/SUSPENSION CUSTOMER STATES THE STEERING WHEEL TURNS TOO FAR OR NOT FAR Any warranties on the item/items sold hereby are those made by the manu-FEELS LIKE STEERING INTO ICE AND MAKING NOISE IN CENTER DASH facturer. The soller hereby expressly STERRING BINDING disclaims all warranties, either express REPLACE STERRING GEAR PER TSB06-02-32-0078 or implied, including any implied war-PARTS ------QTY ---FP-NUMBER -----------DESCRIPTION----------UNIT PRICEranty of merchantability or fitness for a WARRANTY GEAR 6.508 CORE RETURN 15858368 WARRANTY particular purpose and neither assumes JOB # 1 TOTAL PARTS 0.00 15858368 nor authorizes any other person to assume for it any liability in connection 0.00 JOB # 1 TOTAL LABOR & PARTS with the sale of this item/items. WARRANTY TECH(S):89815 SHOP MATERIALS CUSTOMER STATES WHEN SHE TAKES THE KEY OUT OF THE IGNITION THE DOORS WONT LOCK.
AT TIMES 2 BODY ELECTRICAL This figure incorporates supplies used in servicing J# 2 51CVZ your vehicle which includes cloaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashior's desk. ENVIRONMENTAL COMPLIANCE CHARGE.

ENVIRONMENTAL COMPLIANCE CHARGE.

Administration of regulating years can invasibly inversional the case of chemicus and generation of walking control the case of chemicus and generation of walking durant distances of his fact, asbears and control the case of control to the case of case of control to the case of ca NO DTC COULD NOT DUPICATE PARTS------QTY---FP-NUMBER-------DESCRIPTION----------UNIT PRICE-0.00 0.00 JOB # 2 TOTAL LABOR & PARTS WARRANTY TECH(S):89815 INTERIOR TRIM CUSTOMER STATES THERE IS A CLICKING NOTSE COMING FROM THE J# 3 60CVZ NOT DESPONSIBLE FOR LOSS OF DAMAGE TO VEHICLES OR ANTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER GAUST REYOND OUR CONTILOL. DASH. MID DASH AREA AT TIMES LIKE CARD IN BIKE WHITEL THE REPAIRED VEHICLE WILL BE SELFASED ONLY DUTING REQUILAR SERVICE HOURS AND THEN ONLY TO THE HEG-ISTERLD OWNER OR PERSON ALTHORIZING REPAIRS STERRING SHAFT NOISY REPLACE SHAFT PER TSB PIC4294A WARRANTY 0.00 0.00 JOB # 3 TOTAL LABOR & PARTS WARRANTY Goodwrench Thank You TECH(\$):89815 CUSTOMER STATES WHEN GOING OVER BUMPS FRONT END HAS MORE BOUNCE IN FRONT END THAN BEFORE RATTLE NOISE FROM FRONT END LIKE SOMETHING LOOSE STEERING/SUSPENSION J# 4 45CVZ04 SEE JOB 1.3 0.00 0.00 JOB # 4 TOTAL LABOR & PARTS TECH(S):89815 WARRANTY DRIVEABILITY 3# 5 10CV704 CUSTOMER STATES LIKE IDLE ROUGH LIKE CAR WONTS TO CUT OFF NO DICS SET NO TSB CHEVROL [CONTINUED ON NEXT PAGE] 12:38pm CUSTOMER COPY PAGE 1 OF 3

мо : -19051



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Sérvice (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: м**амиь 9789**3 <u>™ശ⊿∮ൽ.2/07</u> 20339 TAG NO AROUGH LIEGHMAN -94097 CUSTOMER NO 5τ**ε:18**72 19,051 GLASER BLUE MILEAGE LICENTE NO. GELIVERÝ MILES 162 DLUVERY DATE YOU MAN THE WARD LET / MALIBU/4DR SDN PRODUCTION DATE SOUTHPORT, NC GOULING DEALER NO velucilisio luo. ∠ T 5 1; 8 °8 6 F ₌0*5*√£1.1/07 F. T. E. NO. COMMENTS PARTS-----QTY---FP-NUMBER-------DESCRIPTION-----------UNIT PRICE JOB # 5 TOTAL PARTS 0.00 JOB # 5 TOTAL LABOR & PARTS WARRANTY TECH(S):11 RENTAL J# 6+70CVZ02 CUSTOMER'S VEHICLE IS IN FOR WARRANTY REPAIRS. CUSTOMER NEEDS RENTAL. CUSTOMER REQUESTS A RENTAL VEHICLE. PARTS-----QTY---FP-NUMBER-------DESCRIPTION------JOB # 6 TOTAL PARTS 0.00 JOB # 6 TOTAL LABOR & PARTS WARRANTY TECH(\$):89815 RATTLE NOISE RH UPPPR DASH AREA REFERANCE SERVICE BULLETIN #07-08-111-001
COWL BUZZING ON WIND SHILD
RIPAIR WITH 3M 06397 TAPE PFR TSB 07-08-111-001
LABOR OP B9814 ,5 HRE J# 7+61CVZ05 0.00 0.00 JOB # 7 TOTAL LABOR & PARTS SUBLET ----- PO#------ VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY 07/12/07 RENTAL 24172 662859 TOTAL · SUBLET JOB # 6 COMMENTS -----523-1700

0.00 TERMS: CASH UNLESS ARRANGEMENTS MADE. WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturor. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a 0.00 particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this itom/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes closners, special lubes, shop towers, etc. A full list of those supplies is available for your inspection at the cashier's dosk.

ENVITONMENTAL COMPTIANCE CHARGE.

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NOT DESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARIYOLES LOFF IN VOLKCLES IN CASE OF FIRE, THEFT ON ANY OR IFR CAUSE BEYOND OUR CONTROL

THE REPAIRLD VEHICLE WILL UP DELEASED ONLY DURING REGULAR SPITMEE HOURS AND THEN ONLY TO THE REG-ISTEHED OWNER OR PERSON AUTHORIZING REPAIRS.



[CONTINUED ON NEXT PAGE] 12:38pm

PAGE 3 OF 3



228 South College Road • Wilmington, NC 28403
Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

					CELL:	
0.4007	AND TILGHMA	ΔN203	339 TAG N	- 10	<u></u>	™©¥@\$97893
SUSTOMER NO. 94097	\	ŢſĊ Ūĸ⋽ Ē ÑO.	MILEAGE 19	,05±	MASER BLUE	sте:ik 8 :72
	VON NOTE BYPEOLE	T/MACIBU/4D	R SDN		DELIVERY DATE	оргійну місей 162
SOUTHPORT, NC	VEHICLE I.D.NO.Z				SELLING DEALER NO.	PRODUCTION DATE
	F Y, E. NO.	F. C). NO.		+ 0 741/07	Mo:19 05 1-
·····	COMMENTS		<u> </u>	· <u></u> -	TERMO CACH UNI ESS	ARRANGEMENTS MADE.
************************* * Our goal is to make you "COMPLETELY SATISFIEL service visit. Please contact "CAREY WALTERS 6063" or e-mail us at JG.Service@HendrickAut us know what we could have done or can do to service visit even better! ***********************************	D" with each * AT 910.409- * 0.com to let * 0.make your * * *************** AT SERVICE -1400 HEVROLET. rd to	TOTAL LABOR TOTAL SUBLE TOTAL G.O.G TOTAL MISC TOTAL MISC TOTAL TAX	CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00 0.00	WARHANTY Any warranties on hereby are those facturer. The selle disclaims all warra or implied, includi ranty of merchant- particular purpose nor authorizes a assume for it any with the sale of thi SHOP This figure incorporate your vehicle which inclus shop towols, etc. A f	DISCLAIMER the item/items sold made by the manu- or hereby expressly inties, either express ing any implied war- ability or fitness for a and neither assumes iny other person to liability in connection is item/items. MATERIALS a supplies used in servicing ides cleanors, special fubos, all list of these supplies supplies denoted the cashlor's desk.
CUSTOMER STUNYTURE DUPLICA	16 111102				nos decided in flux of reliatory on an oppriestriate carrier to belle by interested to keep the belle by interested to keep they are he NOT RESPONSIBLE FOR OR ARTICLES LEFT IN VIOR ANY OFHER CAUSE THE REPAIRLO VEHICLE	COMPLIANCE CHARGE ger indulately tredevice this based exhabition, to the compliance of the compliance
PAGE 3 OF 3	OPV	[END	OF INVOICE)	12:38pm	Good	dwrench



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: ™**©∀©®87319** nØ639∕24707 95430 TAG N MANANCES FRUST 94097 QUETOMER NO. ਤπ**≲3.8**ੱ7 2ੋ COLORSER BLUE 13,927 MILEAGE LIC**É**MÉE NO. AUOII FATL DFLÎVERY MILES 162 DELIVERY DATE VENS MEMORIALE T/MALIBU/4DR SON PRODUCTION DATE SOUTHPORT, NC BELLING DEALCH NO. VELICIO INDIANO Z | 5 1 8 8 6 F ⊧03√27/07 F. T. E. NO. MO: -13927TERMS: CASH UNLESS ARRANGEMENTS MADE. 3000 MILE SERVICE TECH(S):84478

CUSTOMER REQUESTS 3000 MILE INTERVAL SERVICE.
LUBRICATED AND INSPECTED FRONT SUSPENSION. DRIVE LINE AND
STEERING CHANGED ENGINE OIL AND FILTER. ADJUSTED TIRE
PRESSURE INSPECTED AIR FILTER AND FLUID LEVELS. TOPPED
OFF AS REQUIRED. THOROUGHLY INSPECTED ENGINE DRIVE BELTS AND
HOSES.PERFORMED 27 POINT VEHICLE INSPECTION. LABOR & PARTS ----WARRANTY DISCLAIMER Any warranties on the item/items sold horeby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, cither express or Implied, including any implied war-ranty of merchantability or fitness for a 4.00 particular purpose and neither assumes 4.00 FILTER 1.836 25010792 11.60 nor authorizes any other person to Q-STATE. 15.60 JOB # 1 TOTAL PARTS assume for it any liability in connection with the sale of this item/items. 26.97 JOB # 1 TOTAL LABOR & PART'S SHOP MATERIALS 39.95 This figure incorporates supplies used in servicing TECH(\$):84478 J# 2 00CVZ008 ROTATE/BALANCE TIRES TECH(\$):844 CUSTOMER REQUESTS TIRE ROTATION AND BALANCE ROTATED TIRES LATERALLY, BALANCED TIRES, ADJUSTED AIR your vehicle which includes cleaners, special lubes, shop towels, atc. A full list of these supplies is available for your inspection at the cashior's dusk. available for your inspection at the cashidi s dusti
ENVIRONMENTAL COMPLIANCE CHARGE

ENVIRONMENTAL COMPLIANCE CHARGE

in Environmention of worker to charge the the upon of charming size and gonomition by worker to charge the the upon of charming the the desired of ministration and environmental compliance with hethirst, status and less before our custopinal dust be used in the contribution regulations and size before our custopinal dust our useful contribution and in the contribution of 0.00 39.95 JOB # 2 TOTAL LABOR & PARTS 5.13SHW SHOP SUPPLIES NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES JOB # A NOT RESIDENCE TO TUGGE OF CAMAGE TO VERTICALE OR ARTICLES LEFT IN YCHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. TOTALS-----THE REPARKED VEHICLE WILL BE RELEASED ONLY DURING REGULAT SETVICE HOURS AND THEN ONLY TO THE DEG-ISTERED OWNER ON PERSON AUTHORIZING REPAIRS. 51,32 TOTAL PARTS....
TOTAL SUBLET... 15.6000,0 * Our goal is to make you "COMPLETELY SATISFIED" with each *
* service visit. Please contact "CAREY WALTERS AT 910-409* 6063" or e-mail us at JG.Service@HendrickAuto.com to let *
* us know what we could have done or can do to make your *
* convice visit over better! TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 5,13 00.0 1,05 TOTAL TAX..... * service visit even better! 73.10 TOTAL INVOICE \$ Goodwrench Thank You TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to serving you in the future. ******** CUSTOMER SIGNATURE DUPLICATE INVOICE CHEVROLE [END OF INVOICE] 12:38pm CUSTOMER COPY PAGE 1 OF 1



228 South College Road • Wilmington, NC 28403
Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: INCOME \$ 1655 IN ORALLY / 13-18 / 10 7 10992 TAG HARBORT LEE 94097 ST6:1872 " CUSTOMER NO. 11,154 chiASER BLUE MILEAGE LIC**ENT**E NO. LABOR HATE DELIVERY MILES 162 VALO MARIENDE LET / MALIBU / 4DR SDN DELIVERY DATE PRODUCTION DATE SOUTHPORT, NC SFÍLING DÉALLA NO. <u>√ффболь Z Т 5 1 8 8 6 F 1</u> 。@1,//30/07 F. T. E. NO. MO: 11155 COMMENTS 11.3/ TERMS: CASH UNLESS ARRANGEMENTS MADE. CUSTOMER REQUESTS 3000 MILE INTERVAL SERVICE.
LUBRICATED AND INSPECTED FRONT SUSPENSION, DRIVE LINE AND
STEERING CHANGED ENGINE OIL AND FILTER. ADJUSTED TIRE
STEERING CHANGED AND ELLID LEVELS TOPPED TECH(S):84057 84478 LABOR & PARTS WARRANTY DISCLAIMER J# 1 01CVZ3K Any warranties on the item/items sold hereby are those made by the manu-PRESSURE INSPECTED AIR FILTER AND FLUID LEVELS. TOPPED OFF AS REQUIRED. THOROUGHLY INSPECTED ENGINE DRIVE BELTS AND HOSES.PERFORMED 27 POINT VEHICLE INSPECTION. facturer. The seller hereby expressly disclaims all warrantios, either express or implied, including any implied war-11.60 ranty of merchantability or titness for a PARTS -----QTY --- FP-NUMBER----- DESCRIPTION------UNIT PRICE. particular purpose and neither assumes 11.60 O-STATE FILTER 1,836 4.00 nor authorizes any other person to JOB # 1 JOB # 1 15.60 25010792 JOB # 1 TOTAL PARTS assume for it any liability in connection with the sale of this item/items. 26,97 JOB # 1 TOTAL LABOR & PARTS SHOP MATERIALS EMISSIONS INSPECTION TECH(S):84478
CUSTOMER REQUESTS NORTH CAROLINA EMISSIONS INSPECTION.
COMPLETED NORTH CAROLINA EMISSIONS INSPECTION AS REQUESTED. 23,50 This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, J# 2 03CVZ02 shop towels, etc. A full list of these supplies is available for your inspection at the cashker's dask. SEE ATTACHED PRINT OUT FOR RESULTS. LINVIRONMENTAL COMPLIANCE CHARGE LINVIRONMENTAL COMPLIANCE CLIARCE LIARCE and and repairing your gus investigate involves the use of chambidate and generalitate of wait's (colours), also creating best a descript, etc. I may make be clored, managed and displaced promotine compilional with federal, etc. I make the compliance with federal, etc. etc. I make the control of the control o 23.50 JOB # 2 TOTAL LABOR & PARTS 3.49 6.50 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO YCHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THISFT OR ANY OR IER CAUSE BLYOND OUR CONTROL THE REPAIRLD VEHICLE WILL DE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REG-ISTERRED OWNER OR PERSON AUTHORIZING REPAIRS. 34.87 15.60 0.00 TOTAL LABOR.... * Dur goal is to make you "COMPLETELY SATISFIED" with each *
* service visit. Please contact "CAREY WALTERS AT 910.409. *
* 6063" or e-mail us at JG.Service@HendrickAuto.com to let * TOTAL SUBLET... 0.00 TOTAL G.O.G... TOTAL MISC CHG. TOTAL MISC DISC 9.990.00 us know what we could have done or can do to make your 1.05 TOTAL TAX..... Goodwrench Thank You 61.51 TOTAL INVOICE \$ TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to serving you in the future. ********** CUSTOMER SIGNATURE DUPLICATE INVOICE CHEVROL [END OF INVOICE] 12:38pm CUSTOMER COPY PAGE 1 OF 1

PAGE 1 OF 1



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: NOTO 76644 IN**TOZYOF** / **O** G 364/2TAG MODING HUISELL 94097 CUSTOMER NO вт**ы**зЫ**В:72** ″ 8,687 CLASER BLUE LIC**EN**E NO. MILEAGE LABOR FATE DELIVERY MILLS 162 DULIVERY DATE YENG MOMENTANDLET/MALIBU/4DR SDN PHODUCTION DATE SOUTHPORT, NC SCILLING DEALER NO. vehicie roboz 151886 F <u>⊬\$2∦₽7/06</u> мо : --8688-INTERNAL | TERMS: CASH UNLESS ARRANGEMENTS MADE. LABOR & PARTS GOODWILL WA TECH(S):49807 GOODWILL WASH WARRANTY DISCLAIMER MANAGER REQUEST A GOODWILL WASH FOR CUSTOMER. Any warranties on the item/items sold hereby are those made by the manu-JOB # 1 TOTAL LABOR & PARTS facturer. The soller heroby expressly disclaims all warranties, cither express or implied, including any implied war-TOTALS..... ranly of merchantability or fitness for a 0.00 TOTAL LABOR.... TOTAL PARTS....
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC particular purpose and neither assumes 0,00 * Our goal is to make you "COMPLETELY SATISFIED" with each *
* service visit. Please contact "CAREY WALTERS AT 910-409- *
* 6063" or e-mail us at JG.Service@HendrickAuto.com to let * 0.00 nor authorizes any other person to 0.00 assume for it any liability in connection 0.00 with the sale of this item/items. 0.00 us know what we could have done or can do to make your 0.00 TOTAL TAX..... SHOP MATERIALS This figure incorporates supplies used in servicing 0.00 **TOTAL INVOICE \$** your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 available for your inspection at the cashier's dock. EVALUATION TO YOUR INSPOCION AT the CASTREY B GOSTA.

*** ENVIRONMENTAL COMPLIANCE CHARGE.**

*** ENVIRONMENTAL COMPLIANCE CHARGE.**

*** Adminishing and opinishing ware car moviniby involved the two of characteristics and generation of quality technologis, pile, cauditor, land, adequate, old, just much be claimed and second received and care of the control of the From the online service team at JEFF GORDON CHEVROLET. We thank you for your husiness and look forward to serving you in the future. ********* NOT DESPONSIBLE FOR LOSS OF DAMAGE TO VEHICLES CUSTOMER SIGNATURE DUPLICATE INVOICE ON ARTICLES LET TIN VEHICLES IN CASE OF FIRE, THEFT ON ANY OTHER CAUSE BEYOND OUR CONTROL THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING THE DEPONDED VEHICLE WILL BE THERE ONLY QUEING THEN ONLY TO THE FIRST ISTERED OWNER OIL PERSON AUTHORIZING REVAIRS. Goodwrench
Thank You ī CHEVROLÉ [END OF INVOICE] 12:38pm CUSTOMER COPY

CHEVROLE



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: INCORTOS/6585 INVOKE/WIT 706 10992 TAG BARGER T LEE 94097 OUSTOMER NO. ङा**स**्क्री,**872** 8,657 CLASER BLUE LICE SE NO. LAUOR RATE DELIVERY MILES 162 DELIVERY DAYE YUN MERBYROLET/MALIBU/4DR SDN PRODUCTION DATE SELLING DEALER NO. SOUTHPORT, NC velices.plo∠ 1 5 1 8 8 6 F <u>ਜ਼**ᡮ**₴</u>ℊ∕₽₽6″/♥6⁻ CT.E. NO. мо: 8687-COMMENTE TERMS: CASH UNLESS ARRANGEMENTS MADE. WARRANTY LABOR & PARTS DRIVEABILITY

CUSTOMER STATES THE ENGINE IS SPUTTERING AND IDLE VARYS.VIBR ATION AT IDLE.

UNABLE TO DUPLICATE CONCERN/OPERATING TO GM SPECS.

SCANNED VEHICLE NO CODES STORED. CHECKED FOR SERVICE
BULLETINS AND CALIBRATION UPDATES NONE APPLY. MOITORED FUEL AND IDLE CONTROL DATA. ALL O.K. VISUAL INSPECTION OF IGNITION SYSTEM COMPONENTS. EXPERIANCED NO ABNORMAL ENGINE RUNNING CONDITIONS OR UNSTABLE OR VARYING IDLE. TECH(S):71513 WARRANTY DISCLAIMER J# T TOCVX Any warranties on the item/items sold hereby are those made by the manufacturer. The seller helpby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to JOB # 1 TOTAL LABOR & PARTS assume for it any liability in connection WARRANTY STEERING/SUSPENSION TECH(S):71513
CUSTOMER STATES THE STEERING WHEEL IS OFF CENTER AND IT SOME
TIMES STEERS LIKE IT IS ON ICE.
UMABLE TO VARIFY CUSTOMERS CONCERN.
TEST DROVE VEHICLE ON VARIOUS ROAD SURFACES AND
VARTOUS GRADES OF ROAD AND FOUND THE VEHICLE TO
DRIVE AND RESPOND PROPERLY. NOTE: THIS IS A NEW
ELECTRONIC SYSTEM AND FEELS SLIGHTLY DIFFERANT
FROM THE CONVENTIONAL HYDRAULIC SYSTEM. STEERING
SYSTEM WAS FOUND TO BE OPERATING TO GM SPECS. TECH(S):71513 with the sale of this item/items. J# 2 45CVZ SHOP MATERIALS This figure incorporates supplies used in servicing your vanicle which includes cleaners, special lubes, shop lowels, etc. A full list of those supplies is available for your inspection at the cashior's dock. EVENUEDIO TOT YOUR INEPACTION BY THE CASHIGU'S GOSK.

**ALLINESS CHARTS!

Maintaining and expanding your car involvingly involved in our of chemicians and generation of wainted (sealowing, oil). Equality, lead, artisation, oil) that must be stread, minarying and subjected of in-stand, artisation, oil) that must be stread, minarying and subject of the facility of the stream of t 0.00 JOB # 2 TOTAL LABOR & PARTS WARRANTY TECH(5):71513 STEERING/SUSPENSION

CUSTOMER STATES THERE IS A ROARING NOISE WHEN SLOWING DOWN FROM APPROX 45-50 MPH AND HAS BUZZ FEELING IN PEDAL. ONLY NORMAL NOISE INHERANT TO VEHICLE. TEST DROVE VEHICLE AND FOUND ONLY NORMAL ROAD NOISE. EXHAUST RESONATION, NO EXCESSIVE BUZZ FELT IN PEDALS. TESTED AGAINST ANOTHER SIMILAR VEHICLE ALL CABIN NOISES FOUND AT THE SAME LEVELS WITH TEST VEHICLE. STEERING/SUSPENSION J# 3 45CVZ01 NOT RESPONSIBLE FOR LOSS OF DAMAGE TO VEHICLES OR AMTICLES LETT IN VEHICLES IN CASE OF FINE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING DECULAR SERVICE HOURS AND THEN ONLY TO THE REG-ISTERED OWNER OR PERSON AUTHORIZING HEPAIRS 0.00 JOB # 3 TOTAL LABOR & PARTS Goodwrench Thank You

CUSTOMER COPY

PAGE 1 OF 2

[CONTINUED ON NEXT PAGE] 12:38pm



				CELL:	
0.4007	BRETT LEE	 109 9	4	™ <u>№₽₹Ф7706</u>	™ © V©976585
TOMUN 0 94097	V.			COLDANSER BLUE	জা ছা ৪ 72
	()ADDIT ()	T/MALIBU/4DR	SDN	DELIVERY DAYE	DECIVERY MILES 162
SOUTHPORT, NC	VENIOR ID NO.Z T			SELLING DEALER NO	PRODUCTION DATE
	E.T.E. NO.	P. O. NO	<u> </u>	н ь2 /06/06	
	COMMENTS			1	<u>~—~ мо: 8</u> 68 7
TALE		<u> </u>	<u> </u>	TERMS: CASH UNLESS	ARRANGEMENTS MADE
Our goal is to make you "COMPLETELY service visit. Please contact "CAREY 6063" or e-mail us at JG.Service@Hen us know what we could have done or conservice visit even better! ***********************************	SATISFIED" with each * 'WALTERS AT 910-409- * drickAuto.com to let * ean do to make your * * ********** YOUR NEXT SERVICE 910-350-1400 GORDON CHEVROLET.	TOTAL LABOR TOTAL PARTS., TOTAL SUBLET. TOTAL G.O.G TOTAL MISC CH TOTAL TAX TOTAL INVO	0.00 0.00 16. 0.00 18c 0.00	Any warranties of hereby are those facturer. The sell disclaims all warr or implied, including ranty of merchan particular purpose assume for it any with the sale of the SHOP This figure incarporal your vehicle which includes the provided which includes	In the item/ilems solumed by the manu- lor hereby expression anties, either expression anties, either expression anties, either expression and neither assume any other person any other person aliability in connection item/items. MATERIALS Description as supplies used in corvice item/items. MATERIALS Description as supplies action at the cashior's desking in corn and item and
				copie dimply moult in an inches do conside in lieu of indiant on superioristic document in the consideration of indiant on superioristic terror districts for the district of the district in the consideration of the cons	Spent hoursy data in dengine, in landing the property of the laboratory of the labor
J. St. grands. = FPALCHS AC. CALCESCO.				Goo	dwrench
a short	CTOMER CORV	[END Q	F INVOICE 12:38pt	n	CHEVROLE

PAGE 2 OF 2

CUSTOMER COPY



CELL <u>∞@₩@\$75959</u> INVENTED SILV / O.6 10992TAG NO THREE LEE -94097 CUMPOMEN NO ଞ**⊤@<u>अ</u>⊛72** 8,431 COLASER BLUE LICHE NO. LABOH HATE DELIVERY MILES 162 DELIVERY DATE YOU MENOROLET/MALIBU/4DR SDN SÉLLING DÉALER NO PRODUCTIÓN DATE SOUTHPORT, NC VEHICUE ID NO.Z | 5 1 8 8 6 F **⋼⋩Љ**∦**30/0**6 P. D. NO мо: ~8439 COMMENTS TERMS: CASH UNLESS ARRANGEMENTS MADE. WARRANTYT LAROR & PARTS --TECH(S):71513 CUSTOMER STATES THERE IS A BUZZ/VIBRATION FROM CENTER DASH ON ACCLERATION, POWER BRAKE TO DUPLICATE NOISE SEE DAN. NORMAL ENGINE VIBRATION CAUSING TPC TRIM GRNISH TO RATTLE WARRANTY DISCLAIMER J# 1 60CVZ Any warranties on the item/items sold hereby are those made by the manufacturer. The soller hereby expressly REPOSITION AND TIGHTENED IPC TRIM GARNISH PANEL disclaims all warranties, either express 0.00 JOB # 1 TOTAL LABOR & PARTS or implied, including any implied warranly of merchantability or fitness for a WARRANTY TECH(S):71513 particular purpose and neither assumes CUSTOMER STATES THE ENGINE IS SPUTTERING/VIBRATION AT IDLE NO CHECK ENGINE LIGHT SHOP FOREMAN RODE WITH CUSTOMER AND THINKS IT MAY BE VIBRATION FELT THROUGH THE GAS PEDAL WANTS TO COMPARE TO ANOTHER VEHICLE. DRIVEABILITY J# 2 10CVZ nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. TEST DROVE VEHICLE. NO PROBLEMS FOUND AT THIS TIME, COMPAIRED TO ANOTHER LIKE VEHICAL AND FOUND SAME AMOUNT OF VIBRATION, NO DTC STORED SHOP MATERIALS This ligure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, 0.00 shop towers, etc. A full list of those supplies is JOB # 2 TOTAL LABOR & PARTS available for your inspection at the cashier's dock. ENVIRONMENTAL COMPLIANCE CHARGES

ENVIRONMENTAL COMPLIANCE CHARGES

Maintaining and inpreisury your per neverthally motiver the use of chomicals and generated of water (colored), including motiver the use of chomicals and generated the state of the sta WARRANTY BODY ELECTRICAL TECH(S):71513
CUSTOMER STATES ONE TIME THE REMOTE WOULD NOT SOUND THE HORN
WHEN UNLOCKING, DROVE VEHICLE AND WHEN SHE STOPPED AND PUT
SHIFTER INTO PARK, THE DOME LIGHT WOULD NOT COME ON AND THE
DOORS WOULD NOT AUTO UNLOCK, RECYCLED THE KEY A FEW TIMES AND
THEN IT STARTED WORKING AGAIN.
NOT OCCURING AT TIME OF WRITE UP.
PERFORMED TECH II DIAGNOSTICS AND CHECKED FOR STORED DTC'S
WORKING TO FACTORY SPECS AT THIS TIME, NO DTC, STORED IN HIS TECH(S):71513 J# 3 51CVZ -NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ATTICLES LEFT IN VEHICLES IN CASE OF TIRE, THEFT OR ANY OTHER CAUSE DRYOND OUR CONTROL. 0.00 JOB # 3 TOTAL LABOR & PARTS THE REPAIRLD VEHICLE WILL DE PLECASED ONLY DURING DEGULAT BERVICE HOURS AND THEN ONLY TO THE REG-ISTENED OWNER OR PERSON AUTHORIZING REPAIRS STEERING/SUSPENSION

CUSTOMER STATES THE STEERING WHEEL STILL SEEMS OF CENTER AN D SEEMS LIKE VEHICLE IS RIDING ON ICE DAN RODE WITH CUSTOMER AND COULD NOT DUPLICATE BUT SAYS THERE IS A ROARING NOISE ON DECLERATION BUT NOT SURE IF IT IS NORMAL NEED TO COMPARE WARRANTY J# 4 45CVZ TO ANOTHER VEHICLE.
NO PROBLEMS FOUND VEHICAL DRIVING STRAIT W/ NO PULLS, STEERI
NG WHEEL CENTERED, ROARING SOUND ON DECEL SOUND LIKE NORMAL Goodwrench Thank You TEST DROVE ANOTHER LIKE VEHICAL TO VERIFY CONDIONS TO BE NOR MAL FOR THIS MODLE VEHICAL, NO STEERING PROBLEMS FOUND AND SLIGHT ROAR NOISE ALSO HEARD IN TEST VEHICAL, NO REPAIRS NEEDED AT THIS TIME. 0.00 JOB # 4 TOTAL LABOR & PARTS WARRANTY RENTAL CUSTOMER'S VEHICLE IS IN FOR WARRANTY REPAIRS. CUSTOMER REQUESTS A RENTAL VEHICLE. : TECH(S):11 -J# 5 70CV202 0,00 JOB # 5 TOTAL LABOR & PARTS CHEVROL [CONTINUED ON NEXT PAGE] 12:39pm CUSTOMER COPY PAGE 1 OF 2



CELL: ~evcs75959 M2017/03/07/06 10992 TAG N BREWT LEE 94097 DUSTÔMER NO. ਤਾ**ਸ**ੁ**ੱ⊾87**2 8,431 PLASER BLUE MILFAGE LICENSE NO. LABOR HATE BELIVERY MILES 162 DULIVERY DATE YES PONEYROLET/MALIBU/4DR SON PRODUCTION DATE STULING DEALER NO. SOUTHPORT, NC **∨<u>Ф</u>ысково Z Т 5 1 8 8 6 F ⋴**⊾ъ**∕∙80/06** F. T. E. NO. мо: 8439 COMMENTS SUBLET ---- PO# ----- VEND INV#-INV DATE-DESCRIPTION-----INTERNAL WARRANTY DISCLAIMER 11/30/06 RENTAL 0.00 JOB # 5 TOTAL - SUBLET TOTALS 0.00 TOTAL LABOR.... 0.00* Our goal is to make you "COMPLETELY SATISFIED" with each * * service visit. Please contact "CAREY WALTERS AT 910-409- * * 5063" or e-mail us at JG.Service@HendrickAuto.com to let * us know what we could have done or can do to make your * * service Misit even better! TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX..... 0,00 0.00 0,00 0.00 0.00 with the sale of this item/items. 0.00TOTAL INVOICE \$ SHOP MATERIALS TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to serving you in the future. ******* CUSTOMER SIGNATURE DUPLICATE INVOICE

TERMS: CASH UNLESS ARRANGEMENT'S MADE.

Any warranties on the item/items sold hereby are those made by the manufacturer. The soller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection

This figure incorporates supplies used in servicing your vahicle which includes cleaners, special lubes. shop towels, etc. A full list of these supplies is available for your inspection at the cashier's deak.

evaluable for your inspection at the castler a down
ENVIRONMENTAL COMPLIANCE CHARGE.

A support of the castler of the castle

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR AFTICLES LELY IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE REYOND OUR CONTROL

THE REPAIRED VEHICLE WILL BE HELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGULETERED OWNER OR PERSON ALTHORIZING REPAIRE



CUSTOMER COPY

[END OF INVOICE] 12:39pm



CELL: ™**©**₩©\$74822 INVDIDE/ONB/UO 10992 TAG NO BYGE I LEE 94097 7,777 OLASER BLUE ਫ਼ਾ**ਫ਼±6**7 2 LICENSE NO. LABOR BATE DLLIVERY MILES 162 DELIVERY DATE TUN MENDET/MALIBU/4DR SDN POODŰKULON DAVE SELLING DEALER NO. SOUTHPORT, NC VEHICUSIONIO.Z T 5 1 8 8 5 F F.1514/216/06 F. T. E. NO. мо. —7778 TERMS: CASH UNLESS ARRANGEMENTS MADE. LABOR & PARTS------GOUD MILE SERVICE

CUSTOMER REQUESTS 6000 MILE INTERVAL SERVICE,
LUBRICATED AND INSPECTED SUSPENSION, DRIVE LINE AND STEERING
CHANGED ENGINE OIL AND FILTER. INSPECTED AIR FILTER AND
FLUID LEVELS, TOPPED OFF AS REQUIRED, THOUROUGHLY INSPECTED
ENGINE DRIVE BELTS AND HOSES, ROTATED TIRES LATERALLY AND
ADJUSTED AIR PRESSURE FOR LONGER LIFE, PERFORMED 27 POINT WARRANTY DISCLAIMER J# I DICVX6K VEHICLE INSPECTION. -QTY_---FP-NUMBER------DESCRIPTION-------UNIT PRICE-Q-STATE 4.00 JOB # 1 JOB # 1 1 4.00 FILTER 1.836 25010792 15.60 JOB # 1 TOTAL PARTS with the sale of this item/items. 43.92 JOB # 1 TOTAL LABOR & PARTS SHOP MATERIALS This figure incorporates supplies used in servicing WARRANTY INTERIOR TRIM

CUSTOMER STATES THERE IS A RATTLE TYPE NOISE IN THE CENTER
DASH ONLY WHEN DRIVING HAPPENS INTERMITTANTLY IS NOT HAPPENI J# 2 60CVZ . available for your inspection at the cashlor's desk. EVALUATION TO YOUR INSPECTION ALTITUDE CHANGE CHANGE

ENVIRONMENTAL COMPLIANCE CHANGE CHANGE
Mailmaning and repressing your cast involving the use of classification of value of value facilities and upmention of value facilities changed and significant production of value facilities and upment of the present of in insure compliance of the state of classification and environmental regulations, who support these regulations are the observed our cantenders of not be because they be present a facilities manifestation for a facilities and the complete our cantenders of not be because they are these regulations and the complete our cantenders of a facilities manifestation for a facilities and the complete our cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of the cast production of t NG AT TIME OF WRITE UP. NO AT TEST DRIVE BECAUSE OF BAD WEATHER, NEED TO BRING BACK. 0,00 0.00 JOB # 2 TOTAL LABOR & PARTS WARRANTY TECH(S):1070 CAS ENGINE TECH(S):1070
CUSTOMER STATES THE ENGINE HAS EXCESSIVE VIBRATION AT IDLE
AT TIMES FEELS LIKE IT SPUTTERS.NO CHECK ENGINE LIGHT ON.
OUT OF CALIBRATION
REPROGRAM PCM TO GM SPEC. J# 3 11CVZ THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REG ISTERED DWINED OR PERSON AUTHORIZING REMAIRS. PARTS-----QTY---FP-NUMBER-----DESCRIPTION------JOB # 3 TOTAL PARTS 0,00 00,0 JOB # 3 TOTAL LABOR & PARTS WARRANTY TECH(\$):1070 CUSTOMER STATES ONE TIME THE ENGINE SPUN OVER BUT WOULD NOT FIRE STARTED THE NEXT KEY TURN.
REPROGRAM PCM. J# 4 10CVZ 0.00 0.00 JOB # 4 TOTAL LABOR & PARTS WARRANTY STEERING/SUSPENSION TECH(S):1070
CUSTOMER STATES THE VEHICLE SEEMS TO PULL TO THE LEFT.STEERI
NG SEEMS LIKE IT IS OFF CENTER
OUT OF CALIBRATION
OUT OF CALIBRATION TECH(S):1070 J# 5 45CVZ HAD TO REPROGRAM STEERING TO GM SPECS. [CONTINUED ON NEXT PAGE] 12:39pm CUSTOMER COPY PAGE 1 OF 2

Any warranties on the item/items sold hereby are those made by the manufacturer. The softer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of morchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection

your vohicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FINE, THLET OR ANY OTHER CAUSE BLYOND OUT CONTINU.







CELL: ™**©♥©**574827 INTOEX TEG/U6 10992 TAG N BERTAL LEE 94097 CUSTOMER NO. ਬਾ**ਦ**ੀ⊾**872** ੰ COMMETER BLUE LIC**E US**E NO ABOR DATE DELIVERY MILES 162 DELIVERY DATE YON WHEN ROLET/MALIBU/4DR SDN ODODUCTION DATE BÉLLING DÉALER NO. SOUTHPORT, NC <u>vehide голос Z Т 5 1 8 8 6 F</u> ⊭**₺₺**∕₡₫6/06 E.T. E. NO. мо —7778 0.00 TERMS: CASH UNLESS ARRANGEMENTS MADE. PARTS ----- OTY --- FP - NUMBER ------ DESCR JOB # 5 TOTAL PARTS WARRANTY DISCLAIMER Any warranties on the item/items sold 00,0 JOB # 5 TOTAL LABOR & PARTS hereby are those made by the manu-INTERNAL facturer. The sellor horeby expressly 2 WHEEL ALIGNMENT ; TECH(S):107 CUSTOMER STATES VEHICLE PULLS TO THE LEFT. ALIGNED VEHICLE TO SPEC. ATTACHED ALIGNMENT PRINT OUT. TECH(S):1070 J# 6+00CVZ006 disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a PARTS-----QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICEparticular purpose and neither assumes 0.00 nor authorizes any other person to 0.00 JOB # 6 TOTAL LABOR & PARTS assume for it any liability in connection with the sale of this item/items. SHOP MATERIALS This ligure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towols, etc. A full list of these supplies is available for your inspection at the cashier's dock, COMMENTS - - - - - - - -*** CNVIRONMENTAL COMPLIANCE CHARGE **

*** CNVIRONMENTAL COMPLIANCE CHARGE COMPLIANCE CHARGE COMPLIANCE CHARGE COMPLIANCE CHARGE COMPLIANCE CHARGE COMPLIANCE COMPLI DELETED OPERATION(5) ---70CVZ02 28.32 15.60 TOTAL LABOR.... * Our goal is to make you "COMPLETELY SATISFIED" with each *
* service visit, Please contact "CAREY WALTERS AT 910-409- *
* 6063" or e-mail us at JG.Service@HendrickAuto.com to let * 0,00 TOTAL SUBLET 0.00 NOT REGPONSIBLE FOR LOSS OF DAMAGE TO VEHICLES ON ARTICLES LEFT IN VEHICLES IN CASE OF TIDE, THEFT OR ANY OTHER CAUSE GRYOND OUR CONTROL 2.83 TOTAL MISC CHG. TOTAL MISC DISC 0.00 us know what we could have done or can do to make your 1.09 TAX..... THE REPAIRED VEHICLE WILL BE HELFASED ONLY DURING DEGULAD SERVICE HOURS AND THEN ONLY TO THE PLCG-ISTEDED OWNER OR PERSON AUTH IONIZING REPAIRS 47.84 TOTAL INVOICE \$ TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to serving you in the future. Goodwrench Thank You CUSTOMER SIGNATURE DUPLICATE INVOICE CHÉVROLÉ [END OF INVOICE] 12:30pm CUSTOMER COPY PAGE 2 OF 2



CELL: т**ыкаь68090** <u>™@9674948/06</u> 20339 TAG NO ADDIAN TILGHMAN .94097 sī**tā1872**™ CUSTOMI PINO. 4,378 CLASER BLUE LIC MARE NO. MILEAGE ABOR HATE DLLIVERY MILES 162 DELIVERY DATE VALUE VALUE OF SON PHODUCTION DATE GLUJNG DEALER NO SOUTHPORT, NC <u>∨∉Ысбый №.2°Т 5 1 8 8 6 F</u> ~09//08/06 ET.E.NO мо:--4378 COMMENTS WARRANTY TERMS: CASH UNLESS ARRANGEMENTS MADE. LABOR & PARTS TECH(S):91870 CUSTOMER REQUESTS INSTALLATION OF DOOR TRIM PANEL SOP PART WINDOW SWITCH BEZEL ROCKS. WARRANTY DISCLAIMER J# I GOUVZ Any warranties on the item/items sold hereby are those made by the manu-REPLACED RIGHT FRONT WINDOW SWITCH BEZEL. VARIFIED FIX facturer. The soller hereby expressly disclaims all warranties, either express or implied, including any implied war-WARRANTY PARTS - - -BEZEL 10.777 ranky of merchantability or filness for a 10395667 0.00 JOB # 1 TOTAL PARTS JOB # 1 1 particular purpose and neither assumes JOB # 1 TOTAL LABOR & PARTS nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. TOTALS-----TOTAL LABOR.... SHOP MATERIALS 0.00 This figure incorporates supplies used in servicing 0,00 Our goal is to make you "COMPLETELY SATISFIED" with each service visit. Please contact "CAREY WALTERS AT 910-409. \$6063" or e-mail us at JG.Service@HendrickAuto.com to let to us know what we could have done or can do to make your service visit over better! TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG. your vehicle which includes cleaners, special lubes, 0.00 0.00 available for your inspection at the cashier's desk. EVALUATION TO YOUR INSPECTION AT THE CASTROL'S CHARGE LANGE CHARGE AND ADMINISTRATION OF THE PROPERTY OF THE P 0.00 TOTAL MISC DISC 0,00 TOTAL TAX..... 0.00TOTAL INVOICE \$ TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 From the entire service team at JEFF GORDON CHEVROLET. NOT RESPONSIBLE FOR LOSS ON DAMAGE TO VEHICLES ON ANTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. We thank you for your business and look forward to serving you in the future. THE REPAIRED VLHICLE WILL BE HELFASED ONLY DURING REGULAR SUMMOR HOURS AND THEN ONLY TO THE RECUSTERED OWNER OR PERSON AUTHORIZING REPAIRS. ****** CUSTOMER SIGNATURE DUPLICATE INVOICE

shop towels, etc. A full list of these supplies is



CUSTOMER COPY

[END OF INVOICE] 12:40pm



CELL: MADACES POR MANAGEMENT ₽**₩₩** Z0339 TAG AWMN TILGHMAN 94097 CUSTOMER NO si**t⊵ik&72** 3,969 GLASER BLUE LICENIE NO. LABOŘÍ RATE OLLIVERY MILES 162 DULIVERY DATE YDS MONEY BURNOLET / MALIBU/4DR SON PRODUCTION DATE CILLING DEALER NO. SOUTHPORT, NC VERICOURD NO Z T 5 1 8 8 6 F **₁08√28/0**6 мо:--3969 COMMENTS TERMS: CASH UNLESS ARRANGEMENTS MADE. YUBE, OIL, FILTER TECH(S):91870
CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.
COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.
ALSO, LUBRICATED SUSPENSION AS REQUIED. ADJUSTED TIRE AIR
PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL
UNDER HOOD FLUID LEVELS TO PROPER LEVELS. 11.37 WARDANTY DISCLAIMER Any warranties on the item/items sold heroby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied war-ranty of merchantability or filness for a 4.00 4.00 FILTER 1.836 Q-STATE particular purpose and neither assumes 11.60 25010792 11.60JOB # 1 JOB # 1 JOB # 1 TOTAL PARTS 15.60 nor authorizes any other person to assume for it any liability in connection 26.97 JOB # I TOTAL LABOR & PARTS with the sale of this item/items. WARRANTY TECH(S):91870 SHOP MATERIALS This figure incorporates supplies used in servicing CUSTOMER STATES THAT THE PASSENGER SIDE WINDOW SWITCH IS LOOSE, INSTALL SOP. VARIFIED BEZEL IS LOOSE. INTERIOR TRIM .# 2 60CVZ01 your vehicle which includes cleaners, special lubes. shop towols, etc. A full list of these supplies is available for your inspection at the cashier's dock. ENVIRONMENTAL COMPLIANCE CLARGE

Minertaining and repetiting your ear mount by review the use of chemicals and generating your ear mount by review the use of chemicals and generation of weather (content of the state), about an actual teat ment be closed, municipal and compliance of the state), about an actual teat ment be closed, municipal and compliance of the state ORDERED PART WARRANTY BEZEL 10.777 10395667 Ö PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED ** 0.00 JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS NOT RESPONSIBLE FOR LOSS ON DAMAGE TO VEHICLES OR ANTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUBE (ILEYOND OUR CONTROL MISCCODE-DESCRIPTION...... THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REQULAR SERVICE HOURS AND THEN ONLY TO THE RECLISTENED OWNER OR PERSON AUTHORIZING REPAIRS SHW SHOP SUPPLIES TOTAL - MISC JOB # A Goodwrench Thauk You [CONTINUED ON NEXT PAGE] 12:40pm CUSTOMER COPY PAGE 1 OF 2



CELL: MOVICE 67003 ™**08∮©8/06** Z0339TA SOMON TILGHMAN 94097 CUSTOMER NO ਭਾ**ਣ 1.67** 2 3,969 CLASER BLUE MILEAGE LICENILE NO. ABOR BATE DELIVERY MILES 162 DELIVERY DATE VOIS MORE DANGUET/MALIBU/4DR SDN PHODÚCTION DATE SELLING DEALER NO SOUTHPORT, NC velicie i o loci Z T 5 1 8 8 6 F ⊧08∦28/06′ P. O. NO F. f. E. NO. мо⊹~3969 COMMENTS TERMS: CASH UNLESS ARRANGEMENTS MADE. TOTALS WARRANTY DISCLAIMER 11.37 TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... Any warranties on the item/items sold 15,60 0.00 horeby are those made by the manu-Our goal is to make you "COMPLETELY SATISFIED" with each * service visit. Please contact "CAREY WALTERS AT 910-409- * 6063" or e-mail us at JG.Service@HendrickAuto.com to let * 0.00 facturer. The seller hereby expressly TOTAL G.O.G. 1.14 TOTAL MISC CHG. TOTAL MISC DISC disclaims all warranties, either express 0.00 us know what we could have done or can do to make your or implied, including any implied war-1.09 TOTAL TAX..... ranty of merchantability or fitness for a 29,20 particular purpose and noither assumes **TOTAL INVOICE \$** nor authorizes any other person to TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 assume for it any liability in connection with the sale of this item/items. From the entire service team at JEFF GORDON CHEVROLET. SHOP MATERIALS We thank you for your business and look forward to This figure incorporates supplies used in servicing serving you in the future. your vahicle which includes closmers, special lubes. shop towels, atc. A full list of those supplies is available for your inspection at the cashier's dask. ENVIRONMENTAL COMPLIANCE CHARGE

Manutaining and repairing your cur movilitary involver the use of charminal repairing your cur movilitary involver the use of charminal end pending and repairing your cur movilitary involver the use of charminal requilitations. As a support with federal, allowed the subject of current compliance of the pending of the ******* CUSTOMER SIGNATURE DUPLICATE INVOICE NOT (ICSPONSIBLE FOR LOSS OR DAMAGE TO VPHICLES OR ARTICLES LET IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING HEQUILAR SPRIVICE HOURS AND THEN ONLY TO THE RESISTENCE OWNER ON PERSON AUTHORIZING REPAIRS. Goodwrench Thank You [END OF INVOICE | 12:40pm

CUSTOMER COPY

PAGE 2 OF 2

CHEVROL



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

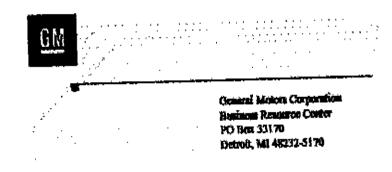
CELL: NCVCB62252 №*09779*11/06 46521AG1 REVIN KUTZ 94097 CUSTOMER NO ङा**≅ा 8-7** Z 163 PRESER BLUE MILEAGE LICENE NO. LAROFI HATE DCI IVERY MILES 162 DELIVERY DATE YENG FENT PURE TIMALIBU/4DR SDN PITODUCTION DATE SELLING DEALCH NO. SOUTHPORT, NC VELICE TO 1886 F ⅈⅆ℧ℛ℄℧ℤ℧ℴ F. T. E. NO. мо: ~163 COMMENTS INTERNAL TERMS: CASH UNLESS ARRANGEMENTS MADE. ABOR & PARTS TECH(S): 13328 WARRANTY DISCLAIMER Any warranties on the item/items sold REFINISH PER ESTIMATE
USE JOURNAL PREFIX P !!! --hereby are those made by the manu-REFINISHED PER ESTIMATE facturer. The sellor hereby expressly JOB # 1 TOTAL LABOR & PARTS disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a INTERNAL /UNIT particular purpose and neither assumes 00,0 TOTAL - GOG nor authorizes any other person to TOTALS-----assume for it any liability in connection with the sale of this item/items. 0,00 TOTAL LABOR TOTAL PARTS....
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC 0.00 SHOP MATERIALS 0.00 Our goal is to make you "COMPLETELY SATISFIED" with each * service visit. Please contact "CAREY WALTERS AT 910-409. * 6063" or c-mail us at JG.Service@HendrickAuto.com to let * This ligure incorporates supplies used in servicing 0.00 your vehicle which includes cleaners, special lubes, 0.00 shop towals, etc. A full list of these supplies is 0,00 available for your inspection at the cashler's dosk. EVALUATION TO YOUR INSPECTION ALTINE CHANGES GOSK.

**
ENVIRONMENTAL COMPLIANCE CHAILES

**
ENVIRONMENTAL COMPLIANCE CHAILES

**
India and quinciation of walks (solvents, eds, capatics, lend ecobating, edic that much be steried, minings), and deprived of in effect compliance of the process of the compliance of the process of the compliance of the process of the compliance of the complian us know what we could have done or can do to make your 0.00 TOTAL TAX..... 0.00 TOTAL INVOICE \$ TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to NOT REGPONSIBLE FOR LOSS OR DAMAGE TO YCHICLES OR ATTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL serving you in the future. THE REPAIRLD VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REC-INTERED OWNER OR PERSON AUTHORIZING REPAIRS. ******* CUSTOMER SIGNATURE DUPLICATE INVOICE Goodwrench Thank You

[END OF INVOICE] 12:40pm



VIA FAX ONLY

August 15, 2007

Kyle Malkim HETT GORDON CHEVROLET PO BOX 3247 WILMINGTON, NC 28406-0247

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Dianna Barber

Dear Mr. Malkim:

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.

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 me at 1-866-790-5700 ext. 21116, fax 1-866-554-4011 or our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Fastern Time.

Sincerely,

General Motors Corporation









信託内に



















General Motors Business Resource Center

FAX

To: Ms. Marguerite E. Huggins

Company: Postlethwait, Huggins & Morrison, Attorneys at Law

Fax: 19192862820

Phone:

From: Sandra E. Ging

Fax: 866-660-2734

Phone: 800-231-1841 ext. 21242

E-mail:

CC:

NOTES:

Client: James Bacchi

Vehicle: 2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT5188F187518

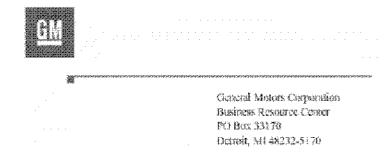
Attached is an offer letter regarding Mr. Bacchi's vehicle. Please contact me at the following numbers with your reply.

Sincerely,

Sandra E. Ging

Telephone: 1-800-231-1841, X21242

Facsimile: 1-866-660-1841



VIA FAX ONLY

September 18, 2007

Ms. Marguerite E. Huggins 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

We regret that your client is dissatisfied with his 2006 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.

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 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 \$ 3.000.00.

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

Your client(s) would retain the vehicle.















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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number 71-532698267 when contacting our Business Resource Center at 1-800-231-1841, X21242 or at FAX no. 1-866-660-2734 during Monday through Friday between the hours of 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,	
Sandra Ging General Motors Corporation	
ce: FILE	
Odometer	
Client's Signature	Client's Signature
Date	Date









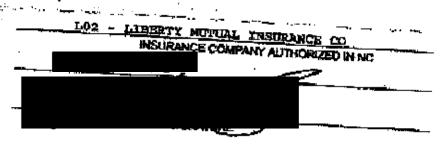
2000 1 100







STATE OF NORTH CAROLINA REGISTRATION CARD NC LIC NUIZEER VALID THESE THE PERSON 01/15/2008 1G12751886F GROSE WT MAKE/SERIES CHEV SHIPPING WEIGHT 777 TOTAL FEE CLASSIFICATION 2006 G PRIVATE/PASS VEH <u>28.00</u> VEHICLE BRAND CUSTOMER ID # ON MER 1 CUSTOMER 10 1 OWNER 2 COUNTY BRUNS SOUTHFORT NO





To: Emily Butler GMC 866.270.0204 5 pages

RELEASE OF CLAIM

(hereinafter referred to as "Releasor"), on behalf of myself and my assigns. heirs and executors, in consideration of \$3,000.00 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 purchase, repair, maintenance, operation, alteration, or use of Releasor 2006 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT51886F ("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/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

3329 The subject vehicle's mileage is 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.

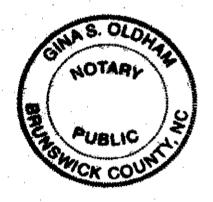
PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DATE SIGNED: 5-16-08	· · · · · · · · · · · · · · · · · · ·
	Claimant's Signamre
Address	Address
Southfort NC City, State, Zip Code	City, State, Zip Code

STATE OF North Caroling COUNTY OF Brunswick

Sworn to (or a	ffirmed) and subscribed before me this 16 day of May, 2008
	Jma > Otham
	Signature of Notary Public
	Gina S. Oldham
	Print, type or stamp Commissioned Name of Notary Public
	Personally KnownOR Produced identification
	Type of identification
A.	My commission expires: 10 - 28-2058



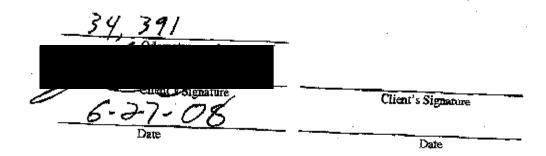
June 24, 2008 Page 2

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.

Flease refer to the service request number 71-532698267 when contacting our Business Resource Center at 1-800-231-1841, X21242 or at FAX no. 1-866-660-2734 during Monday through Friday between the hours of 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,

Sandra Ging General Motors Corporation



Fax to: 919.286.2820 (Margie) 866.660-2734 (GMC) (Sandra Ging)







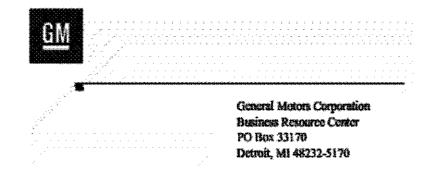
مسر وبريد عسر



-







VIA FAX ONLY

August 15, 2007

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S Park Dr Ste 250 Durham, NC 27713-7736

RE:

Service Request: 71-532698267 2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Dianna Barber

Dear Ms. Huggins:

This is to advise that General Motors is in receipt of the above referenced case dated August 8, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

Finance agreement Buyer's agreement

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

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

Sincerely,

General Motors Corporation



















RELEASE OF LIEN INFORMATION

I		,
(Client's Name)	(Client's Social Security Number)	
hereby authorize		
(Lien holder Nar	ne)	
(Lien holder Address)	(Lien holder Phone Number)	
to release any and all information regardi	ng my loan account #(Account Number)	
with(Lien holder Name)		
to General Motors Corporation, including loan payoff amount, and per diem inform	g but not limited to a complete payment history of mation.	y account, a
Date		
VE	HICLE INFORMATION	
The current vehicle mileage is	Date mileage read:	
Signature	Signature	



























General Motors Business Resource Center

FAX

To: Marguerite E. Huggins

Company: Postlethwait, Huggins & Morrison

Fax: 19192862820

Phone:

From: Sandra E. Ging

Fax: 866-660-2734

Phone: 800-231-1841 ext. 21242

E-mail:

CC:

NOTES:

Client:

Vehicle: 2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT5188F

Attached are three documents related to the above case. Please review these and contact me at the numbers above.

Sincerely,

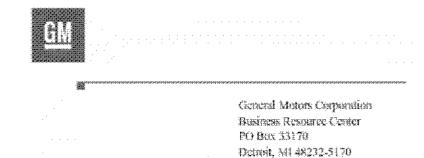
Sandra E. Ging

RELEASE OF CLAIM

	"Releasor"), on behalf of myself and my assigns, paid by General Motors Corporation, hereby releases						
and discharges General Motors Corporation, its sub	•						
designers and suppliers of vehicles, parts and comp							
•	· · · · · · · · · · · · · · · · · · ·						
orporation, and their respective agents and employees from any and all claims, causes of action, emands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are							
use of Releasor 2006 Chevrolet Malibu bearing Vel	hicle Identification Number 1G1ZT51886F						
("Subject Vehicle"), including but not limited to an	y claims based on any alleged defects in the subject						
vehicle. This Release of Claim shall not be constru	ed to release any of the above named persons or						
	nal injury or products liability arising out of the use						
or operation of the Subject Vehicle after the date of							
above, General Motors Corporation agrees to honor							
limited warranty and any applicable GM Protection							
	bitration or other proceeding against General Motors						
Corporation, Releasor immediately will dismiss the	proceeding with prejudice.						
The subject vehicle's mileage is	on the date of the signing of this release.						
Releasor has carefully read and understands this rel	<u> </u>						
Release constitutes the entire agreement between R	-						
Releasor is not relying on any representations, pron	nises or inducements other than those stated in this						
release.							
PLEASE READ CAREFULLY BEFOR	RE SIGNING. BY SIGNING THIS RELEASE,						
YOU ARE SIGNIFYING THAT YOU HAVE R							
ITS TERMS.							
I agree to the terms of this Release of All	Claims						
ragico to the terms of this release of this	Cidillo						
DATE SIGNED:							
Claimant's Signature	Claimant's Signature						
Ü	Ţ.						
Address	Address						
Audiess	Addiess						
City, State, Zip Code	City, State, Zip Code						



STATE OF		
COUNTY OF		
Sworn to (or affir by James Andrew Bacchi.	med) and subscribed before me this day of	, 20
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification _	
	Type of identification	-
	My commission expires:	



VIA FAX ONLY

September 28, 2007

Ms. Marguerite E. Huggins Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

We regret that your client is dissatisfied with his 2006 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.

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 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 \$ 3,000.00.

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

Your client(s) would retain the vehicle.













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 71-532698267 when contacting our Business Resource Center at 1-800-231-1841, X21242 or at FAX no. 1-866-660-2734 during Monday through Friday between the hours of 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,	
Sandra Ging General Motors Corporation	
Odometer	
Client's Signature	Client's Signature
Date	Date



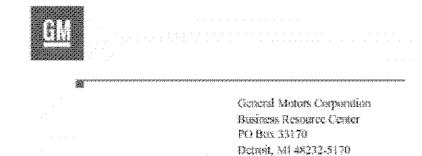












VIA FAX ONLY

September 28, 2007

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S. Park Dr. Ste. 250 Durham, NC 27713-7736

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Dear Ms. Huggins:

On September 18, 2007, we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

For your convenience, attached with this letter is General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. If your client agrees with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client's concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841, ext. 21242 Monday through Friday between 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,

Sandra Ging General Motors Corporation

Attachments: (1) General Motors Corporation's Offer Letter

(2) Release of Claim Form



























General Motors Business Resource Center

FAX

To: Ms. Marguerite E. Huggins, Esq.

Company: Postlethwait, Huggins & Morrison

Fax: 19192862820 Phone: 19192864204 104

From: Sandra E. Ging

> 866-660-2734 Fax:

800-231-1841 ext. 21242 Phone:

E-mail:

CC:

NOTES:

22 February 2008

Client:

Vehicle: 2006 Malibu Sedan 2LT

Dear Ms. Huggins:

I apologize for your difficulty in trying to reach me. My telephone number has changed again, 866-790-5700 x41166. We have received your FAX with the lien holder information included.

claim, this case was closed. Based on the repair orders on file, all In regards to repairs were either made or the concerns could not be duplicated. The concerns do not appear to have affected the safety, value, or driveability of the vehicle. Please reconsider the previous cash offer made as the vehicle does not appear to qualify for repurchase. We look forward to your response.

Sincerely, Sandra Ging

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: CHEVROLET PAGE: 16:32:07

07/14/07

NC

VIN: 1G1ZT5188 6F SELLG SCE: 13 MDL YR: 06 ORD NO: JRQRDX

ODATE: 11/10/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 16449 DDATE: 05/27/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 05/30/06 ORDER BY:

CANC: CANC DOE:

TRADE: DLVY TO:
TRD DOE:
SRVC IN: SOUTHPOR
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR SOUTHPORT

PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
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 05/31/06
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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030331293 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030331293 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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POLICY PYMT CMNT: ACTV TYPE: 6

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00030331293 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6 RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

16:32:07

07/14/07

PAGE:

VIN: 1G1ZT5188 6F

SELLG SCE: 13 MDL YR: 06 ORD NO: JRQRDX

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 9

500.00

PROCESS TYPE: 001 CHECK NO:

SSN:

0.00

DATA SCE: DLR INC MEMO NO: 00030331293 AUTH PUR CD: MISC DATE: MISC:

ACTV TYPE: 6

POLICY PYMT CMNT:



228 South College Rd. Wilmington, North Carolina 28403 Phone 910.791.2424

FACSIMILE COVER SHEET PHONE NUMBER: 910.350.1400 FAX NUMBER: 910.798.2783



TO:	Diana Barbet
FAX:	
FROM:	Ted Wilcexson
DATE:	05 = 12.07
NUMBE	R OF PAGES:
	REMARKS/COMMENTS
	



228 S. College Rd. Wilmington, NC 28403 910-791-2424 1-800-776-6099 Fax (910) 350-1404

Date:	05/27/2006	

Retail Purchase Order

					···
Purchaser's Name	1			Car Tr	uck
Spouse's	Year 2006	Make <u>CHE</u>	VROLET	****	
Street	Model MALIBU			e <u>4DR SDN</u>	
City SOUTHPORT State NC	Color_LASER_E A/T_XX_5Spd			itock # <u>E18</u> [yl <u>X</u> X 8Cyl_	
Zip County BRUNSWICK	Vin # 1G1Z7	51886F			
Phone # H W	Salesman WIL	LIAM NELS	ON WINANS#	62338	
GM CARD REBATE #	Cash Price of Car			21550	0.00
	Accessories				
Rebate Amount#					
Trade-In Description: Year Make KIA Model SORENTO Type4 DOOR UTILIT					
20470					
Color Miles 35479 Vin# KNDJD733945		1 11			····
I warrant that my trade-in has NOT been reconstructed, rebuilt, or suffered					
major frame damage that caused the reconstruction of this vehicle. I warrant that the balance owed on my trade-in is correct as stated on this	Sales Tax		 	211	. 50
buyer's order and that if the actual amount is greater, I will reimburse Jeff Gordon Cheveolet - Lucierstand that I the amount is less Jeff Gordon	Tag & Title				00
Chevrolet will ref	Processing & Docume	ntation Fee			9.00
NOTICE PROVIDED IN ACCORDANCE WITH N.C.GS.20-101.2	1. Total Cash Price	,		22129	150
" Dealer may receive a fee, commission or other compensation	2. Cash Down	Rebate	1750-00		
for providing, procuring or arranging financing for the retail	Payment	Cash on Dei	500.00		
purchase or lease of a motor vehicle, for which the customer may	3. Trade-In		14500.00		
be responsible."	Less Payoff		17701.47	-3201	47
Payoff Verification	4. Total Down Pays	ment (2+3)		-951	47
Lien holder ALLIANT CU	5. Unpaid Balance	of Cash Price (1-4)	23080	97
Street	6. Other				I/A
City State	7. Unpaid Bal An			23080	97
Zip Phone# Date 05/27/06	The information you se information on the win	se on the window dow form overrid	form for this part of as any contrary prov	fthis contract visions in the contr	act
10 day payoff Good till 00 /00 / 00	of sale.	DUE	BILL		
Quoted By	Work promised to be	performed at tir	ne of sale.		
Disclaimer	1 3 CHARLOT				
This new or used motor vehicle is purchased by the undersigned without any expressed warranty whatsoever from Jeff Gordon Chevrolet except as may be state hereinafter in writing. The manufacturer gives limited warranty on all new vehicles from the benefit of the purchaser. This warranty is made by the manufacturer and not Jeff Gordon Chevrolet.	3. Above work to be per	formed free of o	harge. If perform		
Ail implied warranties, including warranties of merchantability and fitness for particular purpose, and otherwise, are excluded and disclaimed. Due to insurance regulations we cannot loan cars.	Signed	11460		Purch Purch Approved by M	aser
Order not valid unless accepted by Authorized management representative of Jeff Gordon Chevrolet.	Signed	~ · · · · · · · · · · · · · · · · · · ·		Approved by M	

RPO.02.2005

TITLE APPLICATION

VEHICLE SECTION							
YEAR	MAKE	BODY STYLE	SERIES MODEL	VEHICLÉ (Ď	ENTIFICATION NUMBER		THEL TYPE
2006	CHEVROLET	4DR SDN	MALIBU	1G1ZT5			
			OWNER	SECTION	T		
Owner 1 ID #							
!			Ţ	Name of Owner I (First.	Middle, Last. Suffix) or Compar	iy Name	
			Full Legal	Name of Owner 2 (First,	Middle, Last, Suffix) or Compac	y Name	
	s (Individual) Business Ad DAR RD						
City and State				Zip Coo		Tax County	NSWICK
	PORT NC lifferent from above)			- Note to 19	28461	BKUI	ASMICK
	./ / FTP	ST LIEN	LIEN S	ECTION	SECOND L	IEN	
Date of Lien		ACCOUNT #		Date of Lien	AC	COUNT #	
Lienholder ID#	Lienholder Name	ach	Union	Lienholder ID#	Lienholder Name		
	P.O. Box	765394	•				
Address	cramento	State A Zip C			State		
City				City		1	IETEH READING
Title O	CHI nly Vehicle Not in	ECK Appropria	ite Block/s				162
1	nd License	Operation	E	xchanged Plate N	io		
Class	of License			, Januared Plata No	· ·		
[∑XPlate N	No. Transferred	0061JG					
Expirat	tion Date	5156		ruck Weight desir	ed		
	motor vehicle describ Y MUTUAL INS	ed above that I have	e financial responsibility	as required by law.			•••
LIBERT		nce company authorized	In N.C.			Policy Number	
Date First Opera	}	Last Registration	Passenger Capacity	N.C. Dealer No.	Empty Weight	Combined Gro Truck-Tractor	es Weight of Truck or with Trailer
05/27 Purchased	/2006	Purchased for L	Jse in N.C. 10=15/20 Wild	29846 9RDON=EHEVRO	krito Rodress)		Purchase Date
-urchased 	Used	XX ps	228 S00	TH COLLEGE	ROAD WILMINGTON	NC 28403	05/27/2006
is This Vehicle Lo		∑O €No	Equipment #				SALES PRICE 7050 - 00
11 163, Allas, 11 0			DISCLOSU	RE SECTI	ION		
			181111			he block helow is 4	hocked
					keting and solicitation unless t	ile diddy pelow is t	in bonou.
_=			n this application to be av			CORPORATION	ans.
					NTATIVE OF FIRMS OF Pertificate of Title be issued.		
annlication is co	arrect to the best of my (our) katawledge The	vehicle is subject to the lie	ns named and no othe	irs. If a registration plate is is the date of this application as	sued or transterre	a, i (we) turther certify
Security Act of	1957.	su-ste∆ocanor-auo n	accumpling insurance is in ea	rection (his venicle on	the date of this application as	required by the re-	oral opionia i manora
OWNER'S SIG	NATURE	County N'e	m Hanover			State _\(\sigma'\sigma'\)	
Date	e following person(s) pe			nowledging to me that	he or she voluntarily signed		ument for the purpose
		_ _		otary Printed		(na	ime(s) or principal(s)).
Notary Signature	Signature or Typed Name / Life Vision Name						
	Hanover County, †	onlogacina \$		y Commission Expire	<u>4-6-2011</u>		
/ My (Cummission Expires						

M CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT















(excludes Saturn)

CU VII	· \	R NAME: 6-/ (/ 2/T/5/L	181816171			
1.						
	incenti (Bill of	$v_{\mathbf{p}}(\mathbf{r})$ be applied: (a) to	the down payment of price, amount of ince	this vehicle, (b)	below and request that the available customer where permissible by law, as a price reduction with incentive applied), or (c) a check be	
		Incentive Progra	m Reference	Amount	GM Incentive Code	
				\$ 750	CSF	
		- A1 -		\$ 500	PD/V	
				\$ <u>500</u>	<u> </u>	
			Total Incentive A	S mount Received	\$ 1750	
2.	Other	Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc)				
	a.	I elect to receive				
		in lieu of		and/or		
	b.	I almot to receive		and, or		
	 a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bear identification number, which was sold/leased to me by the Dealer, named below. This vehicle was prefer personal/business use and not resale and I took delivery on/ I acknowledge receipt described in Item and release GM Division from any future claim or obligation for incentive(s) 				er or lessee of the vehicle bearing this vehicle med below. This vehicle was purchased/leased I acknowledge receipt of incentive(s) as a or obligation for incentive(s) on this unit.	
				InStar ?Ye		
	b.	which the OnStar service dealer, at www.onstar.com,	e in my vehicle is por by contacting OnS	provided (copies are Star as described belo	t I have received the Terms and Conditions under available in the vehicle glovebox, from the w).	
				Star america in the 20	ehicle, I must press the blue OnStar button TY 1.877.248.2080 and request that my	
		Purchaser/Lessee Signature			Date: 5 77/06	
ino ha	entive(s s_taken		d the Onstar Terms a through this dealers	ad C Andinons have n	on this application is true and correct, and the een provided to the said purchaser/lessee who ly completed accurate delivery data has been	
		thorized Dealer Signature:	() In Wiln	^	Date: 5/57, 06 Dealer Code: 16447	
	De	alership Name:	<u> </u>		retained in EVERY DEAL FILE for new reta.	

customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795-OS 9/05

POSTLETHWAIT, HUGGINS & MORRISON

Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713 NCLemonLaw.com

MARGUERITE E. HUGGINS NCLEMON@MINDSPRING.COM

TELEPHONE: (919) 286-4204 x 104 FACSIMILE: (919) 286-2820

CONFIDENTIAL

To: Sandra Ging

Fax To: 866-660-2734

Pages to Follow 4

Re: claim. Very delayed claim-please contact as your phone number extension is not working. Thanks.

From: Margie Huggins, meh@nclemonlaw.com

Phone: 919-286-4204 x104

Date: Tuesday, February 19, 2008

Special Instructions: Please review and call with any questions.

This message is intended only for the use of the addressee and may contain CONFIDENTIAL or PRIVILEGED information or ATTORNEY WORK PRODUCT. If you are not the intended recipient, you are hereby notified that any dissemination of this communication is strictly prohibited Please destroy all copies and notify the sender immediately.

RELEASE OF LIEN INFORMATION

I	
(Chest's Name)	(Client's Social Security Number)
hereby authorize 9///As7	Credit with
Cold blooder graphs (CC)	
(Lien holder Address)	Chicago ZL -800-328-1935 (Lien holder Phone Number) priding my loan account # (Account Number)
to release any and all information reg	prding my loan account #
•	(Account Number)
with Alliant Cred (Lienholder Name)	T UNION
•	distant transfer stands \$4
the state of the s	MURLION,
Dato 10-15-07	
V	EHICLE INFORMATION
	•
The current vehicle mileage is 22	862 Date mileage read: 16-15-07
Signature	
	Signature
/ LG0006 V3J03008	
. anasiden	

STATE OF NORTH CAROLINA

TANK TANK TANK TANK TANK TANK TANK TANK	IIS I KAI	UN CARD	
NC LIC NUMBER	#QUIP #	VALIO*	iiiRiµ •∕2008
V9 (CLE ID		- TALE	GROSS WT
MAKE/SERIES CHOOV	TITLE	*	
SHIPPING WEIGHT	31YLE 48	YEAR FUE	TOTAL FEE
CLASSIFICATION PRIVATE/PASS VEN		VEHICE	EBRAND
OUSTOMEN ID # CWILER 1" 000007192332	CUSTOMER	ID FOWNER 2	COUNTY
		'	
SOUTHPORT NC			





TRANSMISSION VERIFICATION REPORT

TIME : 12/07/202 NAME : FAX : TEL : SER.# : E7J449348 : 12/07/2027 16:35

DATE, TIME FAX NO. /NAME DURATION PAGE(S) RESULT MODE

12/07 16:35 18666602734 00:00:27 02 OK STANDARD ECM



Kienerel Minions Chapmation Physiosel Remanus Center PC) Nox 33178 Deiroit, MI 48232-5176

VIA FAX ONLY

October 8, 2007

Ms. Marguerite E. Huggins Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

We received your facsimile of October 4, 2007, stating replacement or repurchase and found additional repair orders attached. However, in order to proceed with this case, the previously requested registration form and lien holder information are required. Please forward these documents as quickly as possible to facilitate an early settlement.

Please refer to the service request number 71-532698267 when contacting our Business Resource Center at 1-800-231-1841, X21242 or at FAX no. 1-866-660-2734 during Monday through Friday between the hours of 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,

Sandra Ging General Motors Corporation









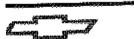












Fax Server







GMC

General Motors Business Resource Center

FAX

Marguerite E. Huggins To:

Postlethwait, Huggins & Morrison, Attorneys at Law Company:

Fax: 19192862820

Phone:

Sandra E. Ging From:

866-660-2734 Fax:

800-231-1841 ext. 21242 Phone:

E-mail:

CC:

NOTES:

8 Oct 07

Client: Vehicle: 2006 Chevrolet Malibu VIN: 1G1ZT5188F

Request for lien and registration documents to further case settlement. Please forward quickly.

Sincerely,

Sandra Ging FAX 866-660-2734

RELEASE OF LIEN INFORMATION

(Chent's Name) (Chent's Social Security Number)	
hereby authorize Alliast Credit Union (Lien holder Name)	· · · · · · · · · · · · · · · · · · ·
(Lien holder Address) (Lien nones Prope rumper)	: '
to velocop new and all jestimones and all jestimones are	6000 #4
with Alliast Credit Union (Lien holder Name)	: : -
to General Motors Corporation, including but not limited to a complete payment history of my as loan payoff amount, and per diem information.	ccount, a
Date 10-15-07	

VEHICLE INFORMATION

The current vehicle mileage is 22,862 Date mileage read: 16-15-07.

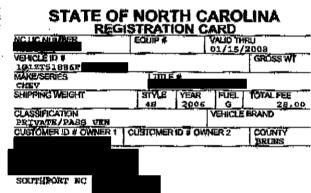
Signature

Signature

1.G0006 **V**0302006

6798784919

9192862820









Business Resource Center

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

Fax: (866) 270-0204

Fax

To:	MSA Services	From:	Sandra Ging	
Firm:	Alliant Credit Union	Phone:	800-231-1841	x21242 FAX 866-660-2734
Phone:	1-800-328-1935	Date:	October 30, 20	07
Fax:	773-462-2095	Pages:	4	(including cover sheet)

XX Urgent ♣ For Review ♣ Please Comment XX Please Reply♣ Please Recycle

• Comments:

Dear Sirs,

Attached is Release of Lien Information for customer

has requested that his vehicle be repurchased by General Motor

Corporation. In order to do so, pay off information must be obtained. Please

provide the information noted on the next page to FAX no. 866-660-2734.

Thank you,

Sandra Ging Telephone no.: 1-800-231-1841 x 21242

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.

Lien Holder Information Request Form

Customer Name:
VIN: 1G1ZT51886F
Vehicle: 2006 Chevrolet Malibu Sedan 2LT
Lending Institution: Alliant Credit Union
Account No.:
Lending Institution Telephone No.: 1-800-328-1935
Please provide the following information.
Payoff Amount:
•
Good until date:
Good until date:
Good until date: Per diem:
Good until date: Per diem: Late charges paid:
Good until date: Per diem: Late charges paid: Late charges due:
Good until date: Per diem: Late charges paid: Late charges due: No. of payments made:

Please return financial information to FAX no. 866-660-2734 to the attention of Sandra Ging, General Motors Legal Department, telephone no. 1-800-231-1841, x21242 10:00 a.m. to 6:30 p.m. Eastern Standard Time.

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: NC

Customer Name:	Service Request:	71-532698267	GM Legal File No.: {Number}
Vehicle ID No.: 1G1ZT51886F	In Service Date: 05/27/2006	Vehicle is: New	BAC Code: 163036
Year, Make & Model: 2006 MALIBU SEDA Lien holder: GMAC☐ Other⊠: Alliant		Vehicle Purchased Use Sale Type: Purchase	ed on: N/A ⊠ Lease□ Other□ : {Type}

VEHICLE REPAIR HISTORY

☐ BODY/TRIM

□ RODA	<u>/TRIM</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/28/06	67003	1	3969	C/S THAT THE PASSENGER SIDE WINDOW SWITCH IS LOOSE. INSTALL SOP – VERIFIED BEZEL IS LOOSE – ORDERED PART
09/08/06	68090	1	4378	C/S REQUESTS INSTALLATION OF DOOR TRIM PANEL SOP PART WINDOW SWITCH BEZEL / VERIFIED SWITCH BEZEL ROCKS – REPLACED RIGHT FRONT WINDOW SWITCH BEZEL. VERIFIED FIX
11/16/06	74822	1	7777	C/S THERE IS A RATTLE TYPE NOISE IN THE CENTER DASH ONLY WHEN DRIVING HAPPENS INTERMITTENTLY. IS NOT HAPPENING AT TIME OF WRITE UP – COULD NOT TEST DRIVE BECAUSE OF BAD WEATHER, NEED TO BRING BACK
11/30/06	75959	1	8431	C/S THERE IS A BUZZ/VIBRATION FROM CENTER DASH ON ACCELERATION, POWER BRAKE TO DUPILCATE NOISE, SEE DAN. NORMAL ENGINE VIBRATION CAUSING IPC TRIM GARNISH TO RATTLE REPOSITION AND TIGHTENED IPC TRIM GARNISH PANEL.
07/11/07	97893	*	19051	RATTLE NOISE RH UPPER DASH AREA REFERENCE SERVICE BULLETIN 07-08-111-001. COWL BUZZING ON WIND SHIELD – REPAIR WITH 3M 06397 TAPE PER TSB SERVICE BULLETIN 07-08-111-001
09/18/07	104919	*	21,957	C/S THERE IS A RATTLE IN THE DASH AREA. NORMALLY HEARD ON ACCELERATION. COULD NOT DUPLICATE CUSTOMER'S CONCERN. TEST DROVE VEHICLE REPEATEDLY ON ACCELERATION. NO ABNORMAL NOISE HEARD AT THIS TIME.
				C/S THE VANITY MIRROR COVER ON THE PASSENGER SIDE SILL NOT STARY OPEN. HINGE SPRING BROKEN. REPLACED PASSENGER VISOR MIRROR/DOOR ASSY.

\square ELECTRICAL

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S ONE TIME THE REMOTE WOULD NOT SOUND THE HORN WHEN UNLOCKING. DROVE VEHICLE AND WHEN SHE STOPPED AND PUT SHIFTER INTO PARK, THE DOME LIGHT WOULD NOT COME ON AND THE DOORS WOULD NOT AUTO UNLOCK. RECYCLED THE KEY A FEW TIMES AND THEN IT STARTED WORKING AGAIN. NOT OCCURING AT THE TIME OF THIS WRITEUP. PERFORMED TECH II DIGNOSTICS AND CHECKED FOR STORED DTC'S WORKING TO FACTORY SPECS AT THIS TIME, NO DTC, STORED IN HISTORY.
07/11/07	97893	*	19051	C/S WHEN SHE TAKES THE KEY OUT OF THE IGNITION THE DOORS WON'T LOCK. AT TIMES 2 – NO DTC COULD NOT DUPLICATE
9/18/07	104919	*	21,957	C/S WHEN THE ENGINE IS TURNED OFF, THE DOOR LOCKS WILL NOT UNLOCK AND THE DOME LIGHT INTERMITTENTLY WILL NOT COME ON. TESTED VEHICLE AS DESCRIBED. UNABLE TO DUPLICATE INTERMITANT CONCERN REPEATED ATTEMPTS REVEILED NO PROBLEMS.
				C/S STATES THERE IS AN INTERMITENT CLICKING NOISE LIKE A CARD IN A BIKE WHEEL FROM DASH AREA. ROAD TESTED NUMEROUS TIMES UNABLE TO DUPLICATE OWNER STATED CONCERN

\boxtimes <u>STEERING</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S THE VEHICLE SEEMS TO PULL TO THE LEFT, STEERING SEEMS LIKE IT IS OFF CENTER / OUT OF CALIBRATION – REPROGRAM STEERING TO GM SPECS. C/S VEHICLE PULLS TO THE LEFT.
				ALIGNED VEHICLE TO SPEC.
11/16/06	74822	*	7777	C/S THE STEERING WHEEL STILL SEEMS OFF CENTER AND SEEMS LIKE VEHICLE IS RIDING ON ICE. DAN RODE WITH CUSTOMER AND COULD NOT DUPLICATE. BUT SAYS THERE IS A ROARING NOISE ON DECLERATION BUT NOT SURE IF IT IS NORMAL. NEED TO COMPARE TO ANOTHER VEHICLE. NO PROBLEMS FOUND, VEHICLE DRIVING STRAIGHT W/ NO PULLS, STEERING WHEEL CENTERED, ROARING SOUND ON DECEL SOUND LIKE NORMAL EXHAUST VIBRATION. TEST DROVE ANOTHER LIKE VEHICLE TO VERIFY CONDITIONS TO BE NORMAL FOR THIS MODULE VEHICLE. NO STEERING PROBLEMS FOUND AND SLIGHT ROAR NOISE ALSO HEARD IN TEST VEHICLE.
12/06/06	76585	*	8657	C/S THE STEERING WHEEL IS OFF CENTER AND IT SOMETIMES STEERS LIKE IT IS ON ICE. UNABLE TO VARIFY CUSTOMERS CONCERN. TEST DROVE VEHICLE ON VARIOUS ROAD SURFACES AND VARIOUS GRADES

OF ROAD AND FOUND THE VEHICLE TO DRIVE AND RESPOND PROPERLY. NOTE: THIS IS A NEW ELECTRONIC SYSTEM AND FEELS SLIGHTLY DIFFERENT FROM THE CONVENTIONAL HYDRAULIC SYSTEM. STEERING SYSTEM FOUND TO BE OPERATING TO GM SPECS.

C/S THERE IS A ROARING NOISE WHEN SLOWING DOWN FROM APPROX 45-50 MPH AND HAS BUZZ FEELING IN PEDAL. ONLY NORMAL NOISE INHERANT TO VEHICLE. TEST DROVE VEHICLE AND FOUND ONLY NORMAL ROAD NOISE. EXHAUST RESONATION, NO EXCESSIVE BUZZ FELT IN PEDALS. TESTED AGAINST ANOTHER SIMILAR VEHICLE ALL CABIN NOISES FOUND AT SAME LEVELS WITH TEST VEHICLE.

07/11/07 97893 1 19051

C/S THE STEERING WHEEL TURNS TOO FAR OR NOT FAR ENOUGH.
FEELS LIKE STEERING INTO ICE AND MAKING NOISE IN CENTER DASH
STEERING BINDING. REPLACE STEERING GEAR PER
TSB 06-02-32-007B

C/S THERE IS A CLICKING NOISE COMING FROM DASH. MTD DASH AREA AT TIMES. LIKE CARD IN BIKE WHEEL. STEERING SHAFT NOISY. – REPLACE SHAFT PER TSB PIC4294A

09/18/07 104919 * 21,957

C/S THERE IS A SWISHING SOUND UNDER ACCELERATION IN DASH

STEERING SHAFT GROMMET NOT SECURELY-PROPERLY POSITIONED SECURED STEERING SHAFT GROMMET TO FIREWALL

ADJUST ALIGNMENT WAS NECESSARY AFTER STRUT REPLACEMENT AND INSURE THE STEERING WHEEL IS EXACTLY CENTERED.
PERFORMED 4 WHEEL ALIGNMENT. RESET TOE ADUSTMENT TO CENTER STEERING WHEEL. IT IS

NORMAL OPERATING CHARACTERISTICS FOR VEHICLE TO DRIFT RIGHT OR LEFT DEPENDING ON CROWN OF ROAD. THIS VEHICLE DRIVES STRAIGHT WITH NO DRIFTING OR PULLING ON FLAT ROAD SURFACES.

⊠ ENGINE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S THE ENGINE HAS EXCESSIVE VIBRATION AT IDLE AT TIMES. FEELS LIKE IT SPUTTERS. NO CHECK ENGINE LIGHT ON / OUT OF CALIBRATION – REPROGRAM PCM TO GM SPEC.
				C/S ONE TIME THE ENGINE SPUN OVER BUT WOULD NOT FIRE. STARTED THE NEXT KEY TURN. – REPROGRAM PCM
11/30/06	75959	*	8431	C/S THE ENGINE IS SPUTTERING/VIBRATION AT IDLE, NO CHECK ENGINE LIGHT. SHOP FOREMAN RODE WITH CUSTOMER AND THINKS IT MAY BE VIBRATION FELT THROUGH THE GAS PEDAL. WANTS TO COMPARE TO ANOTHER VEHICLE. TEST DROVE VEHICLE. NO PROBLEMS FOUND AT THIS TIME, COMPARED TO ANOTHER LIKE VEHICLE AND FOUND THE SAME AMOUNT OF VIBRATION. NO DTC STORED.

12/06/06	76585	1	8657	C/S THE ENGINE IS SPUTTERING AND IDLE VARY. VIBRATION AT IDLE. UNABLE TO DUPLICATE CONCERN/ OPERATING TO GM SPECS SCANNED VEHICLE NO CODES STORED. CHECKED FOR SERVICE BULLETINS AND CALIBRATION UPDATES. NONE APPLY. MONITORED FUEL AND IDLE CONTROL DATA. ALL OK VISUAL INSPECTION OF IGNITION SYSTEM COMPONENTS. EXPERIANCED NO ABNORMAL ENGINE RUNNING CONDITIONS OR UNSTABLE OR VARYING IDLE.
07/11/07	97893	*	19051	C/S LIKE IDLE ROUGH LIKE CAR WANTS TO CUT OFF – NO DTCS SET NO TSB
09/18/07	104919	3	21,957	C/S THAT ON COLD START ONLY THERE IS A RATTLE UNDER LENGTH OF VEHICLE. FLEX PIPE PART OF CATALYTIC CONVERTER RATTLES LOUDLY WHEN COLD. REPLACED CONVERTOR ASSY.
☐ <u>HVAC</u>				
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
05/21/07	092748	1	17612	C/S THAT THE A/C BLOWER IS A CARD IN A SPOKE TYPE SOUND INTERMITTENTLY / BLOWER MOTOR BINDING – REPLACE BLOWER MOTOR
☐ <u>SUSPE</u>	<u>NSION</u>			
07/11/07	97893	*	19051	C/S WHEN GOING OVER BUMPS FRONT END HAS MORE BOUNCE IN FRONT END THAN BEFORE – RATTLE NOISE FROM FRONT END LIKE SOMETHING LOOSE.
08/03/07	100292	1	20152	C/S EXCESSIVE BOUNCE IN FRONT END. WEAK STRUTS FRONT END / TEST DROVE VEHICLE. "BOUNCE TEST" SHOCK FRONT END. INSPECT FRONT SHOCKS FOR LEAKAGE, OK ORDERED BOTH FRONT SHOCKS.
09/18/07	104919	*	21,957	C/S FRONT END BOUNCES. WEAK FRONT STRUTS. SHOCK DAMPENING WEAK REPLACED BOTH FRONT STRUTS.
□ <u>WHEE</u>	LS AND ⁻	<u>TIRES</u>		
09/18/07	104919	*	21,957	C/S WHEN DRIVING OVER BUMPS, VEHICLE IS LOUD. VEHICLE RIDE QUALITY OPERATING AS DESIGNED. UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME, TEST DROVE VEHICLE SEVERAL TIMES OVER VARIOUS ROAD CONDITIONS AND SPEED BUMPS. VEHICLE OPERATING AS DESIGNED. TO IMPROVE RIDE QUALITY AND QUIET RIDE, GM DISTRICT SERVICE MANAGER D. HOWARD APPROVED INSTALLATION OF NEW MICHELIN TIRES. RIDE AFTER INSTALL OF

NEW TIRES RESULTED IN GREATLY ENHANCED RIDE QUALITY.

NORTH CAROLINA LEMON LAW READS:

The number of days the vehicle is out of service must equal: 20 or more business days or

4 or more repairs in any 1 year period

during warranty period

Repair attempts on the vehicle must be: 4 or more for same non-conformity

The time period for presumption is: 2 years / 24,000 miles

Does the North Carolina Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs: N/A Safety-related time period: N/A

The number of repair attempts for this vehicle in the presumption period for dash noise:

3 attempts
Total days out of service during the presumption period:

8 days
Total days out of service during the customer's ownership:

8 days

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Two previous SRs exist regarding this vehicle.

71-546778536 and 71-453133162

Concern: Final repair attempt was scheduled for August 28, 2007, under SR 71-546778536.

Result: Customer missed scheduled test drive and final repair attempt appointment with DVM and dealer.

RECOMMENDATION AND RATIONALE

Although the customer is experiencing several issues with his vehicle, repairs have been made under General Motors express warranty as required. The dealership and the district service manager state that existing issues with the vehicle are comparable to those in like vehicles and that a number of the customer's concerns could not be duplicated. Therefore, it is recommended that a cash offer of \$3000 be awarded to the customer for inconvenience and attorneys fees.

Sandra Ging / BRC Legal / ATX / 10 Sept 07

REASON FOR REMOVAL

CRS FINAL OFFER: {CASH/REP/TRADE}: DATE: {Date} OFFER TO CUST: \${Amount}

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL {CASH/REP/TRADE}: DATE: {Date} AMOUNT TO CUST: \${Amount}

DEMAND:

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

TEAM LEAD APPROVING:

{Name}

Date: {Date}



FAX

Date: 10.4.07
Number of pages: 5

To: Sunday Gins

From: Carey Walters
Service BDC
Coordinator

Remarks:

Jeff Gordon Chevrolet
Service Department
228 South College Rd.
Wilmington, NC 28403
Phone 910-350-1400 Fax 910-798-2783

Good Luck!

Burnelline Color Color Color

and the control of the control



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: 94097 CUSTOMER NO. 20339TAB NO ™**09/21/0**7 ™cvc5104919 TOWN TILGHMAN MILEAGE LABOR BATE LITTE BISE NO. 21.957 CLASER BLUE 57**E1872** DELIVERY MICES 162 DELIVERY DATE YOGYCHEVROLET/MALIBU/4DR SDN SOUTHPORT, NC FRODUCTION DATE RELLING DEALER NO. VENCE 10 2 T 5 1 8 8 6 F P 099/18/07 · MO: 22019 JABOR & PARTS-----WARRANTY TERMS: CASH UNLESS ARRANGEMENTS MADE TECH(S):100250 111095 J# 1 10CVZ DRIVEABILITY CUSTOMER STATES THE FRONT END BOUNCES WEAK FRONT STRUTS WARRANTY DISCLAIMER Any warranties on the item/items sold SHOCK DAMPENING WEAK hereby are those made by the manu-REPLACED BOTH FRONT STRUTS. LABOR OP E3850 .9 AND E3851 .9 facturer. The selier hereby expressly disclaims all warranties, either express -----QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-PARTSor implied, including any implied war-WARRANTY *ABSORBER 7.395 *ABSORBER 7.345 ranty of merchantability or fitness for a WARRANTY particular purpose and neither assumes JOB # 1 TOTAL PARTS 0.00 nor authorizes any other person to JOB # 1 TOTAL LABOR & PARTS 0.00 assume for it any liability in connection with the sale of this item/items. WARRANTY J## 2 60CVZ INTERIOR TRIM TECH(S):2088 CUSTOMER STATES THERE IS A RATTLE IN THE DASH AREA NORMALLY HEARD ON ACCELERATION. COULD NOT DUPLICATE CUSTOMERS CONCERN. TEST DROVE VEHICLE REPEATEDLY ON ACCELERATION, NO SHOP MATERIALS This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk. ABNORMAL NOISE HEARD AT THIS TIME. Available to your interpretation at time casting is deax.

Maintaining and repeting your car monitary involves the can of chomicals and generation of whether conformation in castiles, hard arbitration with feet and activation of the castiles of the casti PARTS -----QTY --- FP-NUMBER -------DESCRIPTION -------UNIT PRICE-JOB # 2 TOTAL PARTS 00.00 0.00 JOB # 2 TOTAL LABOR & PARTS WARRANTY J# 3 60CVZ01 INTERIOR TRIM TECH(5):2088 CUSTOMER STATES THAT THE VANITY MIRROR COVER ON THE PASS SIDE WILL NOT STAY OPEN.
HINGE SPRING BROKEN
REPLACED PASSENGER VISOR MIRROR/DOOR ASSY. NOT RESPONSIBLE FOR LOSS OF DAMAGE TO VEHICLES OA ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REG-ISTERED OWNER OR PERSON AUTHORIZING REPAIRS. JOB # 3 15855082 WARRANTY SS-MIRROR 10.195 JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00 GAS ENGINE TECH(S):100250 WARRANTY 3# 4 11CVZ CUSTOMER STATES THAT ON COLD START ONLY THERE IS A RATTLE UNDER LENGTH OF VEHICLE. FLEX PIPE PART OF CAT CONVERTOR ASSY RATTLES LOUDLY WHEN COLD. REPLACED CONVERTOR ASSY. Thank You LABOR OP L2300 .7 ADD DIAG .3 TOTAL 1.0HRS -- DESCRIPTION ------------------UNIT PRICE -PARTS-·QTY---FP-NUMBER------JOB # 4 JOB # 4 JOB # 4 JOB # 4 15252462 WARRANTY CONVERTER 3.685 1 GASKET 3.613 GASKET 3.613 GASKET 3.611 22626929 WARRANTY WARRANTY 22687911 WARRANTY 24505057 JOB # 4 TOTAL PARTS 0.00CHEVROLE [CONTINUED ON NEXT PAGE] 01:41pm PAGE 1 OF 4 CUSTOMER COPY



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

					CELL:	
сиатомея по. 94097	TOHN TILE		20339 ^{TAG}		NO95/21/07	™ C VC\$104919
	CABOR RATE	Lideryse No.	MILEAGE	21,957	COLXISER BLUE	⁵⁷ £18 72
SOUTHPORT, NC	706/ ርክድሂጵ	DLET/MALIBU,	4DR SDN		DELIVERY DATE	DELIVERY MILES 162
bootin okt, ke	VETOCE GILD TO. Z	т 5 1 8 8	6 F		SELLING DEALER NO	PŘODUČŤIOŇ DÁTE
ĺ	F. T. G. NC) ė o. No.		□ 99 /18/07	
	COMMINIS					Mo: 22019
		4 TOTAL LABOR	e parts	0.00	TERMS: CASH UNLESS A	
DOOR LOCKS WILL NOT UN WILL NOT COME ON, UNABLE TO DUPLICATE IN	THE WHEN THE ENGINE IS TUR NLOCK AND DOME LIGHT INTER NTERMITANT CONCERN. CRIBED, REPEATED ATTEMPTS	MITTENTLY REVIELED	T PRICE.	WARRANTY	WARRANTY Any warranties on hereby are those r facturer. The selle disclaims all warrar or implied, includin ranty of merchantal	DISCLAIMER the item/items sold nade by the manu- r hereby expressly ities, either express g any implied war- bility or fitness for a
FARIS	····-DESCRIPTION	JOB # 5 TOTA	L PARTS	0.00	particular purpose a	nd neither assumes y other person to
	JOB #	5 TOTAL LABOR	& PARTS	0.00	assume for it any li	ability in connection
ACCELERATION IN DASH A STERRING SHAFT GROMMET	THERE IS A SWISHING SOUND AREA.			WARRANTY	with the sale of this SHOP MA This figure incorporates a your vehicle which include shop towels, etc. A full available for your inspectio	TERIALS upplies used in servicing a cleaners, special lubes, likely of those supplies is
PARTS QTYFP-NUMBER	DESCRIPTION	UNI	T PRICE-		ENVIRONMENTAL CO	
		JOB # 6 TOTA		0.00	etc.) that must be stored, menoged a with federal, stells and local cover	ents, ode, cauxilos, tead, astendos, indidisposed of in strict compliance somewhat requisitions. We support
LIKE A CARD IN A BIKE	TECH		& PARTS	0.00 WARRANTY	I had regulations ent also belows - halp arrains - a also, hapither ordinate hap arrains - a also, hapither ordinate with those regulations indexed to a cash, shiply reads in an increased in head of redsing its interest on appropriate service bills inequality in the analysis of the property of the control	reintimat for everyone. Complying and of services, Circlinestry, increaps, outly linter charge. This denterating trintle, to that a compiliance charge we believe our customer would be a pay for in charge interment.
STATED CONCERN	THES. WAS UNABLE TO DUTE!	CAIC UMNER			OR ARTICLES LEFT IN VEHICL OR ANY OTHER CAUSE REVO	ES IN CASE OF FIRE, THEFT VID OUR CONTROL.
PARTSQTYFP-NUMBER		JOB # 7 TOTA	L PARTS	0.00	THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS AN ISTERED OWNER OF PERSON A	ID THEN ONLY TO THE REG-
		7 TOTAL LABOR		0.00		
LOUD.	HEN DRIVING OVER BUMPS VEI	(S):100250 2088 HICLE IS		WARRANTY	G	<u>M</u> .
UNABLE TO DUPLICATE CU TEST DROVE VEHICLE SER CONDITIONS AND SPEED B VEHICLE OPERATING AS D QUIET RIDE GM DISTRICT INSTALLATION OF NEW MI	ISTOMER CONCERN AT THIS TIN EVERAL TIMES OVER VARIOUS P	RÖAD QUALITY AND D APPROVED INSTALL OF			Goods Thank	vrench & You
PARTSQTYFP-NUMBER	M2156016 5.880 2769	JOB # 8 TOTA		WARRANTY 0.00	<i>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</i>	
	# 80L	8 TOTAL LABOR	& PARTS	0.00		
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228 South College Road • Wilmington, NC 28403
Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: CUSTOMER NO. 94097 TILGHMAN 20339TAG ™**09**/21/07 ™**©VC510491**9 ABOH BATE LICH NO 21.957 LASER BLUE MILLAGI STELE72 TO OF THE VEOLET / MALIBU/4DR SON DELIVERY DALL DECIVERY MILES 162 SOUTHPORT, NC VENECUS 18 2 T 5 1 8 8 6 F SELLING DEALGRING. FRODUKTION DATE - 09**≠1**8/07 MO: 22019 RENTAL TECH(S):2088 WARRANTY TERMS: CASH UNLESS ARRANGEMENTS MADE. CUSTOMER'S VEHICLE IS IN FOR WARRANTY REPAIRS. WARRANTY DISCLAIMER CUSTOMER REQUESTS A RENTAL VEHICLE. Any warranties on the item/items sold hereby are those made by the manu-PARTS-----QTY---FP-NUMBER---------DESCRIPTION----------UNIT PRICEfacturer. The seller hereby expressly JOB # 9 TOTAL PARTS 0.00 disclaims all warranties, either express or implied, including any implied war-JOB # 9 TOTAL LABOR & PARTS 0.001 STEERING/SUSPENSION TECH(S):11:
ADJUST ALIGHMENT AS NESSASARY AFTER STRUT REPLACMENT
AND INSURE THE STEERING WHEEL IS EXACTLY CENTERED.
SEE JOB 1 ranty of merchantability or fitness for a V#10+45EVZ01 TECH(\$):111095 WARRANTY particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. PERFORMED 4 WHEEL ALIGNMENT. RESET TOE ADJUSTMENT TO CENTER STEERING WHEEL. IT IS NORMAL OPERATING CHARACTERISTICS FOR THE VEHICLE TO DRIFT RIGHT OR LEFT DEPENDING ON CROWN OF ROAD. THIS VEHICLE DRIVES STRAIGHT WITH NO DRIFTING OR PULLING ON FLAT ROAD SHOP MATERIALS This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is SURFACES. available for your inspection at the cashior's deak. ENVIRONMENTAL COMPLIANCE CHARGE.

Maintaining and represent a COMPLIANCE CHARGE.

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Thank You

PAGE 3 OF 4

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 01:41pm



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Perts (910) 350-1385

CELL CUSTOMER NO 94097 TOPIN TILGHMAN 2033**9**TAG NO9-/21/07 "CVC\$104919 LAROR PATC LICE SENO [MILEAGE] 21.957 CLASER BLUE ^{≗⊤}**€°18**72 DELIVERY DATE DELIVERY MILES 162 *もちゃさればりれるLET/MALIBU/4DR SDN SOUTHPORT, NC VILLOGIN 16 Z T 5 1 8 8 6 F RELLING DEALED NO PRODUCTION DATE ™09918/07 MQ: 22019 TERMS: CASH UNLESS ARRANGEMENTS MADE TOTAL LABOR.... 0.00 WARRANTY DISCLAIMER TOTAL PARTS.... 0.00 * Our goal is to make you "COMPLETELY SATISFIED" with each * service visit. Please contact "CAREY WALTERS AT 910-409- * 6063" or e-mail us at JG.Service@HendrickAuto.com to let * us know what we could have done or can do to make your * TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX.... Any warranties on the item/items sold 0.00 hereby are those made by the manu-0.00 facturer. The seller hereby expressly 0.00 disclaims all warranties, either express 0.00 0.00 or implied, including any implied warranty of merchantability or fitness for a **TOTAL INVOICE \$** 0.00TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection From the entire service team at JEFF GORDON CHEVROLET. with the sale of this item/items. We thank you for your business and look forward to serving you in the future. SHOP MATERIALS This figure incorporates supplies used in servicing your vehicle which includes cleanors, special lubes. shop towers, etc. A full list of these supplies is CUSTOMER SIGNATURE available for your inspection at the cashier's desk. DUPLICATE INVOICE

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and depicting you are accorded avoided in use of chions administrating and depicting you are accorded avoided in use of chions are in the maintiment of the compliance

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THIEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE HILLEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REG-ISTERED OWNER OR PERSON AUTHORIZING REPAIRS.





PAGE 4 OF 4

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| END OF INVOICE | 01:41pm

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Durham, NC 27713

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GMC LEGAL

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POSTLETHWAIT.

HUCGINS & MORRISON-

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POSTLETHWAIT, HUGGINS & MORRISON

Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713 NCLemonLaw.com

MARGUERITE E. HUGGINS NCLEMON@MINDSPRING.COM TELEPHONE: (919) 286-4204 x 104 FACSIMILE: (919) 286-2820

August 8, 2007

GMC Legal %MSX International 1919 Concept Drive Warren, MI 48091

Re:

Our Client/Owners:

Vehicle: 2006 Malibu Date of Sale: 5/27/2006

Selling Dealer: Jeff Gordon Chevrolet, NC

Dear Sirs:

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Trade Commission Improvement Act of 1975, I am putting you on formal notice that my client has had the following problems with the automobile and you or your agent, the dealer, have had numerous opportunities to fix the automobile and have failed to do so. The defects include, but are not limited to, noise in dash (known defect with this model) and front end bounce. Below are the remaining statutory notices required prior to filing suit.

FIRST NOTICE TO MANUFACTURER(S) AND DEALERS: LAST CHANCE TO REPAIR VEHICLE

This is the 15 day letter as required by the above North Carolina "New Motor Vehicle Warranties Act", and you will be given that time (15 calendar days) during which to correct the nonconformity or series of nonconformities as outlined above. Any communication from you to me must be in writing or if by phone, verified in writing. If the nonconformities are not corrected during that time, I shall expect a full refund of all my clients monies pursuant to the respective

statutes. If that is not forthcoming immediately, you will be in violation of the provisions of the above articles and I shall bring suit and seek damages and attorneys fees in addition to the items outlined in Section 20-351.3 of the statute and 15 USCS 2304 et seq. Time is of the essence in this matter. Any delay in the complete repair of the vehicle beyond the 15 days; and failing the successful completion of such repairs, the immediate refund of all the monies due me can only be considered as unreasonable due to the inconvenience and hardship already caused my client and of which you and your agents have been made aware.

SECOND NOTICE TO MANUFACTURER(S) AND DEALERS: LAST CHANCE TO RESOLVE MATTER

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Warranty Act, I am putting you on formal notice to also consider this the 10 days notice of suit letter and notice of your last opportunity to reasonably resolve this matter prior to the filing of a suit pursuant to N.C.G.S. §20-351.7. If you refuse to repurchase this defective vehicle within the 10 days, we will proceed to file suit.

The express written warranty, implied warranty of merchantability and other express and implied warranties have been breached by your failure to conform this vehicle to these warranties. The value of the vehicle has been substantially impaired due to the defects in the vehicle. My client has qualified for the repurchase remedy as defined by the lemon law statutes and if you refuse to comply with the lemon law statutes, your actions will be deemed to be unreasonable.

Consider this notice of revocation of acceptance of the vehicle and intent to file claims under the U.C.C. and Magnuson-Moss Federal Warranty Act, seeking costs and attorneys fees. I hereby tender to you the vehicle and await instructions as to where we are to deliver it to resolve this matter within the 10 days.

Please write and call me to let me know you decision as to this matter. All contact from you shall be through my office. If you have any questions, please let me know. We will work with you to facilitate the prompt resolution of this matter pursuant to the statutes.

With kind regards, I am

Sincerely yours,

Marguerite E. Huggins

MEH/tbc



228 South College Road • Wilmington, NC 28403
Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

				CELL:	
GUSTOWER NO. 94097	SOMN TILGH	1AN 203	39749	NOS728/06	™ CSCS67003
	LABOR RATE	LICEDISENO,	MILEAGE 3,969	PLASER BLUE	STEEL 872
SOUTHPORT, NO	YOR/CHEVROL	ET/MALIBU/4DR	SDN	DELLYERY DATE	DELIVERY MILES 162
200111121117, 1112	AETICE TOTO Z L	51886F	,	SELLING DEALER NO.	PRODUCTION DATE
	RT.E. NO.	A O. N	-	P08728/06	1
	COMMENTS	,,,,,,,			MO: 3969
CUSTOMER REQUESTS AN ENGINE COMPLETED REPLACING ENGINE O ALSO, LUBRICATED SUSPENSION PRESSURE, CHECKED AIR FILTER UNDER HOOD FLUID LEVELS TO P	IL AND OIL FILTER AS AS REQUIRED. ADJUSTED BLTS AND HOSES AND ROPER LEVELS. DESCRIPTION	ANGE. PEQUESTED. TIRE AIR FILLED ALL UNIT PR JOB # 1 TOTAL PAI TOTAL LABOR & PAI	CE- 1.00 4.00 1.60 11.60 27S 15.60 2TS 26.97	Any warranties on hereby are those in facturer. The sells disclaims all warrant or implied, including ranty of merchantal particular purpose of nor authorizes are assume for it any light with the sale of this	DISCLAIMER the itermitems sold nade by the manu- r hereby expressly nties, either express g any implied war- bility or fitness for a and neither assumes ny other person to lability in connection item/ltems.
CUSTOMER STATES THAT THE PAS LOOSE, INSTALL SOP, VARIFIED BEZEL IS LOOSE. ORDERED PART PARTS	DESCRIPTION BEZEL 10.777 CIAL OROERED **	UNIT PR JOB # 2 TOTAL PA	ICE- WARRANTY RTS 0.00	This figure incorporates your vehicle which include shop towate, etc. A full moralishe for your inspect.	ATERIALS supplies used in cervicing the cleaners, epoclal lubes, is to these supplies is for at the certifier's dear. Corpulance Character of dear. Corpulance Character of the certifier's dear. Corpulance Character of the corpulation of the corpulation of the corpulation. The supplier of the corpulation of the complete of the corpulation of the corp
MISC CODE DESCRIPTION SHOP SUPPLIES		CONTROL NO TOTAL - MI	1.14	NOT RESPONSIBLE FOR LO OR ARTICLES LEFT IN VEH OR ANY OTHER CAUSE BE THE ORPAINED VEHICLE WI	SS OR DAMAGE TO VEHICLES CLES IN CASE OF FIRE, THEFT YOMO OUR CONTROL. LI, SE RELEASED CHLY DURING AND THEN ONLY TO THE REG-
FPM ZRUNNE. CCCCO 500 C. (proof)				Good Than	wrench k You
TAGE 1 OF 2 CUSTOM6	R COPY	(CONTINUED ON NE	DCT PAGE] 12:45pm	Or	CHEVROLET

PAGE 03

PAGE 1 OF 2

AMMO SURVEILLANCE

CUSTOMER COPY

6298784019___

20:11 7002/70/80

RCMPR028 VEHICLE EVENT SELECTION 07/14
PROCESSING SOURCE: CHEVROLET 16:30
PAGE: 07/14/07 16:30:56

VIN: 1G1ZT5188 6F SELLG SCE: 13 MDL YR: 06 ORD NO: JRQRDX VIN: 1G1ZT5188 6F
VIN TYPE: N

SS/
EVENT DESC
SITE CD
NUMBER
S EVENT DT CD
AMOUNT
INCENTIVE MEMO
13 16449
00030331293
05/31/06 PDN
500.00
INCTV PAYMENT
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General Motors Business Resource Center

FAX

To: Ms Marguerite Huggins, Esq.

Company: Postlethwait, Huggins & Morrison

Fax: 19192862820 Phone: 19192864204

From: Sandra E. Ging

Fax: 866-660-2734

Phone: 800-231-1841 ext. 41166

E-mail:

CC:

NOTES:

6 May 08

Client:

Dear Ms. Huggins:

Further review of our GM file states that the offer stands at no further adjustment and that the case is to remain closed.

Please contact me if the previous offer is reconsidered. Our records do not show a current registration on file. If accepted, please provide. I look forward to settling this with you and can process it immediately upon receipt of the executed documents.

Sincerely, Sandra Ging



Business Resource Center

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

Fax: (866) 270-0204

Fax

To:	MSA Services	From:	Sandra Ging	
Firm:	Alliant Credit Union	Phone:	800-231-184	1 x21242 FAX 866-660-2734
Phone:	1-800-328-1935	Date:	October 30,	2007
Fax:	773-462-2095	Pages:	3	(including cover sheet)

XX Urgent ♣ For Review ♣ Please Comment XX Please Reply♣ Please Recycle

Comments:

Dear Sirs,

Attached is Release of Lien Information for customer

has requested that his vehicle be repurchased by General Motor

Corporation. In order to do so, pay off information must be obtained. Please

provide the information noted on the next page to FAX no. 866-660-2734.

Thank you,

Sandra Ging Telephone no.: 1-800-231-1841 x 21242

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.

Lien Holder Information Request Form

Customer Name:
VIN: 1G1ZT51886F
Vehicle: 2006 Chevrolet Malibu Sedan 2LT
Lending Institution: Alliant Credit Union
Account No.:
Lending Institution Telephone No.: 1-800-328-1935
Payoff Amount:
Good until date:
Per diem:
Late charges paid:
Late charges due:
No. of payments made:
Total amount of payments made:
Total interest paid to date:
Please return financial information to FAX no. 866-660-2734 to the attention of Sandra Ging, General Motors Legal Department, telephone no. 1-800-231-1841, x21242 10:00 a.m. to 6:30 p.m. Eastern Standard Time.

Privileged and Confidential Information

CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Dianna Barber / Sandra Ging State: NC

Customer Name:	Service Request:	71-532698267	GM Legal File No.: {Number}
Vehicle ID No.: 1G1ZT51886F	In Service Date: 05/27/2006	Vehicle is: New	BAC Code: 163036
Year, Make & Model: 2006 MALIBU SEDA Lien holder: GMAC☐ Other⊠: Alliant		Vehicle Purchased Use Sale Type: Purchase	ed on: N/A ☑ Lease ☐ Other ☐ : {Type}

VEHICLE REPAIR HISTORY

☐ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/28/06	67003	1	3969	C/S THAT THE PASSENGER SIDE WINDOW SWITCH IS LOOSE. INSTALL SOP – VERIFIED BEZEL IS LOOSE – ORDERED PART
09/08/06	68090	1	4378	C/S REQUESTS INSTALLATION OF DOOR TRIM PANEL SOP PART WINDOW SWITCH BEZEL / VERIFIED SWITCH BEZEL ROCKS – REPLACED RIGHT FRONT WINDOW SWITCH BEZEL. VERIFIED FIX
11/16/06	74822	1	7777	C/S THERE IS A RATTLE TYPE NOISE IN THE CENTER DASH ONLY WHEN DRIVING HAPPENS INTERMITTENTLY. IS NOT HAPPENING AT TIME OF WRITE UP – COULD NOT TEST DRIVE BECAUSE OF BAD WEATHER, NEED TO BRING BACK
11/30/06	75959	1	8431	C/S THERE IS A BUZZ/VIBRATION FROM CENTER DASH ON ACCELERATION, POWER BRAKE TO DUPILCATE NOISE, SEE DAN. NORMAL ENGINE VIBRATION CAUSING IPC TRIM GARNISH TO RATTLE REPOSITION AND TIGHTENED IPC TRIM GARNISH PANEL.
07/11/07	97893	*	19051	RATTLE NOISE RH UPPER DASH AREA REFERENCE SERVICE BULLETIN 07-08-111-001. COWL BUZZING ON WIND SHIELD – REPAIR WITH 3M 06397 TAPE PER TSB SERVICE BULLETIN 07-08-111-001
09/18/07	104919	*	21,957	C/S THERE IS A RATTLE IN THE DASH AREA. NORMALLY HEARD ON ACCELERATION. COULD NOT DUPLICATE CUSTOMER'S CONCERN. TEST DROVE VEHICLE REPEATEDLY ON ACCELERATION. NO ABNORMAL NOISE HEARD AT THIS TIME.
				C/S THE VANITY MIRROR COVER ON THE PASSENGER SIDE SILL NOT STARY OPEN. HINGE SPRING BROKEN. REPLACED PASSENGER VISOR MIRROR/DOOR ASSY.
01/02/08				RO frm BSL Auto Services 1 hr labor diagnostic. Strange noise from dash or engine vibration. Felt on windshield not dash

\square ELECTRICAL

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S ONE TIME THE REMOTE WOULD NOT SOUND THE HORN WHEN UNLOCKING. DROVE VEHICLE AND WHEN SHE STOPPED AND PUT SHIFTER INTO PARK, THE DOME LIGHT WOULD NOT COME ON AND THE DOORS WOULD NOT AUTO UNLOCK. RECYCLED THE KEY A FEW TIMES AND THEN IT STARTED WORKING AGAIN. NOT OCCURING AT THE TIME OF THIS WRITEUP. PERFORMED TECH II DIGNOSTICS AND CHECKED FOR STORED DTC'S WORKING TO FACTORY SPECS AT THIS TIME, NO DTC, STORED IN HISTORY.
07/11/07	97893	*	19051	C/S WHEN SHE TAKES THE KEY OUT OF THE IGNITION THE DOORS WON'T LOCK. AT TIMES 2 – NO DTC COULD NOT DUPLICATE
9/18/07	104919	*	21,957	C/S WHEN THE ENGINE IS TURNED OFF, THE DOOR LOCKS WILL NOT UNLOCK AND THE DOME LIGHT INTERMITTENTLY WILL NOT COME ON. TESTED VEHICLE AS DESCRIBED. UNABLE TO DUPLICATE INTERMITANT CONCERN REPEATED ATTEMPTS REVEILED NO PROBLEMS.
				C/S STATES THERE IS AN INTERMITENT CLICKING NOISE LIKE A CARD IN A BIKE WHEEL FROM DASH AREA. ROAD TESTED NUMEROUS TIMES UNABLE TO DUPLICATE OWNER STATED CONCERN

\boxtimes <u>STEERING</u>

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S THE VEHICLE SEEMS TO PULL TO THE LEFT, STEERING SEEMS LIKE IT IS OFF CENTER / OUT OF CALIBRATION – REPROGRAM STEERING TO GM SPECS. C/S VEHICLE PULLS TO THE LEFT. ALIGNED VEHICLE TO SPEC.
11/16/06	74822	*	7777	C/S THE STEERING WHEEL STILL SEEMS OFF CENTER AND SEEMS LIKE VEHICLE IS RIDING ON ICE. DAN RODE WITH CUSTOMER AND COULD NOT DUPLICATE. BUT SAYS THERE IS A ROARING NOISE ON DECLERATION BUT NOT SURE IF IT IS NORMAL. NEED TO COMPARE TO ANOTHER VEHICLE. NO PROBLEMS FOUND, VEHICLE DRIVING STRAIGHT W/ NO PULLS, STEERING WHEEL CENTERED, ROARING SOUND ON DECEL SOUND LIKE NORMAL EXHAUST VIBRATION. TEST DROVE ANOTHER LIKE VEHICLE TO VERIFY CONDITIONS TO BE NORMAL FOR THIS MODULE VEHICLE. NO STEERING PROBLEMS FOUND AND SLIGHT ROAR NOISE ALSO HEARD IN TEST VEHICLE.
12/06/06	76585	*	8657	C/S THE STEERING WHEEL IS OFF CENTER AND IT SOMETIMES STEERS LIKE IT IS ON ICE. UNABLE TO VARIFY CUSTOMERS CONCERN. TEST DROVE VEHICLE ON VARIOUS ROAD SURFACES AND VARIOUS GRADES

OF ROAD AND FOUND THE VEHICLE TO DRIVE AND RESPOND PROPERLY. NOTE: THIS IS A NEW ELECTRONIC SYSTEM AND FEELS SLIGHTLY DIFFERENT FROM THE CONVENTIONAL HYDRAULIC SYSTEM. STEERING SYSTEM FOUND TO BE OPERATING TO GM SPECS.

C/S THERE IS A ROARING NOISE WHEN SLOWING DOWN FROM APPROX 45-50 MPH AND HAS BUZZ FEELING IN PEDAL. ONLY NORMAL NOISE INHERANT TO VEHICLE. TEST DROVE VEHICLE AND FOUND ONLY NORMAL ROAD NOISE. EXHAUST RESONATION, NO EXCESSIVE BUZZ FELT IN PEDALS. TESTED AGAINST ANOTHER SIMILAR VEHICLE ALL CABIN NOISES FOUND AT SAME LEVELS WITH TEST VEHICLE.

07/11/07 97893 1 19051

C/S THE STEERING WHEEL TURNS TOO FAR OR NOT FAR ENOUGH.
FEELS LIKE STEERING INTO ICE AND MAKING NOISE IN CENTER DASH
STEERING BINDING. REPLACE STEERING GEAR PER
TSB 06-02-32-007B

C/S THERE IS A CLICKING NOISE COMING FROM DASH. MTD DASH AREA AT TIMES. LIKE CARD IN BIKE WHEEL. STEERING SHAFT NOISY.

— REPLACE SHAFT PER TSB PIC4294A

09/18/07 104919 * 21,957

C/S THERE IS A SWISHING SOUND UNDER ACCELERATION IN DASH

STEERING SHAFT GROMMET NOT SECURELY-PROPERLY POSITIONED SECURED STEERING SHAFT GROMMET TO FIREWALL

ADJUST ALIGNMENT WAS NECESSARY AFTER STRUT REPLACEMENT AND INSURE THE STEERING WHEEL IS EXACTLY CENTERED. PERFORMED 4 WHEEL ALIGNMENT. RESET TOE ADUSTMENT TO CENTER STEERING WHEEL. IT IS

NORMAL OPERATING CHARACTERISTICS FOR VEHICLE TO DRIFT RIGHT OR LEFT DEPENDING ON CROWN OF ROAD. THIS VEHICLE DRIVES STRAIGHT WITH NO DRIFTING OR PULLING ON FLAT ROAD SURFACES.

⊠ ENGINE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/16/06	74822	*	7777	C/S THE ENGINE HAS EXCESSIVE VIBRATION AT IDLE AT TIMES. FEELS LIKE IT SPUTTERS. NO CHECK ENGINE LIGHT ON / OUT OF CALIBRATION – REPROGRAM PCM TO GM SPEC.
				C/S ONE TIME THE ENGINE SPUN OVER BUT WOULD NOT FIRE. STARTED THE NEXT KEY TURN. – REPROGRAM PCM
11/30/06	75959	*	8431	C/S THE ENGINE IS SPUTTERING/VIBRATION AT IDLE, NO CHECK ENGINE LIGHT. SHOP FOREMAN RODE WITH CUSTOMER AND THINKS IT MAY BE VIBRATION FELT THROUGH THE GAS PEDAL. WANTS TO COMPARE TO ANOTHER VEHICLE. TEST DROVE VEHICLE. NO PROBLEMS FOUND AT THIS TIME, COMPARED TO ANOTHER LIKE VEHICLE AND FOUND THE SAME AMOUNT OF VIBRATION. NO DTC STORED.

12/06/06	76585	1	8657	C/S THE ENGINE IS SPUTTERING AND IDLE VARY. VIBRATION AT IDLE. UNABLE TO DUPLICATE CONCERN/ OPERATING TO GM SPECS SCANNED VEHICLE NO CODES STORED. CHECKED FOR SERVICE BULLETINS AND CALIBRATION UPDATES. NONE APPLY. MONITORED FUEL AND IDLE CONTROL DATA. ALL OK VISUAL INSPECTION OF IGNITION SYSTEM COMPONENTS. EXPERIANCED NO ABNORMAL ENGINE RUNNING CONDITIONS OR UNSTABLE OR VARYING IDLE.	
07/11/07	97893	*	19051	C/S LIKE IDLE ROUGH LIKE CAR WANTS TO CUT OFF – NO DTCS SET NO TSB	
09/18/07	104919	3	21,957	C/S THAT ON COLD START ONLY THERE IS A RATTLE UNDER LENGTH OF VEHICLE. FLEX PIPE PART OF CATALYTIC CONVERTER RATTLES LOUDLY WHEN COLD. REPLACED CONVERTOR ASSY.	
☐ <u>HVAC</u>					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
05/21/07	092748	1	17612	C/S THAT THE A/C BLOWER IS A CARD IN A SPOKE TYPE SOUND INTERMITTENTLY / BLOWER MOTOR BINDING – REPLACE BLOWER MOTOR	
☐ <u>SUSPE</u>	<u>NSION</u>				
07/11/07	97893	*	19051	C/S WHEN GOING OVER BUMPS FRONT END HAS MORE BOUNCE IN FRONT END THAN BEFORE –	
08/03/07	100292	1	20152	RATTLE NOISE FROM FRONT END LIKE SOMETHING LOOSE. C/S EXCESSIVE BOUNCE IN FRONT END. WEAK STRUTS FRONT END / TEST DROVE VEHICLE. "BOUNCE TEST" SHOCK FRONT END. INSPECT FRONT SHOCKS FOR LEAKAGE, OK ORDERED BOTH FRONT SHOCKS.	
09/18/07	104919	*	21,957	C/S FRONT END BOUNCES. WEAK FRONT STRUTS. SHOCK DAMPENING WEAK REPLACED BOTH FRONT STRUTS.	
☐ <u>WHEELS AND TIRES</u>					
09/18/07	104919	*	21,957	C/S WHEN DRIVING OVER BUMPS, VEHICLE IS LOUD. VEHICLE RIDE QUALITY OPERATING AS DESIGNED. UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME, TEST DROVE VEHICLE SEVERAL TIMES OVER VARIOUS ROAD CONDITIONS AND SPEED BUMPS. VEHICLE OPERATING AS DESIGNED. TO IMPROVE RIDE QUALITY AND QUIET RIDE, GM DISTRICT SERVICE MANAGER D. HOWARD APPROVED INSTALLATION OF NEW MICHELIN TIRES. RIDE AFTER INSTALL OF NEW TIRES RESULTED IN GREATLY ENHANCED RIDE QUALITY.	

NORTH CAROLINA LEMON LAW READS:

The number of days the vehicle is out of service must equal: 20 or more business days or

4 or more repairs in any 1 year period

during warranty period

Repair attempts on the vehicle must be: 4 or more for same non-conformity

The time period for presumption is: 2 years / 24,000 miles

Does the North Carolina Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs: N/A Safety-related time period: N/A

The number of repair attempts for this vehicle in the presumption period for dash noise:

3 attempts
Total days out of service during the presumption period:

8 days
Total days out of service during the customer's ownership:

8 days

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Two previous SRs exist regarding this vehicle.

71-546778536 and 71-453133162

Concern: Final repair attempt was scheduled for August 28, 2007, under SR 71-546778536.

Result: Customer missed scheduled test drive and final repair attempt appointment with DVM and dealer.

RECOMMENDATION AND RATIONALE

No Further Adjustment 20 Mar 08 Sandra Ging / BRC Legal / ATX / x41166 / 20 Mar 08

Repurchase demand 12 Mar08

Although the customer is experiencing several issues with his vehicle, repairs have been made under General Motors express warranty as required. The dealership and the district service manager state that existing issues with the vehicle are comparable to those in like vehicles and that a number of the customer's concerns could not be duplicated. Therefore, it is recommended that a cash offer of \$3000 be awarded to the customer for inconvenience and attorneys fees.

Sandra Ging / BRC Legal / ATX / 10 Sept 07

REASON FOR REMOVAL

CRS FINAL OFFER: {CASH/REP/TRADE}: DATE: {Date} OFFER TO CUST: \${Amount}

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL {CASH/REP/TRADE}: DATE: {Date} AMOUNT TO CUST: \${Amount}

DEMAND:

ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

TEAM LEAD APPROVING: {Name} Date: {Date}



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

VIA FAX ONLY

October 8, 2007

Ms. Marguerite E. Huggins Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

We received your facsimile of October 4, 2007, stating replacement or repurchase and found additional repair orders attached. However, in order to proceed with this case, the previously requested registration form and lien holder information are required. Please forward these documents as quickly as possible to facilitate an early settlement.

Please refer to the service request number 71-532698267 when contacting our Business Resource Center at 1-800-231-1841, X21242 or at FAX no. 1-866-660-2734 during Monday through Friday between the hours of 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,

Sandra Ging General Motors Corporation















2006 MALIBU SEDAN 2LT /V6G 21U LASER BLUE METALLIC 83C TITANIUM ORDER NO. JRORDX/TRE STOCK NO. VIN 1G1 ZT51 88 6F

CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER DETROIT MI 48243-1114

VEHICLE INVOICE 1AD79113253

MSRP INV AMT RETAIL - STOCK 20925.00 19355.63 INVOICE 12/13/05 N/C SHIPPED 12/13/05 N/C N/C N/C N/C EXP I/T 01/01/06 N/C INT COM 01/03/06

PRC EFF 12/13/05 KEYS G0003 G0003 WFP-S QTR OPT-1 BANK: GMAC - 023 CHG-TO 16-449

SHIP WT: 3195 HP: GMS: 19427.88 SUPPLR: 20298.76 MRM: 21550.00 MEMO 971.25

TOTAL MODEL & OPTIONS 20925.00 19355.63 ACT 231 19352.88 625.00 H/B 261 627.75 625.00 DESTINATION CHARGE LAM DEALER CONTRIBUTION 221.81 ADV 261 221.81 104.63 EXP 65A 104.63 LAM GROUP CONTRIBUTION

TOTAL 21550.00 20307.07 PAY 310 20307.07

MEMO: TOTAL LESS HOLDBACK AND

MODEL & FACTORY OPTIONS

1ZT69 MALIBU SEDAN 2LT FE9 50-STATE EMISSIONS LX9 3.5L V6 ENGINE

MX0 4-SPEED AUTO TRANSMISSION

APPROX WHOLESALE FINANCE CREDIT 19365.44

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.

REMIT TO GMAC NO. 023

DUE 01/03/06 DEALER 16-449

JEFF GORDON CHEVROLET









GMC

General Motors Business Resource Center

Ms. Marguerite E. Huggins

Company:

Postlethwait, Huggins & Morrison, Attorneys at Law

Fax:

19192862820

Phone:

Sandra E. Ging

866-660-2734

Phone:

800-231-1841 ext. 21242

E-mail:

cc:

4 pages to follow

NOTES:

Client:

Vehicle: 2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT5188F

Attached is an offer letter regarding numbers with your reply.

vehicle. Please contact me at the following

Sincerely,

Sandra E. Ging

Telephone: 1-800-231-1841, X21242

Facsimile: 1-866-660-1841

Repair orders - we'd held a replacement or repurchase. Thanks, Migle



228 South College Road - Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

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228 South College Road • Wilmington, NC 28403 Sales (910) 751-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 950-1385

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228 South Collège Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shep (910) 350-1399 • Parte (910) 350-1385

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226 South College Road • Wilmington, NC 28463 Sales (910) 791-2424 - Service (910) 350-1400 - Body Shop (910) 350-1399 - Parts (910) 250-1385

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FAX

Date: 🞸 - 🞾

Number of pages:

9103501380

To: Dianna Burlar

Here you bu!

From: Carey Walters

Service BDC

Coordinator

Remarks:

Jeff Gordon Chevrolet Service Department 228 South College Rd. Wilmington, NC 28403 Phone 910-350-1400 Fax 910-798-2783



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CELL: '94097 CUSTOMER NO. FORM TILGHMAN 20339 FAG N NOSFIZE/07 ~cvcs92748 ICENSE NO 17,612 LASER BLUE 5 E 1872 ргаха**н** мада**162** 1 O6/CHEVROLET/MALIBU/4DR SDN DELIVERY DATE SOUTHPORT, NC V重に**は**でかって T 5 1 8 8 6 F ELLING DEALER NO PRODUCTION SATE ⋴**७५**/21/07 MO: 17614 TECH(S):129922 89815 11.37 TERMS: CASH UNLESS ARRANGEMENTS MADE. *LUBE. GIL, FILTER IECH(S):129922 890
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UNDER HOOD FLUID LEVELS TO PROPER LEVELS. WARRANTY DISCLAIMER Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express PARTS ------QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICEor implied, including any implied war-JOB # 1 JOB # 1 FILTER 1.836 25010792 4.00 4.00 ranty of merchantability or fitness for a Q-STATE 11.60 11.60 particular purpose and neither assumes. JOB # 1 TOTAL PARTS 15.60 nor authorizes any other person to JOB # 1 TOTAL LABOR & PARTS 26.97assume for it any liability in connection with the sale of this item/items. J# 2 20CVZ HEAT/AIR CON TECH(S):89815 WARRANTY CUSTOMER STATES THAT THE A/C BLOWER IS A CARD IN A SPOKE SHOP MATERIALS TYPE SOUND INTERMITTENTLY. BLOWER MOTOR BINDING This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubos, REPACE BLOWER MOTOR shop towels, etc. A full list of these supplies is available for your inspection at the cashier's dosk PARTS-----QTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE-ENVIRONMENTAL COMPLIANCE CHARGE ENVIRONMENTAL COMPLIANCE CHARGE Maythrings and reparking varies on an eventiles involved the data of attention loads and promoting which the data of attention loads and generation of wholese (southerns with causalistic load, software data), that must be interest, managed and elegancy of the agent compliance with foderal, data and load construents regulations. We assume the property of a software compliance of the agent of the age JOB # 2 1 15841258 MOTOR KIT 8.855 WARRANTY JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 JOB # A SHW SHOP SUPPLIES NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF VIRIL, 1980 (TOTAL - MISC OR ANY OTHER CAUSE BLYOND OUR CONTROL TOTALS THE REPAIRED VEHICLE WILL BE HELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE LICO-ISTERED OWNER OR PERSON AUTHORIZING REPAIRS TOTAL LABOR.... TOTAL PARTS.... 15.60 * Our goal is to make you "COMPLETELY SATISFIED" with each *
* service visit. Please contact "CAREY WALTERS AT 910-409 *
* 6063" or e-mail us at JG.Service@HendrickAuto.com to let * TOTAL SUBLET... 0.00 TOTAL G.O.G.... TOTAL MISC CHG. 0.00 1.14 us know what we could have done or can do to make your TOTAL MISC DISC 0.00 TOTAL TAX..... 1.05 TOTAL INVOICE \$ Goodwrench Thank You 29.16 TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to serving you in the future. CUSTOMER SIGNATURE DUPLICATE INVOICE PAGE 1 OF 1 CHEVROL









CSNC

General Motors Business Resource Center

FAX

To: Ms. Marguerite Huggins, Esq.

Company: Postlethwait, Huggins & Morrison

Fax: 19192862820 Phone: 19192864204

From: Sandra E. Ging

Fax: 866-660-2734

Phone: 800-231-1841 ext. 41166

E-mail:

CC:

We can settle this to

NOTES:

20 March 2008

Client:

Vehicle: 2006 Malibu Sedan 2LT

Dear Ms. Huggins:

Attached is General Motor Corporation's response to your demand letter dated 12 March 2008. Please consider our previous offer carefully.

The year on the registration form provided earlier is difficult to read. Please provide a current registration if our offer is accepted along with a W-9 for your firm. I look forward to closing this case with you. Please let us know your response.

Sincerely, Sandra Ging

Regis to Follow tomorrow



General Motors Comparation Business Resource Conter PO Box 53:70 Octobic Mt 48232-5170

VIA FAX ONLY

September 28, 2007

Ms. Marguerite E. Huggins Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

We regret that your client is dissatisfied with his 2006 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.

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 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 \$3,000.00.

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

Your client(s) would retain the vehicle.

















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

VIA FAX ONLY

March 20, 2008

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S Park Dr Ste 250 Durham, NC 27713-7736

RE:

Service Request: 71-532698267

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51886F

Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

We have received your rejection of our settlement offer, dated March 12, 2008. After further review, we do not believe that additional adjustment of our settlement offer, dated September 28, 2008, is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841, extension 41166, Monday through Friday between 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0103 V07092007















STATE OF NORTH CAROLINA

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To: Emily Butler GMC 866.270.0204 5 pages

RELEASE OF CLAIM

thereinafter referred to as "Releasor"), on behalf of myself and my assigns. heirs and executors, in consideration of \$3,000.00 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 purchase, repair, maintenance, operation, alteration, or use of Releasor 2006 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT51886F ("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/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

33*A*9 on the date of the signing of this release. The subject vehicle's mileage is

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.

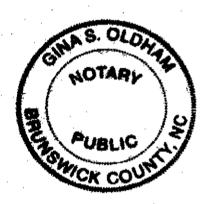
PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DATE SIGNED: 5-16-08	. •
•	
	Claimant's Signature
Address	Address
SOUTHPOFT NC	
City, State, Zip Code	City, State, Zip Code

STATE OF North Caroling COUNTY OF Brunewick

Sworn to (or affir by James Andrew Bacchi.	med) and subscribed before me this 16 day of 10 , 2008
	Signature of Notary Public
	Gina S Oldham
	Print, type or stamp Commissioned Name of Notary Public Personally KnownOR Produced identification
	Type of identification
4	My commission expires: 10 - 28 - 2008



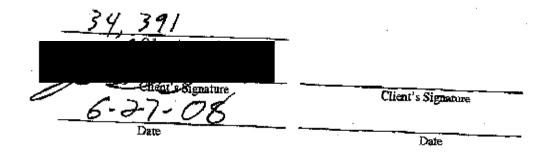
June 24, 2008 Page 2

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.

Flease refer to the service request number 71-532698267 when contacting our Business Resource Center at I-800-231-1841, X21242 or at FAX no. 1-866-660-2734 during Monday through Friday between the hours of 10:00 a.m. and 6:30 p.m., Eastern Standard Time.

Sincerely,

Sandra Ging General Motors Corporation



Fax to: 919.286.2820 (Margie) 866.660.2734 (GMC) (Sandra Ging)







مسر وبريد عد



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(Rev. January 2005 Department of the Treasury

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the iRS

internal	Revenue Service					1
N.	Name (as shown on your income tax return)					
paga	Postlethwait, Huggins, & Morrison					
5	Business name, if different from above		· ·	- TEUL:		· · · · · · · · · · · · · · · · · · ·
or type ructions	Check appropriate box: Sole proprietor	Corporation	Partnership	Other ►		Exempt from backup withholding
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Print Specific Inst	City, state, and ZIP code Durham, North Carolina		<u> </u>			
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Part	II Certification					· · · · · · · · · · · · · · · · · · ·

Under penalties of perjury, I certify that:

- 1. The number shown on this form is my correct taxpayer identification number (or t am waiting for a number to be issued to me), and
- 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a fallure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- 3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have falled to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TiN, (See the

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Here	U.S. person ►	Date >	1/07082
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Purpo	se of Form ^I		3

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- 2. Certify that you are not subject to backup withholding, or
- 3. Claim exemption from backup withholding if you are a U.S. exempt payee.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes you are considered a person if you

- An individual who is a citizen or resident of the United
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or

 Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entitles).

Nonresident alien who becomes a resident alien, Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

- The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
 - The treaty article addressing the income.
- 3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

Fax Server

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2/14/2008 9:45:28 AM 1/001 PAGE Fax Server

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- 1. Certify that the TIN you are giving is correct (or you are waiting for a reunber to be issued),
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- or 3 Claim exemption from backup withholding if you are a U.S. exempt payee.

Note, If a requester gives you a form other than Form W-9 to request your TIM, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes you are considered a person if you

- · An inclvidual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or

 Am) estate (other than a foreign estate) or trust. See Regulations sections 301.7701-8(s) and 7(a) for additional information.

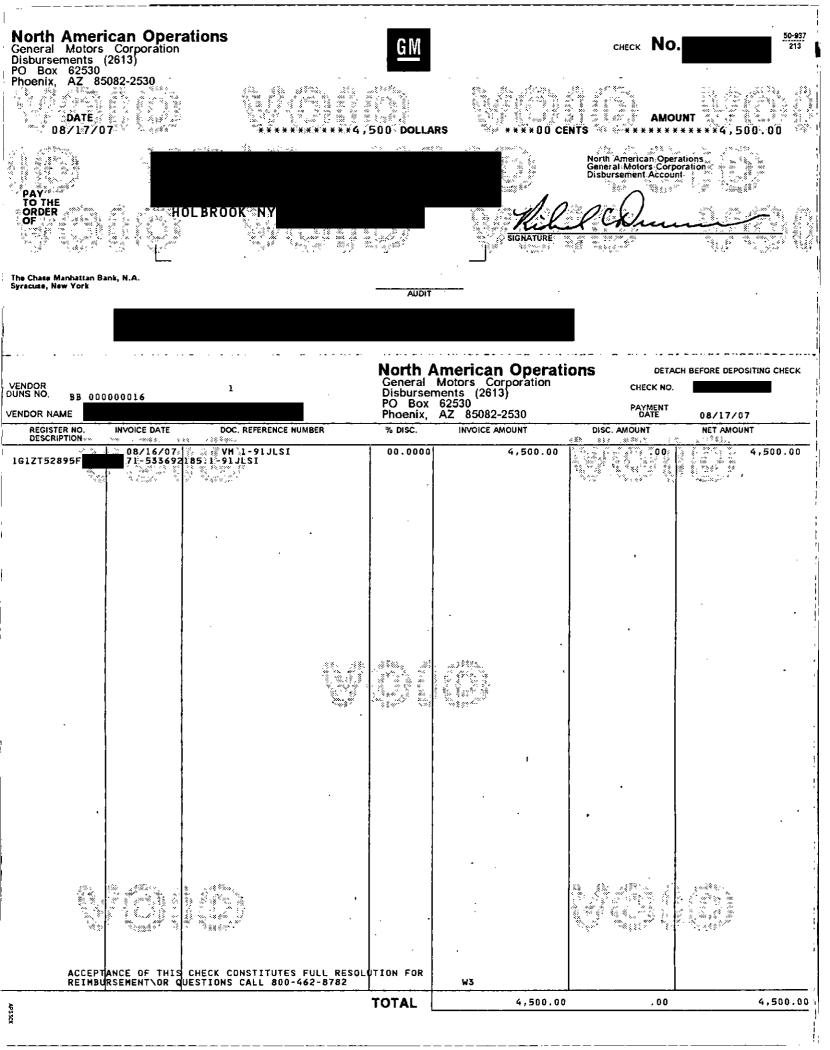
Foreign person. If you are a foreign person, do not use Form W-9, instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Norrealdent Aliens and Foreign Entities).

Nonesided alien who becomes a resident eller. Generally, only a nonreaktent allen individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most ten freaties contain a provision known as a "searing trause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alon who is relying on an exception contained in the saving clause of a lax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-B that specifies the following live items:

- The freaty country, Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident sten.
 - 2. The treaty article addressing the income.
- 3. The article remoter (or location) in the tax treaty that contains the saving clause and its exceptions.

Form W-9 (Apr. 1-2005)



August 13, 2007

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

RE: v. General Motors Corporation

Service Request: 71-533692185 2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52895F

Customer Relationship Specialist: Monica Baeza

Dear Mr. Simanovsky:

Enclosed please find a check in the amount of \$4,500.00 made payable to Alex Simanovsky & Associates to settle the above-referenced case.

and

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 V07092007 2005 MALIBU LS SEDAN CHEVROLET MOTOR DIVISION /V6G 25U DARK BLUE METALLIC GENERAL MOTORS CORPORATION 14E GRAY CUSTOM CLOTH 100 RENAISSANCE CENTER ORDER NO. HPBF8B/TRE STOCK NO. DETROIT MI 48243-1114 VIN 1G1 ZT52 89 5F VEHICLE INVOICE 1AD51330842 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 12T69 MALIBU LS SEDAN 21150.00 19352.25 INVOICE 10/08/04 AP3 REMOTE VEHICLE STARTER SYSTEM 150.00 135.00 SHIPPED 10/08/04 B37 FLOOR MATS 80.00 72.00 EXP I/T 10/22/04 LX9 3.5L V6 ENGINE 0.00 0.00 INT COM 10/22/04

> SHIP WT: 3157 GMS: 19617.85 SUPPLR: 20497.28 MRM: 22005.00 DAN: 82604 MEMO 994.00

BANK: GMAC - 103 CHG-TO 02-280

0.00 PRC EFF 10/08/04 N/C KEYS G0548 G0548 0.00 WFP-F QTR OPT-1

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MX0 4-SPEED AUTO TRANSMISSION 0.00
NE1 50-STATE EMISSIONS N/C
VK3 FRONT LICENSE PLATE BRACKET 0.00

APPROX WHOLESALE FINANCE CREDIT 19546.30

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

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

JACK'S CHEVROLET-OLDSMOBILE-PONTIAC,

VIN 1G1ZT52895F 1AD51330842 DUE 10/22/04 DEALER 02-280

REMIT TO GMAC NO. 103

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

115 BROAD AVENUE PALISADES PARK, NJ 07650

PH: 201-414-4295 FACSIMILE: 800-304-4295

FACSIMILE TRANSMITTAL SHEET

TO: Monica Baeza

FROM: Elton Bozanian

COMPANY: General Motors

DATE: 8/2/2007

FAX NUMBER: (866)233-2952

TOTAL NO. OF PAGES: 3

RE:

v. General Motors

Our Client:

Vehicle:

2005 Chevy Malibu

VIN:

1G1ZT52895F

Date of purchase:

07/05/05

Our File No.:

NY07-10222

COMMENTS:

Dear Ms. Baeza,

Please find the enclosed signed offer letter confirming acceptance of General Motors' settlement offer of \$4,500.00 inclusive of attorneys fees. We will be forwarding the executed release as soon as we receive it from our client.

Thank you,

ELTON BOZANIAN

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, M1 48232-5170

VIA FAX ONLY

August 1, 2007

Elton Bozanian, Esq. Alex Simanovsky & Associates, LLC 115 Broad Ave Palisades Park, NJ 07650-1441

RE:

Service Request: 71-533692185

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52895F

Customer Relationship Specialist: Monica Baeza

Dear Mr. Bozanian:

We regret that your client(s) is dissatisfied with his 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 \$ 4,500.

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













August	1,	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.

38,010	
Odometer	
Client's Signature	Client's Signature
8/2/07	
Date	Date



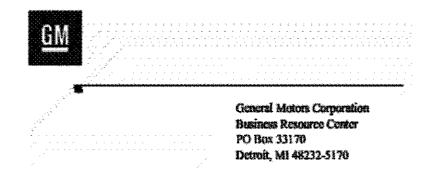












July 3, 2007

VIA FAX ONLY

Elton Bozanian, Esq. Alex Simanovsky & Associates, LLC 115 Broad Ave Palisades Park, NJ 07650-1441

RE:

Service Request: 71-533692185

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52895H

Dear Mr. Bozanian:

This is to advise that General Motors is in receipt of the above referenced case dated June 25, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted by Monica Baeza in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

	Copy of owner's current title and/or registration		Finance agreement
\boxtimes	Other: Release of Lien	\boxtimes	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 Na	
(Lien holder Na	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ding my loan account #(Account Number)
	(Account Number)
with(Lien holder Name)	
(Lien holder Name)	
to General Motors Corporation, including loan payoff amount, and per diem inform	ng but not limited to a complete payment history of my account, mation.
Date	
V	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V6302006	





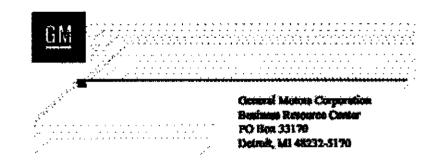












VIA FAX ONLY

July 3, 2007

Trish Rostron
Office Manager
Sun Auto Group
4825 Sunrise Hwy
Bohemia, NY 11716-4611

RE:

Service Request: 71-533692185

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52895F

Legal Research Specialist: Rachal Ross

Dear Ms. Rostron:

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 me at 1-866-790-5600 extension 11141 Monday through Friday between 8:00 a.m. and 3:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



















SALES, PARTS AND SERVICE (631) 589-3100 FAX (631) 244-8083 DEALER FACILITY NO. 708 4905

DATE: 97/95/95

SALESMAN: HUTCHINSON, BRYAN J

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GMAC FLEXIBLE FINANCE PLAN

Contract Number Dealer Number DEAL# 60863 Creditor (Seller name and address) Buyer (and Co-Buyer) - Name and address (include county and zip code) SUN AUTO GROUP 4825 SUNRISE HIGHWAY BOHENIA, NY 11716 HITE BROOK NY HOLBROOK NY SUFFOLK You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis. Primary Use for Which Purchased Vehicle Identification No. 🗶 🗀 personal, family, or household 🔲 agricultural Make and Model Year New or Used □ business 1G1ZT52895F1 CHEVROLET MAL IBU 2005 NEW Model Make Year Your trade-in is a: Insurance. You may buy the physical damage FEDERAL TRUTH-IN-LENDING DISCLOSURES insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are Total Sale Price Total of Payments not required to buy any other insurance to obtain Amount FINANCE ANNUAL The total cost of The amount you Financed credit. Your decision to buy or not buy other PERCENTAGE CHARGE your purchase on will have paid after The amount of The dollar insurance will not be a factor in the credit approval RATE credit, including you have made all credit provided to The cost of your amount the your downpayment payments as you or on your credit will cost credit as a yearly If any insurance is checked below, policies or of \$ 2129.25 is scheduled. behalf. you. rate. certificates from the named insurance companies will 27145.50 25016.25 21915.97 31**00.** 28 describe the terms and conditions. 6. 60 Your Payment Schedule Will Be: Check the insurance you want and sign below: Or as When Payments Amount Number Optional Credit Insurance. Follows Are Due of Payments of Payments □ Credit Life: □ Buyer □ Co-Buyer □ Both Monthly beginning 48/95/95 362.67 NE FINAL PRYMENT OF 12322, 80 ☐ Credit Disability (Buyer Only) **07/05/08** Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late Premium: charge of 5% of the part of the payment that is late, with a minimum charge of \$1. Credit Life \$ ____ Prepayment. If you pay off all your debt early, you will not have to pay a penalty. Credit Disability \$ ___ N/A Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about (Insurance Company) nonpayment, default, any required repayment in full before the scheduled date, and security interest. (Home Office Address) Credit life insurance and credit disability insurance ITEMIZATION OF AMOUNT FINANCED are not required to obtain credit. Your decision to \$ 21515.97 (1) 1 Cash price (including any accessories, services, and taxes) buy or not buy credit life insurance and credit 2 Total downpayment = (If negative enter "0" and see line 4H below) disability insurance will not be a factor in the credit approval process. They will not be provided unless N/A -payoff by seller \$ N/A you sign and agree to pay the extra cost. Credit life Gross trade-in \$ 2129,25 + cash \$ insurance pays only the amount you would owe if = net trade-in \$ N/A 2129.25 ⁽²⁾ you paid all your payments on time. Credit disability \$ + other (describe) insurance does not cover any increase in your \$ 19386<u>. 72</u> 3 Unpaid balance of cash price (1 minus 2) payment or in the number of payments. Coverage 4 Other charges including amounts paid to others on your behalf (Seller may for credit life insurance and credit disability insurance ends on the original due date for the last keep part of these amounts.): payment unless a different term for the insurance is A Cost of optional credit insurance paid to the insurance company or companies shown below. N/A Life Other Insurance. N/A N/A \$ Disability N/A B Other insurance paid to the insurance company \$ Term Type of Insurance N/A C Official fees paid to government agencies Premium 🐉 🔼 N/A D Government taxes not included in cash price E Government license and/or registration fees <u> 32. 75</u> (Insurance Company) F Government certificate of title fees NZA G Other charges (Seller must identify who is paid and (Home Office Address) I want the insurance checked above. describe purpose.) 12.50MASTE TIRE FEES tOSTATE OF MY IGERVICE CONTR IGERVICE CONT \$ 2488.88 Date Buyer Signature 45. 99 **ISUN AUTO GROU** <u> Mocumentatio</u>

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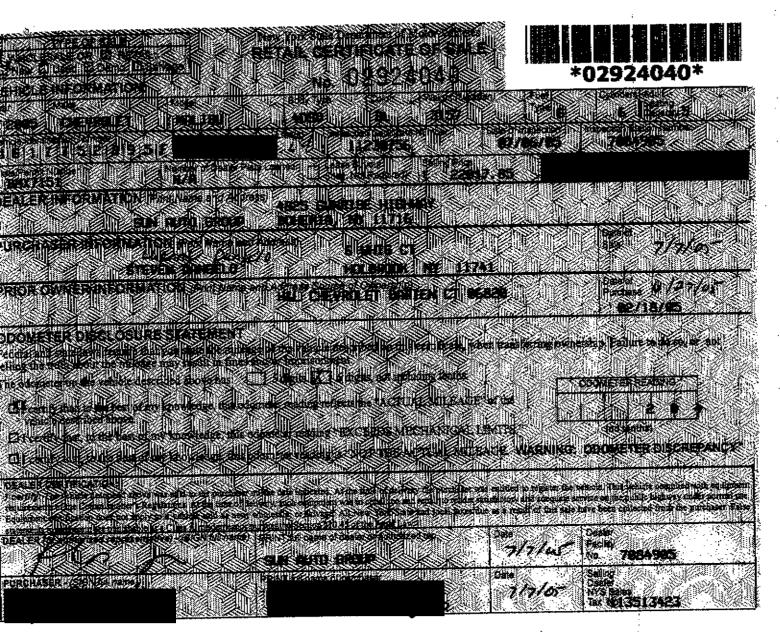
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ANY CHANGE OR ALTERATION VOIDS THIS CERTIFICATE



CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: (or see attached li	st*)
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) V to the down payment of this vehicle, (b) where permissible customer incentive(s) be applied: (a) V to the down payment of this vehicle, (b) where permissible customer incentive(s) be applied: (a) V to the down payment of this vehicle, (b) where permissible customer incentive and final price incentive applied: (b) Where permissible applied: (c) A check be issued in my name by Dealer named below: (c) A check be issued in my name by Dealer named below: (c) GM Incentive Code (c) C	with
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	
I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/lessed to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and to me by the Dealer named below. This vehicle was purchased/leased in Item Dealer named below. This vehicle was purchased/leased in Item Dealer named purchased/leased in Item Dealer named nam	t and enced
Authorized Dealer Signature: Dealership Name: Dealer Signature: SUN AUTO GROUP Dealer Code: Od-10(CADIJIA: d3 - 017	<u> </u>

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 Dool File CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC Copy #2 - Customer Copy #1 - Dealer

Bohemia Auto Group, Inc. D/B/A 1203701 89744 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 DUPLICATE 1 HOLBROOK, NY FAX: 631-244-8083 PAGE 1 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 311 JOHN BIRRO COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG 05 BLUE CHEVROLET MALIBU 1G1ZT52895F 35576/35579 DEL DATE PROD DATE WARR EXP. PROMISED PO NO RATE PAYMENT INV DATE OSJULOS DD 18:00 29 MAY07 VARIBL | CASH 29 MAY07 R.O. OPENED STK: 2118 ENG: 3.5 Liter SFI TRN: MXO READY 1) DENT L/R FENDER 2) ** NGW ** NO NPF'S ** 08:45 29 MAY07 116:20 29 MAY07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET A CUST STATES; THUMPING NOISE FROM STEERING ON TURNS. CHECK & REPORT. CAUSE: STR GEAR FAILURE E9740 GEAR ASSEMBLY, POWER STEERING REPLACE 303 CRAIG HERPFER LIC#: W 1.40 1.40 3640 13479 134.79 1 15858368 GEAR 217.34 15524 21734 o. 272.35 217.34 1 NPN FOAM TAPE 100 160 0 1.60 1.60 FC: 4X COUNT: 2 CLAIM TYPE: AUTH CODE: 21894 TPARTS 15624 3640 13479 TLABOR 35576 STR GEAR FAILURE PERFORM PROCEEDURE AS PER TSB #06-02-32-007B, RESULTS FOOR. INSTALLED STEERING GEAR ASSY, 0.4 OLH B** TWO WAY SHUTTLE CAUSE: SHUTTLE Z7911 TWO WAY SHUTTLE $\mathbf{p}_{\mathbf{q}} = \mathbf{p}_{\mathbf{q}} +$ FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: Ö O TPARTS elikusus savas tarappa saarandas valuada valudab lulkista. 0 OTLABOR SUBL SUN SHUTTLE PO# W 1000 1000 10.00 10.00 35579 SHUTTLE SUN SHUTTLE I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PART'S DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE TO THEPT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS LAROR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MONDAY-FRIDAY MISC. CHARGES 7:30 am - 5:00 pm TOTAL CHARGES SATURDAY LBSS DISCOUNT 8:30 am - 2:00 pm XAT SAIAS LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT

Bohemia Auto Group, Inc. D/B/A 1203701 89744 SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 DUPLICATE 1 FAX: 631-244-8083 HOLBROOK, NY PAGE 2 www.sunautogroup.net HOME: BUS: JOHN BIRRO SERVICE ADVISOR: 311 LICENSE MILEAGE IN/ OUT TAG YEAR MAKE/MODEL COLOR VIN 35576/35579 05 1,G1ZT52895F BLUE CHEVROLET MALIBU INV DATE DEL DATE PROD DATE WARR EXP. PROMISED: PO NO. RATE PAYMENT 29 MAY07 18:00 29 MAY07 VARIBL | CASH OSJULOS DD R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MXO L) DENT L/R FENDER 2) ** NGW** NO NPF' S** 08:45 29MAY07 16:20 29MAY07 TOTAL LINE OPCODE TECH TYPE A/HRS S/HRS SALE COMP LIST NET COST DECLINED 30,000 MILE SERVICESDECLINED WHEEL ALI **TGNMENT.** SALE COST CONTROL ACCOUNT SALE COST CONTROL ACCOUNT 21894 15624 46200 13479 3640 48000 36373 ***** 1000 1000 26300 political polici decembrada diselectricale a contenta de la basa de la circa internación de la contenta del co casaccadal e essendose soas adacereas estada estrosas case à realizada e 1994 e 1994 del Sala de 1994 y escibi COST, SALE, & COMP TOTALS 20264 36373 Ò COST, SALE, & COMP TOTALS 20

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COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR
DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE
TO THEFT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND
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TO BE PERPORMED ONLY AT SELLER'S PLACE OP BUSINESS. DESCRIPTION TOTALS 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT GAS, OIL, LUBE 0.00 0.00 SUBLET AMOUNT MONDAY-FRIDAY 0.00 MISC. CHARGES 7:30 am - 5:00 pm 0.00 TOTAL CHARGES <u>SATURDAY</u> LESS DISCOUNT 0.00 8:30 am - 2:00 pm 0.00 SAIRS TAX LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY 0.00

CUSTOMER #:1203701

Bohemia Auto Group, Inc. D/B/A



AUTO GROUP

4825 SUNRISE HWY. BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100

FAX: 631-244-8083 www.sunautogroup.net

HOLBROOK, NY NYS MV R/S REG. NO. 708 4905 BUS: HOME: SERVICE ADVISOR: 311 BIRRO, JOHN EICENSE MAKEMODEL COLOR YEAR 1G1ZT52895F CHEVROLET MALIBU RATE PAYMENT PROMISED PO NO. PROD DATE WARR EXP. VARIBL 18:00 29MAY07 05JUL05 DD STK:2118 ENG:3.5 Liter SFI TRN:MX0 OPTIONS: R.O. OPENED READY 1)DENT L/R FENDER 2)**NGW**NO NPF'S** 29MAY2007 08:45 DESCRIPTIONS/INSTRUCTIONS TYPE LINE OP CODE FLAT TECH. CUST. STTAES; THUMPING NOISE FROM STEERING ON CP0.60 TURNS., CHECK & REPORT. diagnostic fee for this service reques**d** is AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THES CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADMITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE EST: MISC 120.00 TOTAL 120.00 Okismobile I UNDERSTAND THAT YOU MAY NEED TO PERFORM AND CPROAD 0,60 EXTENDED OR OVERNIGHT ROAD TEST FOR MY CONCERNS. I HERE BY GIVE MY PERMISSION TO DO SO I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR CPNOTE DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. *******************

WORKORDER

PAGE 2

Preliminary Estimate 🗦 \$120.00

+ 50N shottle

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE YARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF **BUSINESS**

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Bohemia Auto Group, Inc. D/B/A 1203701 89699 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 ACCOUNTING 631-589-3100 HOLBROOK, NY PAGE 1 FAX: 631-244-8083 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 252 MICHAEL RITTER COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN OUT DAT 1G1ZT52895F BLUE 05 35309/35309 CHEVROLET MALIBU DEL DATE PROD DATE WARR EXP PROMISED PO NO. RATE PAYMENT INV. DATE 05JUL05 DD 18:00 25MAY07 VARIBL CASH 25 MAY07 R.O. OPRNED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 1) DENT L/R FENDER 2) ** NGW ** NO NPF'S ** 07:52 25MAY07 13:27 25MAY07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP TOTAL LIST NET A CUSTOMER STATES CHECK FOR A THUMPPING SOUND WHEN BRAKING AND MAKING A RIGHT TURN RS CUSTOMER COULD NOT LEAVE VEHICLE FOR SERVICE; RESCHEDULED. 99 CP 0.00 0.00 0.00 ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 46000 ٥ o and the state of the second of BBB 19 100 (consequent se verseur) con el regere, par la parte de acción gons degit al garga gala a seg ARK ERREPERE PEREKATAN PEREKATAN PEREKATAN PEREKATAN PEREKERAN PEREKERAN PEREKANAN PEREKAN PEREKANAN PEREKANAN 3844 MEDICA FART DE SORO NOCCOMO DE PORRESENTO O POPO ENTRE SERVE REPRENTANTE E REPRESENTANTE DE REPRESENTANTE DE REPRESENTANTA DE PROPERTIE DE POPO D COST, SALE, & COMP TOTALS Ö Ö Ö I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE TO THEPT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS 0.00 LABOR AMOUNT PARTS AMOUNT 0.00 0.00 GAS, OIL, LUBE SUBLET AMOUNT 0.00 MONDAY-FRIDAY 0.00 MISC. CHARGES 7:30 am - 5:00 pm 0.00 TOTAL CHARGES SATURDAY 0.00 LESS DISCOUNT 8:30 am - 2:00 pm SALES TAX 0.00 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY
THIS AMOUNT 0.00

Bohemia Auto Group, Inc. D/B/A

89699

WORKORDER

AUTO GROUP

4825 SUNRISE HWY. BOHEMIA, NY 11716

PAGE 2

MAIN NUMBER: 631-589-3100 FAX: 631-244-8083

www.sunautogroup.net

NYS MV R/S REG. NO. 708 4905

HOLBROOK, NY

CUSTOMER #:1203701

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I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

Bohemia Auto Group, Inc. D/B/A 1203701 78362 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTI NG* 631-589-3100 HOLBROOK, NY PAGE 1 FAX: 631-244-8083 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 263 EFRAIN NIEVES COLOR YEAR MAKE/MODEL LICENSE | MILEAGE IN OUT TAG VIN 14944/14944 BLUE 05 CHEVROLET MALIBU 1G1ZT52895F DEL DATE PROD. DATE WARR EXP. PROMISED PO NO. PAYMENT INV DATE RATE 05JUL05 IS 18:00 21 MARO6 VARIBL 21 MAR2006 CASH R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 l) DENT L/R FENDER 08:08 21 MAR06 08:39 21 MAR 06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP TOTAL LIST \overline{NET} A LUBE, OIL & FILTER UP TO SQTS PREMIUM GRADE MOTOR OIL, CHECK TIRE PRESSURE AND UNDER HOOD FLUID LEVELS. 3K Lube, OIL & Filter up to 5QTS premium grade MOTOR OIL, CHECK TIRE PRESSURE AND UNDER HOOD FLUID LEVELS. 188 TRAN, TUAN THANH LIC#: BN69 INP 0.50 0.50 1150 2295 22.95 22.95 0 2.39 5 OIL OIL 520 700 1.40 7.00 100. mm i 100. **i 100 i * B DECLINED 15,000 MILES SERVICE DI5K DECLINED 15,000 MILES SERVICE 99 ISP 0.00 0.00 Ò 0.00 0.00 ACCOUNT SALE COST CONTROL ACCOUNT COST CONTROL 48100 500 250 32400 198 0 1501: 4 (1) · 你**多69.3**第5.老老老老老老老老的第三形式 6704 0 · · · ** COST, SALE, & COMP TOTALS 1<u>920</u> 34<u>95</u> I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE TO THEPT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT GAS, OIL LUBE 0.00 0.00 SUBLET AMOUNT MONDAY-FRIDAY 0.00 MISC. CHARGES 7:30 am - 5:00 pm 0.00 TOTAL CHARGES SATURDAY LESS DISCOUNT 0.00 8:30 am - 2:00 pm SALES TAX 0.00 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT 0.00

Bohemia Auto Group, Inc. D/B/A 1203701 86831 SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 HOLBROOK, NY FAX: 631-244-8083 PAGE 1 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 311 JOHN BIRRO COLOR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG NN BLUE 05 CHEVROLET MALIBU 1G1ZT52895F 29846/29846 DEL DATE PROD DATE WARR EXP PROMISELY PAYMENT INV DATE PO NO. RATE 05JUL05 IS WAIT 05FEB07 VARIBL CASH 05FEB07 RO OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 1) DENT L/R FENDER 2) ** NGW \overline{\pi} * NO N \overline{\pi} F' S * * 08:27 05FEB07 09:24 05FEB07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP TOTAL LIST NET A CUST. STATES; REARVIEW MIRROR FEEL OFF., CHECK & REPORT. CAUSE: MIRROR FAILURE C0040 MIRROR, INSIDE REARVIEW REPLACE 485 RONALD LANG LIC#: W 0.30 0.30 780 2888 28.88 1 25603373 MIRROR Ö 4457 6240 75.54 62.40 62**.40** PC: EK PART#: 25603373 CLAIM TYPE: AUTH CODE; 6240 TPARTS 4457 780 2888 TLABOR INSTALL INSIDE REARVIEW MIRROR DECLINED 30,000 MILE SERVICES ACCOUNT COST COST SALE CONTROL ACCOUNT SALE CONTROL 46200 2888 780 48000 6240 4457 26300 9128 COST, SALE, & COMP TOTALS 5237 9128 I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING E QUALITY CONTROL I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL THE WARRANTY POR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBB 0.00 SUBLET AMOUNT MONDAY-FRIDAY 0.00 7:30 am - 5:00 pm MISC. CHARGES 0.00 TOTAL CHARGES <u>SATURDAY</u> LESS DISCOUNT 0.00 8:30 am - 2:00 pm 0.00 SALES TAX LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL MYS MV R/S. REG. NO. 708 4905 PLEASE PAY
THIS AMOUNT 0.00

CUSTOMER #:1203701

HOLBROOK, NY

86831

SUN AUTO GROUP

WORKORDER

4825 SUNRISE HWY. · BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100

PAGE 2

FAX: 631-244-8083

WWW.sunautogroup.net NYS MV R/S REG. NO. 708 4905

HOME BUS: SERVICE ADVISOR: 311 BIRRO, JOHN MAKE/MODEL MILEAGE IN OUT COLOR CHEVROLET MALIBU BLUE **DEL DATE** PROD. DATE WARR EXP 05JUL05 IS VARIBL | CASH RO. OPENED OPTIONS! STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER 05FEB2007 08:27 DESCRIPTIONS/INSTRUCTIONS LINE OP CODE FLAT TECH TYPE CUST. STATES; REARVIEW MIRROR FEEL OFF., CHECK & # A 0.60 W REPORT. D30K eustomer declined 30,000 mile service I WILL NOT HOLD YOU YOUR COMPANY RESPONSIBLE FOR \mathbf{CP} DENTS, DINGS, CHIES, SCRATCHES, THEFT, LOSS OF DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE.

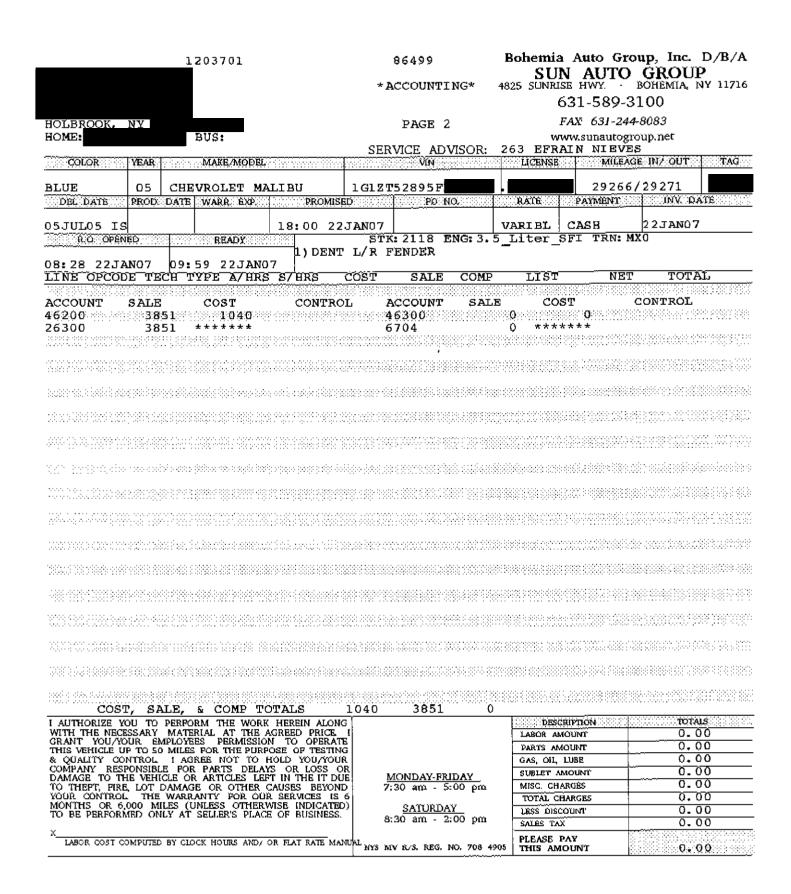


I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

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QUALITY CONTROL ASSURANCE FORM Tines % Brakes % Fault , All Lights NYSI A/C Temp Codes Rear Rear Front Front Line/Cause/Correction A / Cause : Correction: #485 Kar Viste more ROV FAHELL OFF ENSTALL NO. 2 ROOM NEW MARROY MIRKOT MOUNT BROKEN RHAMIT Edge Consug Mirker TO FAIL OFF EMP, NO. TIME TIME TOTAL PRICE IN STOCK QTY. PART# PARTS DESCRIPTION .czi

Bohemia Auto Group, Inc. D/B/A 1203701 86499 SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 FAX: 631-244-8083 HOLBROOK, NY PAGE 1 HOME: BUS: www.sunautogroup.net 263 EFRAIN NIEVES SERVICE ADVISOR: COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG MN CHEVROLET MALIBU 1G1ZT52895F 29266/29271 BLUE PROD DATE WARR EXP. | PROMISED PO NO. INV DATE DEL DATE RATE PAYMENT OSJULOS IS VARIBL CASH 7 OMA L 2 2 18:00 22JAN07 R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MXO l) DENT L/R FENDER 08:28 22JAN07 09:59 22JAN07 LINE OPCODE TECH TYPE A/HRS S/HRS COST NET TOTAL SALE COMP LIST A CUST STATES THERE IS A RATTLE IN THE REAR WHEN GOING VERY SLOW CAUSE: LOOSE B6010 POCKET; FUEL FILLER - R&R 176 SCHNAKENBERG, WILLY LIC#: W 0.40 0.40 1040 3851 00 : 13 **2 : 15 1**1 11 11 11 13 **2 : 5 1**1 11 11 11 11 11 FC: 2W PART#: COUNT: 0 HE HERRY MIAIN CLAIM TYPE: AUTH CODE: Gart from the first of the common of the common from the commo O TPARTS R&R FUEL FILLER POCKET AND REINSTALL ON CORRECT LY AND SECURE-GOODWILL ONE TIME ONLY B I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE
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Bohemia Auto Group, Inc. D/B/A

AUTO GROUP CUSTOMER #:1203703 4825 SUNRISE HWY. . BOHEMIA, NY 11716 WORKORDER MAIN NUMBER: 631-589-3100 FAX: 631-244-8083 PAGE 2 www.sunautogroup.net HOLBROOK, NY NYS MV R/S REG. NO. 708 4905 HOME: SERVICE ADVIS<u>OR: 263 NIEVES,EFRAIN</u> MILEAGE IN/ OUT EICENSE COLOR MAKE/MODEL 29266/ CHEVROLET_MALIBU BLUE PAYMENT INV. DATE PROD DATE WARR EXP PROMISED DEL DATE 29271 VARIBL | CASH 18:00 22JAN07 05JUL05 IS STK:2118 ENG:3.5 Liter SFI TRN:MX0 OPTIONS: R.O. OPENED READY 1) DENT L/R FENDER 22JAN2007 08:28 DESCRIPTIONS/INSTRUCTIONS FLATTYPE LINE OP CODE CUST STATES THERE IS A RATTLE IN THE REAR WHEN CP 0.60 Α GOING VERY SLOW I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR NOTE В DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE TYDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS C DIAG 0.60 ISP AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE . Geografia de la compansión de la compansión de la compansión de la compansión de la compansión de la compansión SERVICE. EST: MISC 120.00 TOTAL 120.00 Preliminary Estimate: \$120.00

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HOLBROOK, NY

Bohemia Auto Group, Inc. D/B/A

AUTO GROUP

WORKORDER

4825 SUNRISE HWY. BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100

FAX: 631-244-8083

www.sunautogroup.net NYS MV R/S REG. NO. 708 4905

PAGE 1

HOME: SERVICE ADVISOR: 263 NIEVES, EFRAIN LICENSE TAG MILEAGE IN/ OUT MAKE/MODEL 29266/ 1G1ZT52895F CHEVROLET MALIBU BLUE INV. DATE PAYMENT PROD DATE WARR EXP. DEL DATE VARIBL | CASH

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I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO SO MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL, THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

Bohemia Auto Group, Inc. D/B/A 85344 1203701 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 *ACCOUNTING* 631-589-3100 DUPLICATE 1 FAX: 631-244-8083 HOLBROOK, NY PAGE 1 www.sunautogroup.net HOME: BUS: 263 EFRAIN NIEVES SERVICE ADVISOR: MILEAGE IN/ OUT TAG LICENSE YEAR MAKE/MODEL VIN COLOR 26825/26828 1G1ZT52895F BLUE CHEVROLET MALIBU RATE PAYMENT INV. DATE PROD DATE WARR EXP. PROMISED PO NO. DEL DATE 05DEC06 18:00 05DEC06 VARIBL CASH OSJULOS IS STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 R.O. OPENED READY L) DENT L/R FENDER 16:19 05DEC06 08:00 04DEC06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A CUST STATES THERE IS A CLUNKING NOISE IN THE STEERING WHEN TURNING TO THE LEFT CAUSE: NOISY E7680 COLUMN ASSEMBLY, STEERING - REPLACE 485 RONALD LANG LIC#: F670 W 1.60 1.60 4160 14851 148.51 148.51 1 15926870 COLUMN 20463 28648 0 359.00 286.48 286.48 FC: 4 X ______PART#: 15926870 COUNT: 1 ing His Bury **Claim Type:** AUTH CODE: Tree (Company of the Company of the 28648 TPARTS 20463 4160 14851 TLABOR REPLACE STEERING COLUMN ASSEMBLY B I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITQUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT BOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. 0 ISP 0.00 0.00 0.00 0.00 Ô 99 C DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. DIAG DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE is no guarantee that we will find or solve THIS CONCERN IN THE ALLOTTED TIME. I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO SO MILES FOR THE PURPOSE OF TESTING QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEPT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. TOTALS DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MONDAY-FRIDAY MISC. CHARGES 7:30 am - 5:00 pm TOTAL CHARGES SATURDAY LESS DISCOUNT 8:30 am - 2:00 pm SALES TAX PLEASE PAY LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 THIS AMOUNT

Bohemia Auto Group, Inc. D/B/A 85344 1203701 SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 DUPLICATE 1 FAX: 631-244-8083 HOLBROOK, NY PAGE 2 www.sunautogroup.net BUS: HOME: 263 EFRAIN NIEVES SERVICE ADVISOR: LICENSE MILEAGE IN/ OUT TAC COLOR YEAR MAKE/MODEL 26825/26828 1G1ZT52895F BLUE ۵5 CHEVROLET MALIBU RATE PAYMENT INV. DATE PROD DATE WARR EXP. PROMISED PO NO. DEL DATE 05DEC06 CASH 18:00 05DEC06 VARIBL 05JUL05 IS STK: 2118 ENG: 3.5 Liter SFI TRN: MXO DEADY R.O. OPENED 1) DENT L/R FENDER 08:00 04DEC06 16:19 05DEC06 TOTAL NET SALE COMP LINE OPCODE TECH TYPE A/HRS S/HRS COST UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. 99 ISP 0.00 0.00 D** VEHICLE DISABLED - PROVIDE 1 DAY COURTESY RENTAL VEHICLE WHILE REPATRS ARE MADE CAUSE: COURTESY CAR Z7901 VEHICLE DISABLED - PROVIDE 1 DAY COURTESY RENTAL VEHICLE WHILE REPAIRS ARE MADE 99 W 0.00 0.00 FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: O TPARTS 0 de la company de la company de la company de la company de la company de la company de la company de la company SUBL ENTERPRISE COURTESY CAR w 47.00 47.00 47.00 47.00 ENTERPRISE COURTESY CAR-2G2WP522751 CONTROL ACCOUNT COST COST CONTROL ACCOUNT SALE saaa eeeelisti kaboodababaadii sabib 28648 20463 48000 46200 14851 4160 4700 4700 46600 o O 46300 O ******* 6704 26300 48199 ****** 29323 COST, SALE, & COMP TOTALS 48199 COST, SALE, & COMP TOTALS

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HOLBROOK, NY

HOME:

Bohemia Auto Group, Inc. D/B/A

AUTO GROUP

4825 SUNRISE HWY. · BOHEMIA, NY 11716

MAIN NUMBER: 631-589-3100 FAX: 631-244-8083 www.sunautogroup.net

NYS MV R/S REG. NO. 708 4905

PAGE 2

85344

WORKORDER

SERVICE ADVISOR: 263 NIEVES, EFRAIN

MILEAGE IN/I OUT LICENSE MAKE/MODEL 26825*1*76*878* 1G1ZT52895F1 CHEVROLET MALIBU BLUE RATE PROMISED PROD. DATE WARR EXP. DEL DATE VARIBL 18:00 04DEC06 05JUL05 IS TRN: MXO STK:2118 ENG:3.5 Liter SFA OPTIONS: R.O. OPENED READY 1) DENT L/R FENDER 04DEC2006 08:00 DESCRIPTIONS/INSTRUCTIONS FLAT TYPE LINE 'OP CODE CUST STATES THERE IS A CLUNKING NOISE IN THE 0.60 CP STEERING WHEN TURNING TO THE LEFT

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I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE TITUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE

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SERVICE. EST: MISC 120.00 TOTAL 120.00

Preliminary Estimate: \$120.00



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I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

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BUS:

CUSTOMER #:1203701

HOLBROOK, NY

HOME:

Bohemia Auto Group, Inc. D/B/A

85344

AUTO GROUP

WORKORDER

4825 SUNRISE HWY. · BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100

PAGE 1

FAX: 631-244-8083 www.sunautogroup.net

NYS MV R/S REG. NO. 708 4905

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I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

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Bohemia Auto Group, Inc. D/B/A 85061 1203701 SUN AUTO GROUP
4825 SLINRISE HWY. - BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 FAX: 631-244-8083 HOLBROOK, NY PAGE 1 HOME: BUS: www.sunautogroup.net 263 EFRAIN NIEVES SERVICE ADVISOR: LICENSE MILEAGE IN/ OUT TAG COLOR YEAR MAKE/MODEL BLUE CHEVROLET MALIBU 1G1ZT52895F 26200/26208 DEL DATE RATE PAYMENT INV. DATE PROD DATE WARR EXP. PROMISED PO NO. 18:00 21NOV06 21 NOV06 05JUL05 IS VARIBL COUP STK: 2118 ENG: 3.5 Liter SFI TRN: MXO R.O. OPENED READY 1) DENT L/R FENDER 08:09 21NOV06 | 14:24 21NOV06 | LINE OPCODE TECH TYPE A/HRS S/HRS SALE COMP LIST NET TOTAL COST A CHECK NOISE IN STEERING WHEN MAKING TURNS HIGH PLTCH NOISE MOST OF TIME WHEN TURNING RIGHT 5RCUT REAR! = RESURFACE REAR DISC BRAKE ROTORS. REMOVE & INSTALL REAR DISC PADS. VISUAL INSPECTION OF BRAKE HYDRAULIC SYSTEM, LINE, HOSES. ROAD TEST OF VEHICLE. 119.95 2.00 2.00 5200 11995 CPS 1 15243254 PAD KIT 4850 9000 0 57,00 90.00 90.00 REPLACE REAR BRAKE PADS AND REFACE ROTORS B. I. WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITOUR TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT HOLD YOU! YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. 0.00 0.00 O. 0.00 0.00 99 CP uda destes acenco dibilidades outilit jihdi, ryppilydjisaan väära naasana sannon oo too san väälä läälää Service and consequences appropriation service COST CONTROL CONTROL ACCOUNT SALE COST ACCOUNT SALE 46000 11995 5200 46700 9000 4850 **** COUP 32400 1811 0 6500 1000 22600 21806 ****** <u> 1996 - Barrier Barrier (j. 1</u>866) COST, SALE, & COMP TOTALS 10050 20995 I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES POR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS 119.95 LABOR AMOUNT 90.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE SUBLET AMOUNT 0.00 MONDAY-FRIDAY 0.00 MISC. CHARGES 7:30 am - 5:00 pm 209.95 TOTAL CHARGES <u>SATURDAY</u> 10.00 LESS DISCOUNT 8:30 am - 2:00 pm SALES TAX 18.11 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MIV R/S. REG. NO. 708 4905 DERASE PAY THIS AMOUNT 218.06

<u> CUSTOMER #:1203701</u> HOLBROOK, HOME: BUS:

85061

RAGE 2

Bohemia Auto Group, Inc. D/B/A **AUTO GROUP**

WORKORDER 4825 SUNRISE HWY. · BOHEMIA, NY 11716

MAIN NUMBER: 631-589-3100 FAX: 631-244-8083

www.sunautogroup.net

NYS MV R/S REG. NO. 708 4905

SERVICE ADVISOR: 263 NIEVES, EFRAIN

LICENSÉ MILEAGE IN OUT MAKE/MODEL COLOR ¥ ±A₽ 05 1G1ZT52895F1 PAYMENT RATE DELDATE PROD, DATE 05JUL05 IS 18:00 21NOV06 VARIBL OPTIONS: R.O. OPENED STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER 21NOV2006 08:09 DESCRIPTIONS/INSTRUCTIONS LINE OP CODE FLAT TECH TYPE CHECK NOISE IN STEERING WHEN MAKING TURNS HIGH Α 0.60 CP PITCH NOISE MOST OF TIME WHEN TURNING RIGHT

CP В NOTE

I WALL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OF DAMAGE TO VEHICLE OR ARTICLES INSIDE TOUT TO LOT OR SHOP DAMAGE OR ACTS OF

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I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR QUE SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

QUALITY CONTROL ASSURANCE FORM Brakes % Tires % Fault NYSI All Lights A/C Temp Codes Front Rear Rear Front Line/Cause/Correction A / Cause : Correction:#48 TOTAL IN STOCK TIME PRICE PART # PARTS DESCRIPTION QTY. 210.00 TIME R/O NO. 85061 FLAT RATE 11-21 OPER, NO. 485 ON

Bohemia Auto Group, Inc. D/B/A 1203701 83615 SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 FAX: 631-244-8083 PAGE 1 HOLBROOK, NY www.sunautogroup.net HOME: BUS: 263 EFRAIN NIEVES SERVICE ADVISOR: LICENSE MILEAGE IN/ OUT COLOR YEAR MAKE/MODEL 1G1ZT52895F 23601/23601 05 CHEVROLET MALIBU BLUE RATE PAYMENT INV. DATE PROD DATE WARR EXP PROMISED FO NO. DEL DATE VARIBL 28SEP06 CASH 18:00 28SEP06 05JUL05 IS STK: 2118 ENG: 3.5 Liter SFI TRN: MXO R.O. OPENED READY L) DENT L/R FENDER 08:24 28SEP06 08:47 28SEP06 LIST NET TOTAL LINE OPCODE TECH TYPE A/HRS S/HRS COMP COST SALE A CUST STATES RIGHT REAR BRAKE LIGHT IS OUT CAUSE: BURNT NO.760 BULBS, STOP, TAIL, AND TURN LAMP (RIGHT) + REPLACE 485 RONALD LANG LIC#: 2785 27.85 27.85 0.30 0.30 690 W 2.63 1 9441839 BULB LP 132 185 FC: 6S COUNT: 1 CLAIM TYPE: AUTH CODE: 132 185 TPARTS 690 2785 TLABOR REPLACE RIGHT REAR BRAKE LIGHT BULB B DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. DIAG DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. 99 ISP 0.00 0.00 0 0.00 COST CONTROL ACCOUNT SALE COST CONTROL ACCOUNT SALE 132 48000 185 2785 690 46200 26300 30.0 300 AGA.**O**. 3003 46300 6704 Ω ö COST, SALE, & COMP TOTALS 2970 I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE TO THEFT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TXXTALS 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL LUBE 0.00 SUBLET AMOUNT MONDAY-FRIDAY 0.00 MISC. CHARGES 7:30 am - 5:00 pm 0.00 TOTAL CHARGES SATURDAY 0.00 LESS DISCOUNT 8:30 am - 2:00 pm SALES TAX 0.00

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905

PLEASE PAY THIS AMOUNT

0.00

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

VIA FAX ONLY

July 3, 2007

Trish Rostron
Office Manager
Sun Auto Group
4825 Sunrise Hwy
Bohemia, NY 11716-4611

RE:

Service Request: 71-533692185

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52895F

Legal Research Specialist: Rachal Ross

Dear Ms. Rostron:

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 me at 1-866-790-5600 extension 11141 Monday through Friday between 8:00 a.m. and 3:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

















1203701 Bohemia Auto Group, Inc. D/B/A 82819 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 HOLBROOK, NY FAX: 631-244-8083 PAGE 1 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 263 EFRAIN NIEVES COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT VIN TAG BLUE 0.5 CHEVROLET MALIBU 1G1ZT52895F 22015/22023 DEL DATE PROD DATE WARR EXP. PROMISED PO NO RATE PAYMENT INV DATE OSJULOS IS 18:00 29 AUG06 VARIBL CASH 29 AUG2006 R.O. OPÉNED STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 READY l) DENT L/R FENDER 07:44 29 AUG06 14:13 29AUG06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A CUST STATES CHECK FOR CLUNKING NOISE IN STEERING WHEN TURNING THE WHEEL CAUSE: NOISY STEERING SHAFT E7680 COLUMN ASSEMBLY, STEERING - REPLACE 417 MARRA, STEVE LIC#: VY33 W 1.60 1.60 3680 14851 148.51 148.51 I 15926870 S/COL REM 20463 28648 0 359,00 286,48 286.48 FC: 6C HELDER SCHALMSTYPER SECTION SECTION AUTH CODE: 20463 28648 TPARTS 3680 14851 TLABOR REPLACE STEERING COLUMN ASSEMBLY B DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. DIAG DIAGNOSTIC FER FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. 99 TSP 0:00 0.00 0 0 C I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE for Dents, Dings, Chips, Scratches, Theft, Loss OR DAMAGE TO VEHICLE OR ARTICLES INSIDE I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO SO MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBR SUBLET AMOUNT MONDAY-FRIDAY MISC. CHARGES 7:30 am - 5:00 pm TOTAL CHARGES SATURDAY LESS DISCOUNT 8:30 am - 2:00 pm SALES TAX LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT

1203701

82819

Bohemia Auto Group, Inc. D/B/A SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716

* ACCOUNTI NG*

631-589-3100

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Bohemia Auto Group, Inc. D/B/A 82819 **AUTO GROUP** CUSTOMER #:1203701 WORKORDER 4825 SUNRISE HWY. · BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100 FAX: 631-244-8083 PAGE 2 HOLBROOK - NY www.sunautogroup.net HOME: BUS: NYS MV R/S REG. NO. 708 4905 SERVICE ADVISOR: 263 NIEVES, EFRAIN (ASIEGH) MAKE/MODEL MILEAGE IN/ OUT LICENSE CHEVROLET MALIBU <u> 22015</u> 05 1G1ZT52895F1 PROD DATE WARR EXP PROMISED PAYMENT RATE 05JUL05 IS 18:00 29AUG06 VARIBL | CASH R.O. OPENED READY OPTIONS: STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER 29AUG2006 07:44 LINE OF CODE TYPE DESCRIPTIONS/INSTRUCTIONS FLAT 0.60 CUST STATES CHECK FOR CLUNKING NOISE IN STEERING WHEN TURNING THE WHEEL DIAG 0.60 ISP DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE EST: MISC 120.00 TOTAL 120.00 NOTE WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR ISP DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. Preliminary Estimate : \$120.00

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

LABOR COST COMPUTED BY CLOCK HOURS AND/OR TEAT RATE MANAGE THAT CTAN COR

SAVE REPLACED PARTS

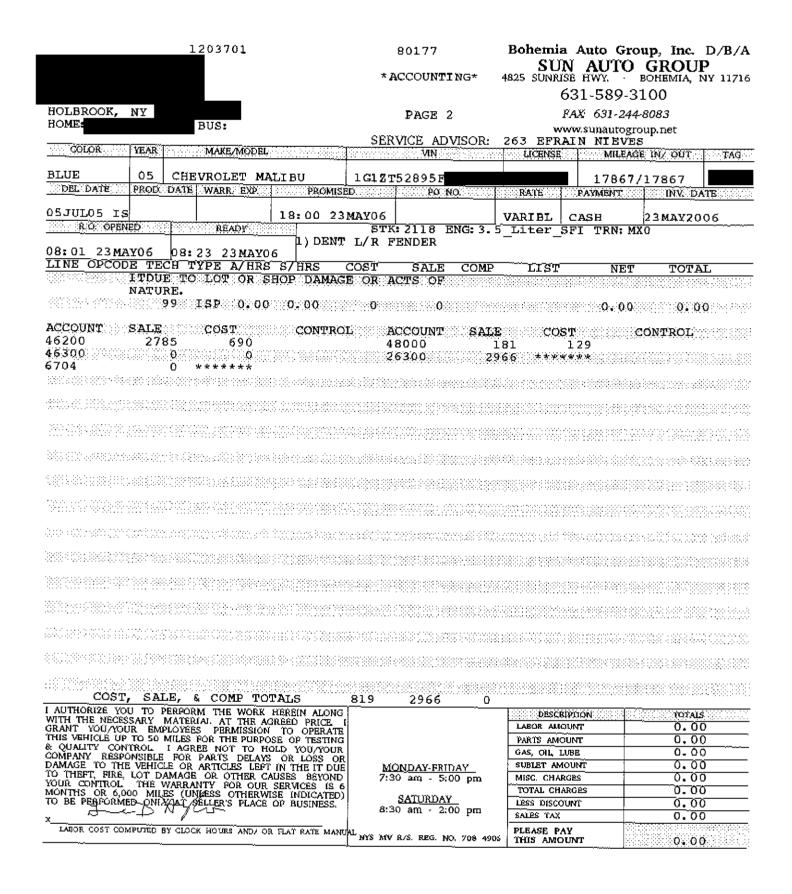
QUALITY CONTROL ASSURANCE FORM Brakes % Tines % Fault All Lights A/C Temp NYSI Codes Rear Front Rear Front Line/Cause/Correction A / Cause : Correction: steering column. Test 99:03**** 58 905 STRAIGHT TIME (HOURS) R/O NO. 82-815 TIME OFF FLAT RATE OPER, NO. 8-25 EMP. NO. 417 IN STOCK PRICE TIME TOTAL PARTS DESCRIPTION QTY. PART# 3*59.9* 15926870 STEERING COLUMN

Bohemia Auto Group, Inc. D/B/A 1203701 81574 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 *ACCOUNTING* 631-589-3100 HOLBROOK, NY FAX 631-244-8083 PAGE 1 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 263 EFRAIN NIEVES COLOR YEAR MARE/MODEL LICENSE MILEAGE IN/ OUT MN TAG BLUE CHEVROLET MALIBU 1G1ZT52895F 19612/19612 PROD DATE WARR EXP. PROMISED DEL DATE 100 goog a **Poeno**s seesse SEERATE SEE PAYMENT SEE SEENVE DATES 05JUL05 IS WAIT 14JUL06 VARIBL CASH 14JUL2006 R.O. OPENED STK: 2118 ENG: 3.5 Liter SFI TRN: MXO READY l) DENT L/R FENDER 08:02 14JUL06 08:42 14JUL06 LINE OPCODE TECH TYPE A/HRS S/HRS COMP COST SALE LIST NET TOTAL A NEW YORK STATE SAFTEY INSPECTION NY10 NEW YORK STATE SAFTEY INSPECTION 433 CNY 0.40 0.40 920 1000 10.00 10.00 NYS INSPECTION-12042479 B I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS
OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. 99 CP0.00 0.00 Ö o. 0.00 0.00 ONO trea movid distribute e economic ACCOUNT COST SALE CONTROL ACCOUNT SALE COST CONTROL 46000 ***** 22600 1000 1944 and the contraction of the COST, SALE, & COMP TOTALS 920 1000 COST, SALE, & COMP TOTALS

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE MECESSARY MATERIAL AT THE AGREED PRICE I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO SO MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEPT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS 10.00 LABOR AMOUNT 0.00 PARTS AMOUNT GAS, OIL, LUBE 0.00 0.00 SUBLET AMOUNT MONDAY-FRIDAY 0.00 MISC. CHARGES 7:30 am - 5:00 pm TOTAL CHARGES 10.00 SATURDAY 0.00 LESS DISCOUNT 8:30 am - 2:00 pm SALES TAX 0.00 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT 10.00

Bohemia Auto Group, Inc. D/B/A 1203701 80177 SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA, NY 11716 *ACCOUNTING* 631-589-3100 HOLBROOK, NY FAX: 631-244-8083 PAGE 1 HOME: BUS: www.sunautogroup.net 263 EFRAIN NIEVES SERVICE ADVISOR: COLOR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAC VIN BLUE 05 CHEVROLET MALIBU 1G1ZT52895F 17867/17867 DEL DATE PROD. DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE OSJULOS IS 18:00 23MAY06 VARIBL CASH 23MAY2006 R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MXO l) DENT L/R FENDER 08:01 23MAY06 08:23 23 MAY06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP NET TOTAL TIST A CUST STATES ONE REAR TURN SIGNAL IS NOT WORKING CAUSE: BLOWN NO.761 BULBS, STOP, TAIL, AND TURN LAMP (LEFT) REPLACE 417 MARRA/STEVE LIC#: VY33 690 2785 27.85 W 0.30 0.30 27.85 COUNT: 1 ndifile estatma**type:** AUTH CODE: 129 181 TPARTS 690 2785 TLABOR REPLACE LEFT REAR TURN SIGNAL BULB B DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. DIAG DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE TS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. 99 ISP 0.00 0.00 0 0 0 0.00 C I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT BOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE OR DAMAGE TO VEHICLE OR ART

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MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED)
TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MONDAY-FRIDAY MISC. CHARGES 7:30 am - 5:00 pm TOTAL CHARGES SATURDAY LBSS DISCOUNT 8:30 am - 2:00 pm SALES TAX LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT



Bohemia Auto Group, Inc. D/B/A 80177 **AUTO GROUP** COSTOMER #:1203701 WORKORDER 4825 SUNRISE HWY. BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100 PAGE 2 FAX: 631-244-8083 HOLBROOK, NY www.sunautogroup.net HOME: NYS MV R/S REG. NO. 708 4905 SERVICE ADVISOR: 263 NIEVES, EFRAIN MAKE/MODEL LICENSE MILEAGE IN/ OUT CHEVROLET MALIBU 1G1ZT52895F1 17867/ PROD. DATE WARR EXP. PROMISED PO Nor PAYMENT INV DATA HATE 05JUL05 IS 18:00 23MAY06 VARIBL READY R.O. OPENED OPTIONS: STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER 23MAY2006 08:01 DESCRIPTIONS/INSTRUCTIONS TYPE 0.60 CP CUST STATES ONE REAR TURN SIGNAL IS NOT WORKING B DIAG 0.60 ISP DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. IS UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. EST: MISC 120.00 TOTAL 120.00 NOTE **SISP** I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR Partia partico de la compansión de la compansión de la compansión de la compansión de la compansión de la comp DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. Preliminary Estimate : \$120.00

LAUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO SO MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT. FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

ABOR COST COMPUTED BY CLOCK HOURS AND/OR FLAT RATE MANUAL CITAY TO

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QUALITY CONTROL ASSURANCE FÖRM Brakes % Tires % Fault All Lights NYSI A/C Temp Codes Rear Front Rear Front Line/Cause/Correction A / Cause : Correction: 15:5 MA ESYAM TIME R/O NO \$0 17 5-23 STRAIGHT TIME (HOURS FLAT RATE OPER. NO. ON EMP. NO. IN STOCK TOTAL PRICE TIME PARTS DESCRIPTION QTY. PART#

Bohemia Auto Group, Inc. D/B/A 1203701 76428 SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA NY 11716 * ACCOUNTING* 631-589-3100 HOLBROOK, NY FAX: 631-244-8083 PAGE 1 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 252 MICHAEL RITTER COLOR YEAR MAKE/MODEL LICENSE VIN MILEAGE IN/ OUT TAC BLUE CHEVROLET MALIBU 1G1ZT52895F 11621/11621 DEL DATE PROD DATE WARR, EXP. PROMISED PO NO. INV DATE RATE PAYMENT OSTULOS IS WAIT 11JAN06 VARIBL CASH 11JAN2006 R.O. OPENED STK: 2118 ENG: 3.5 Liter SFI TRN: MXO READY 1) DENT L/R FENDER 08:13 11JAN06 08:48 11JAN06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A C/S VANITY MIRKOR LIGHT OUT CAUSE: OPEN IN BULB NO520 BULBS, LAMP - INTERIOR/COURTESY REPLACE 188 TRAN, TUAN THANH LIC#: BN69 W 0.20 0.20 460 1857 18.57 1 9436789 BULB 0 111 155 2.22 1.55 1.55 111 155 TPARTS 1857 TLABOR 460 REPLACE ONE BULB OM LEFT SIDE VANITY MIRROR B I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. 99 ISP 0.00 0.00 ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 1857 46200 460 48000 155 111 46300 26300 2012 ****** 6704 0 ***** COST, SALE, & COMP TOTALS 2012 COST, SALE, & COMP TOTALS

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COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR
DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE
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MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED)
TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS LABOR AMOUNT 0.00 0.00 PARTS AMOUNT GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MONDAY-FRIDAY MISC. CHARGES 0.00 7:30 am. - 5:00 pm TOTAL CHARGES 0.00 SATURDAY LESS DISCOUNT 0.00 8:30 am - 2:00 pm SALES TAX 0.00 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT 0.00

Bohemia Auto Group, Inc. D/B/A 76428 LAUTO GROUP CUSTOMER #:1203701 WORKORDER 4825 SUNRISE HWY. · BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100 PAGE 1 FAX: 631-244-8083 HOLBROOK, NY www.sunautogroup.net HOME: BUS: NYS MV R/S REG. NO. 708 4905 SERVICE ADVISOR: 252 RITTER, MICHAEL COLOR YEAR MAKE/MODEL LICENSE BLUE CHEVROLET MALIBU 1G1ZT52895F 11621 OEL DATE PROD DATE WARR EXP PROMISED PAYMENT <u>05JUL</u>05 IS ** WAITER ** VARIBL | CASH H.O. OPENED OPTIONS: STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER <u> 11JAN</u>2006 08:13 VEHICLE SERVICE HISTORY CLSD DTE RO# MILEAGE OP CODE TECH. TYPE DESCRIPTION 75975 311 10712 27DEC05 3KT 176 INCP MOST TRUÇKS!LUBE OIL FILTER & UP TO 7 QTS P 01 176 ISA COURTESY MULTI POINT SERVICE/MAINTENENCE I 73430 5661 30SEP05 3K 485 INCP MOST CARS!LUBE,OIL FILTER & UP TO 5 QTS PRE NWP 99 NO WORK WAS PERFORMED NOTE 99 I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIB 71451 252 1093 25JUL05 N0680 W BULBS PARK AND TURN SIGNAL LAMP (RIGHT) -417 C0050 417 SUPPORT INSIDE REAR VIEW MIRROR - R&R OR NOTÉ 99 ISP I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIB 70910 320 204 08JUL05 NY10 304 NEW YORK STATE SAFTEY INSPECTION INI CLEAN 99 WASH & WAX INC GAS 99 INC FILL ER UP 1 1 LINE OF CODE FLAT TECH. TYPE DESCRIPTIONS/INSTRUCTIONS # A CYS VANITY MIRROR LIGHT OUT В NOTE ISP I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR

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I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO SO MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR BUSINESS

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Bohemia Auto Group, Inc. D/B/A 1203701 76565 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 HOLBROOK. NY FAX: 631-244-8083 PAGE 1 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 252 MICHAEL RITTER COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN OUT TAG BLUE CHEVROLET MALIBU 1G1ZT52895F1 11827/11827 PROD. DATE WARE EXP. PROMISED PO NO. DEL DATE RATE PAYMENT INV. DATE 05JUL05 IS WAIT 16JAN06 VARIBL CASH 16JAN2006 R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 1) DENT L/R FENDER 09:36 16JAN06 10:26 16JAN06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP \mathbf{IIIST} $\overline{\mathbf{NET}}$ TOTAL. A CUSTOMER STATES CHECK LEWFT SIDE WASHER NOT WORKING CAUSE: HOLE IN HOSE THAT RUNS THROUGH WIPER ARM B1783 BLADE AND/OR INSERT, WIPER SYSTEM - REPLACE 188 TRAN, TUAN THANH LIC#: BN69 10.W10.40.10.40 37.13 37.13 1 15222665 F-ARM 2506 0 50.13 3508 35.08 35.08 FC: PART#: COUNT: CLAIM TYPE: 2506 3508 TPARTS 920 3713 TLABOR NECESSARY TO REPLACE LEFT FRONT WIPER ARM . SWAP WITH NEW CAR #2672 B I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITPUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. 99 ISP 0.00 0.00 0.00 ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 46200 3713 920 48000 3508 2506 one of the contract of 46300 26300 7221 ***** 6704 Ô **** 2848 A STOLEN A MOST ELECTRO DE LEBOS CON ELECTRO DE LEBOS DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA COST, SALE, & COMP TOTALS 7221 3426 COST, SALE, & COMP TOTALS

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG
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THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING
& QUALITY CONTROL I AGREE NOT TO HOLD YOU/YOUR
COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR
DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE
TO THEPT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND
YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6
MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED)
TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT MONDAY-FRIDAY MISC. CHARGES 0.00 7:30 am - 5:00 pm 0.00 TOTAL CHARGES SATURDAY TANDOSED SSET 0.00 8:30 am - 2:00 pm SALES TAX 0.00 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT 0.00

RESPONSIB

Bohemia Auto Group, Inc. D/B/A 76565 AUTO GROUP CUSTOMER : WORKORDER 4825 SUNRISE HWY. BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100 PAGE 1 FAX: 631-244-8083 HOLBROOK, NY www.sunautogroup.net HOME BUS: NYS MV R/S REG. NO. 708 4905 SERVICE ADVISOR: 252 RITTER, MICHAEL COLOR MAKE/MODEL LICENSE MILEAGE IN/OUT 05 CHEVROLET MALIBU 1G1ZT52895F1 11827/ PROD. DATE WARR EXP PROMISED HATE PAYMENT 05JUL05 IS ** WAITER ** VARIBL | CASH R.O. OPENED STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER <u>16</u>JAN2006 09:36 VEHICLE SERVICE HISTORY CLSD DTE RO# S/A MILEAGE OP CODE TECH. TYPE DESCRIPTION 76428 252 11621 11JAN06 N0520 188 🖁 BULBS, LAMP - INTERIOR/COURTESY REPLACE NOTE 99 ISP I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIB 75975 311 10712 27DEC05

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ISA COURTESY MULTI POINT SERVICE/MAINTENENCE I

INCP MOST CARS!LUBE,OIL FILTER & UP TO 5 QTS PRE

BULBS, PARK AND TURN SIGNAL LAMP (RIGHT)

SUPPORT, INSIDE REAR VIEW MIRROR - RER OR

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NEW YORK STATE SAFTEY INSPECTION

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AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

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1203701 75975 Bohemia Auto Group, Inc. D/B/A SUN AUTO GROUP
4825 SUNRISE HWY. - BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 HOLBROOK FAX: 631-244-8083 PAGE 1 HOME BUS: www.sunautogroup.net SERVICE ADVISOR: 311 JOHN BIRRO COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT TAG BLUE 05 CHEVROLET MALIBU 1G1ZT52895F 10711/10712 PROD DATE WARR EXP PROMISED DEL DATE SO NO. PAYMENT INV DATE RAIL 3 OSJULOS IS WAIT 27DEC05 VARIBL CASH 27 DEC2005 R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MXO l) DENT L/R FENDER 09:19 27DEC05 09:52 27DEC05 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET ΤΟΨΑΤ. A MOST TRUCKS! LUBE, OIL FILTER & UP TO 7 OTS PREMIUM GRADE MOTOR OIL, CHECK TIRE PRESSURE & UNDERHOOD FLUID LEVELS, CHEAPER THAN TIFFY LUBE 3KT MOST TRUCKS! LUBE, OIL FILTER & UP TO 7 QTS PREMIUM GRADE MOTOR OIL, CHECK TIRE PRESSURE & UNDERHOOD FLUID LEVELS, CHEAPER THAN JIFFY 176 SCHNAKENBERG, WILLY LIC#: INCP 0.40 0.40 920 2655 26.55 26.55 5 OIL OIL 520 700 Q 2.39 1.40 7.00 1 12490147 PILTER 500 250 4 8 8 0 0 0 0 0 0 7 **2 0** 8 8 8 5.00 5.00 B COURTESY MULTI POINT SERVICE/MAINTENENCE INSPECTION 01 COURTESY MULTI POINT SERVICE/MAINTENENCE INSPECTION 176 SCHNAKENBERG, WILLY LIC#: L464 Yasi a kara maasisis soosa ISA 0.20 0.20 460 1590 15.90 15.90 DENT L/R FENDER yegen are nærendeen pager ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 46300 4245 1380 49100 700 520 48100 500 1999 1 250 s **1:501**: paragonalia 3855 6500 1590 COST, SALE, & COMP TOTALS 2150 COST, SALE, & COMP TOTALS

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE TO THEIT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERPORMED ONLY AT SELLER'S PLACE OF BUSINESS. 5445 ٥ DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 0.00 SUBLET AMOUNT MONDAY-FRIDAY MISC. CHARGES 0.00 7:30 am - 5:00 pm TOTAL CHARGES 0.00 SATURDAY 0.00 LESS DISCOUNT 8:30 am - 2:00 pm SALES TAX 0.00 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL PLEASE PAY THIS AMOUNT NYS MV R/S. REG. NO. 708 4905 0.00

07-05-'07 18:02 FROM-T-029 P018/028 F-796 Bohemia Auto Group, Inc. D/B/A 75975 AUTO GROUP CUSTOMER #:1203701 WORKORDER 4825 SUNRISE HWY. - BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100 FAX: 631-244-8083 PAGE 1 www.sunautogroup.net HOLBROOK, NY HOME: BUS: NYS MV R/S REG. NO. 708 4905 SERVICE ADVISOR: 311 BIRRO, JOHN MAKE/MODEL LICENSE COLOR MILEAGE IN/ OUT $_{
m BLUE}$ 05 CHEVROLET MALIBU 1G1ZT52895F 10711*//* DELDATE PROD DATE WARR EXP PAYMENT antownsed. PO NO. HATE 05JUL05 IS WAITER VARIBL CASH RO OPENED READY OPTIONS: STK/2118 ENG:3.5 Liter SFI TRN:MX0 I) DENT L/R FENDER 27DEC2005 09:19 VEHICLE SERVICE HISTORY CLSD DTE RO# MILEAGE OP CODE TECH. TYPE DESCRIPTION 73430 252 5661 30SEP05 3K 485 INCP MOST CARS!LUBE,OIL FILTER & UP TO 5 QTS PRE NWP 8 99 ISP NO WORK WAS PERFORMED I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIB ...NOTÉ 99 71451 **1093 25JUL**05 417 W BULBS, PARK AND TURN SIGNAL LAMP (RIGHT) N0680 SUPPORT INSIDE REAR VIEW MIRROR C0050 417 - R&R OR I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIB NOTE 99 ISP 204 08JUL05 70910 304 NEW YORK STATE SAFTEY INSPECTION NY10 INI CLEAN 99 inc wash & wax GAS 99 INC FILL ER UP LINE OP CODE FLAT TECH. TYPE DESCRIPTIONS/INSTRUCTIONS # A 3KT0.40 INCP MOST TRUCKS!LUBE, OIL FILTER & UP TO 7 QTS PREMIUM GRADE MOTOR OIL, CHECK TIRE PRESSURE & UNDERHOOD FLUID LEVELS, CHEAPER THAN JIFFY LUBE COURTESY MULTI POINT SERVICE/MAINTENENCE 0.20 OΠ ISA INSPECTION NOTE CP I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE.

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Bohemia Auto Group, Inc. D/B/A 1203701 73430 SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA NY 11716 * ACCOUNTING* 631-589-3100 FAX: 631-244-8083 HOLBROOK, NY PAGE 1 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 252 MICHAEL RITTER COLOR YEAR MAKE/MODEL LICENSE | MILEAGE IN/ OUT TAG VIN 1G1ZT52895F T5898 CHEVROLET MALIBU BMX7151 5660/5661 DEL DATE PROD. DATE WARR, EXP. PROMISED RATE PAYMENT INV DATE PO NO. OSJULOS IS WAIT 28SEP05 VARIBL CASH 28SEP2005 A.O. OPENED STK: 2118 ENG: 3.5 Liter SFI TRN: MXO READY 07:29 28SEP05 08:48 28SEP05 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET A MOST CARS LUBE, OIL FILTER & UP TO 5 OTS PREMEUM GRADE MOTOR OIL CHK TOTAL TIRE PRESSURE & UNDERHOOD FLUID LEVELS. CHEAPER THAN JIFFY LUBE 3K MOST CARS! LUBE, OIL FILTER & UP TO 5 QTS PREMIUM GRADE MOTOR OIL , CHK TIRE PRESSURE & UNDERHOOD FLUID LEVELS. CHEAPER THAN JIFFY LUBE 485 RONALD LANG LIC#: 22.95 INCP 0.40 0.40 2295 22.95 9 Z U 1 12490147 FILTER 7.20 5.00 250 500 0 5.00 B NOTE CUSTOMER DECLINED TIRE ROTATION AT THIS TIME NWP NO WORK WAS PERFORMED 999 ISP 0200 0200 0 C I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. 99 ISP 0.00 0.00 0.00 0 ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 46300 2295 920 770 1200 48100 **** 6704 COST, SALE, & COMP TOTALS 1690 3495 0 COST, SALE, & COMP TOTALS

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TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS LABOR AMOUNT 0.00 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBJET AMOUNT MONDAY-FRIDAY 0. ÖO MISC. CHARGES 7:30 am - 5:00 pm 0.00 TOTAL CHARGES SATURDAY LESS DISCOUNT 0.00 8:30 am - 2:00 pm 0.00 SALES TAX LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT 0.00

1203701 73430 Bohemia Auto Group, Inc. D/B/A SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA, NY 11716 * ACCOUNTING* 631-589-3100 HOLBROOK, NY PAGE 1 FAX: 631-244-8083 HOME: BUS: www.sunautogroup.net SERVICE ADVISOR: 252 MICHAEL RITTER COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT VIN TAG 05 1G1ZT52895F CHEVROLET MALIBU 5660/5661 DEL DATE PROD DATE WARR EXP PROMISED PO NO. RATE PAYMENT INV. DATE OSJULOS IS WAIT 28SEP05 VARIBL CASH 28SEP2005 R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MXO 07:29 28SEP05 08:48 28SEP05 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TA MOST CARS! LUBE, OIL FILTER & UP TO 5 OTS PREMIUM GRADE MOTOR OIL ... CBK TOTAL TIRE PRESSURE & UNDERHOOD FLUID LEVELS. CHEAPER THAN JIFFY LUBE 3K MOST CARSILUBE, OIL FILTER & UP TO 5 QTS PREMIUM GRADE MOTOR OIL , CHK TIRE PRESSURE & Underhood fluid Levels. Cheaper Tean Jifey LUBE 485 RONALD LANG LIC#: INCP 0.40 0.40 920 2295 22.95 22.95 idade a basa serre **S**tra **OTI**II (OTII correcte de arma elast. Litta diminada dal **5/20** dasa mesa **7/0 Q**lasis, bata **Q**dasa 1 12490147 FILTER 250 500 Ö 7.20 5.00 5.00 B NOTE CUSTOMER DECLINED TIRE ROTATION AT THIS TIME guededede edgarded NWP NO WORK WAS PERFORMED C I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. 999 ISP 0.00 0.00 0.00 ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 46300 2295 920 48100 1200 770 920 48100 1200 770 6704 1501:1:3495:1:****** COST, SALE, & COMP TOTALS 1690 COST, SALE, & COMP TOTALS

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BUS:

CUSTOMER #:1203701

HOLBROOK, NY

HOME

73430

Bohemia Auto Group, Inc. D/B/A

AUTO GROUP

WORKORDER

PAGE 1

4825 SUNRISE HWY. · BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100

FAX: 631-244-8083 www.sunautogroup.net

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VEHICLE SERVICE HISTORY

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I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITOUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE.

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Bohemia Auto Group, Inc. D/B/A 1203701 71451 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA NY 11716 * ACCOUNTING* 631-589-3100 HOLBROOK, NY FAX: 631-244-8083 PAGE 1 HOME: BUS: www.sunautogroup.net 252 MICHAEL RITTER SERVICE ADVISOR: COLOR MAKE/MODEL YEAR LICENSÉ MILEAGE IN/ OUT TAG VIN 1G1ZT52895F 0.5 CHEVROLET MALIBU 1092/1093 PROD. DATE WARR EXP. PROMISED DEL DATE PO NO. RATE PAYMENT INV. DATE 05JUL05 IS WAIT 25JUL05 98.00 CASH 25JUL2005 R.O. OPENED STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 READY 07:28 25JUL05 07:55 25JUL05 LINE OPCODE TECH TYPE A/HRS S/HRS TOTAL COST SALE COMP LIST NET A CUSTOMER STATES CHECK RIGHT FRONT PARKING LAMP NOT WORKING CAUSE: OPRN IN RIGHT FROM PARK LAMP BULB NO680 BULBS: PARK AND TURN SIGNAL LAMP (RIGHT) REPLACE HEADING HEAT MARKA, STEVE LICHEL W 0.30 0.30 2682 26.82 26.82 690 1 12450108 BULB 159 223 Q 3.19 2.23 2.23 159 223 TPARTS 690 2682 TLABOR REPLACE RIGHT FROM PARKING LAMP BULB B CUSTOMER STATES CHECK REAR VIEW MIRROR LOOSE CAUSE: LOOSE REAR VIEW MIRROR MOUNT C0050 SUPPORT, INSIDE REAR VIEW MIRROR + R&R OR REPLACE 2682 26.82 26.82 W 0.30 0.30 690 O TPARTS 690 2682 TLABOR NECESSARY TO TIGHTEN REAR VIEW MIRROR MOUNT C I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS/DINGS/CHIPS/SCRATCHES/THEFT/LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. ACCOUNT SALE COST CONTROL ACCOUNT SALE COST 46200 5364 1380 48000 223 159 463000 0 26300 5587 *** Ö ***** 6704 I AUTHORIZE YOU TO PERPORM THE WORK HERBIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO SO MILES FOR THE PURPOSE OF TESTING QUALITY CONTROL I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. TYXTALS DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBJET AMOUNT MONDAY-FRIDAY MISC. CHARGES 7:30 am - 5:00 pm TOTAL CHARGES <u>SATURDAY</u> LESS DISCOUNT 8:30 am - 2:00 pm SALES TAX LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MY R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT

Bohemia Auto Group, Inc. D/B/A 1203701 71451 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 *ACCOUNTING* 631-589-3100 HOLBROOK, NY FAX: 631-244-8083 PAGE 2 HOME: BUS: www.sunautogroup.net 252 MICHAEL RITTER SERVICE ADVISOR: MAKE/MODEL COLOR YEAR VIN LICENSE MILEAGE IN/ OUT TAG 05 CHEVROLET MALIBU BL1G1ZT52895F1 1092/1093 DEL DATE PROD. DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 05JUL05 IS WAIT 25JUL05 98.00 CASH 25JUL2005 R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MXO 07:28 25JUL05 07:55 25JUL05 LINE OPCODE TECH TYPE A/HRS S/HRS SALE COST COMP TOTAL T.T.S.TNET POPER AND HONOR OF A STORE CONTINUES AND THE SEASON OF A CONTINUE OF A C vinta kantan etentifen. Lieleki isude kundi, eleninda tilakile uuel kululin edine en e 1<u>539</u> COST, SALE, & COMP TOTALS 5587 O. I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE, I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES POR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE TO THEPT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS LABOR AMOUNT 0.00 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT MONDAY-FRIDAY 7:30 am - 5:00 pm MISC. CHARGES 0.00 0.00 TOTAL CHARGES <u>SATURDAY</u> LESS DISCOUNT 0.00 8:30 am - 2:00 pm SALES TAX 0.00 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RAYE MANUAL NYS MV R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT 0.00

CUSTOMER #:1203701
HOLBROOK, NY
HOME: BUS:

71451

SUN AUTO GROUP

WORKORDER

PAGE 1

4825 SUNRISE HWY. BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100

FAX: 631-244-8083

www.sunautogroup.net

NYS MV R/S REG. NO. 708 4905

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VEHICLE SERVICE HISTORY

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S/A MILEAGE OP CODE TECH. TYPE DESCRIPTION

70910 320 204 08 UL05 NY10 CLEAN GAS LINE OP CODE FLAT TECH. TYPE

304 INI NEW YORK STATE SAFTEY INSPECTION 99 INC WASH & WAX 99 INC FILL ER UP

LINE OP CODE FLAT TECH. TYP # A 0.02

DESCRIPTIONS/INSTRUCTIONS CUSTOMER STATES CHECK RIGHT NOT WORKING

FRONT PARKING LAMP

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CUSTOMER STATES CHECK REAR VIEW MIRROR LOOSE

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ISP

I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE.



I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR SUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/OR FLAT RATE MANDARCHINT CT AN CORN

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1203701 70910 Bohemia Auto Group, Inc. D/B/A SUN AUTO GROUP
4825 SUNRISE HWY. BOHEMIA, NY 11716 **ACCOUNTING** 631-589-3100 HOLDROOK. PAGE 1 FAX: 631-244-8083 HOME: Bus: www.sunautogroup.net SERVICE ADVISOR: 320 HOWIE HYATT LICENSE MILEAGE IN/ OUT COLOR YEAR MAKE/MODEL TAC VIN 05 CHEVROLET MALIBU 1G1ZT52895F 5/204 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV DATE 05JUL05 IS 17:00 07JUL05 98.00 08JUL2005 CASH R.O. OPENED READY STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 09:28 06JUL05 09:38 08JUL05 LINE OPCODE TECH TYPE A/HRS S/HRS COST COMP TOTAL SALE T.T.S.TNET A NEW YORK STATE SAFTEY INSPECTION NY10 NEW YORK STATE SAFTEY INSPECTION 304 GUEVARA CARLOS LIC#: 2UJS 920 INI 0.40 0.40 10.00 1000 10.00 C WASH & WAX CLEAN WASH & WAX 99 INC 0.00 0.00 D FILL ER UP GAS FILL ER UP 99 INC 0.00 0.00 0.00 0.00 ACCOUNT SALE CONTROL ACCOUNT COST SALE CONTROL 46300 1000 920 1000 **** 90500 Z3100 Ö ROSE PERSENDORS DE LES ESTE DE L'ARTE ENTRESE LOS COMENCES ESTE DES DESCRIPCIONS DE PRÉCOS DESCRIPCIONS DE COM COST, SALE, & COMP TOTALS 920 1000 0 I AUTHORIZE YOU TO PERPORM THE WORK HEREIN ALONG MITH THE NECESSARY MATERIAL AT THE AGREED PRICE I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PART'S DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEPT IN THE IT DUE TO THEPT, PIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERPORMED ONLY AT SELLER'S PLACE OF BUSINESS. DESCRIPTION TOTALS LABOR AMOUNT 0.00 0.00 PARTS AMOUNT 0.00 GAS, OD, LUBR 0.00 SUBLET AMOUNT MONDAY-FRIDAY MISC. CHARGES 0.00 7:30 am - 5:00 pm 0.00 TOTAL CHARGES SATURDAY LESS DISCOUNT 0,00 8:30 am - 2:00 pm SALES TAX 0.00 LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL NYS MY R/S. REG. NO. 708 4905 PLEASE PAY THIS AMOUNT 0.00

Alex Simanovsky & Associates, LLC 115 Broad Avenue Palisades Park, NJ 07650



JUN 29 2007

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

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ELTON J. BOZANIAN, ESQ., OF COUNSEL LICENSED IN NEW YORK & NEW JERSEY

115 BROAD AVENUE
PALISADES PARK, NJ 07650
PHONE: 201-414-4295 FACSIMILE: 1-800-304-5348

June 25, 2007

General Motors

c/o MSX Int'l, ATTN: BRC LEGAL

1919 Concept Drive Warren, MI 48091

RE:

v. General Motors

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:

Vehicle:

2005 Chevy Malibu

VIN:

1G1ZT52895F

Date of purchase:

07/05/05

Our File No.:

NY07-10222

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. Steering/Suspesion Defect;
- 2. Brake System Defect;
- 3. Excessive days out of service.

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,

EltaBoreno

Elton J. Bozanian, Esq. Attorney at Law

CC:

INVOICE

4825 SUNRISE HWY. · BOHEMIA, NY 11716

631-589-3100

PAGE 1

FAX: 631-244-8083

HOLBROOK, NY www.sunautogroup.net BUS: HOME: SERVICE ADVISOR: 263 EFRAIN NIEVES LICENSE MILEAGE IN/OUT COLOR YEAR MAKE/MODEL VIN 22015/22023 1G1ZT52895F CHEVROLET MALIBU BLUE PAYMENT INV. DATE WARR. EXP. PROMISED PO NO. MATERIA DE LA COMPANION DE LA DEL DATE CASH 29AUG2006 VARIBL 18:00 29AUG06 05JUL05 IS STK:2118 ENG:3.5 Liter SFI TRN:MX0 R.O. CLOSED R.O. OPENED 1) DENT L/R FENDER 14:13 29AUG06 07:44 29AUG06 TOTAL NET LIST LINE OPCODE TECH TYPE HOURS I. CUST STATES CHECK FOR CLUNKING NOISE IN STEERING WHEN TURNING THE WHEEL CAUSE: NOISY STEERING SHAFT E7680 COLUMN ASSEMBLY, STEERING - REPLACE 417 MARRA, STEVE LIC#: (N/C) (N/C)1 15926870 S/COL REM FC: 6C PART#: 15926870 COUNT: 1 CLAIM TYPE: AUTH CODE: 0.00 TOTAL LINE A: 0.00 OTHER: PARTS: 0.00 LABOR: 0.00 REPLACE STEERING COLUMN ASSEMBLY B DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. DIAG DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE. (N/C)99 ISP 0.00 0.00 TOTAL LINE B: 0.00 PARTS: LABOR: 0.00 OTHER: C I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE TOTALS

C I WILL NOT HOLD YOU/YOUR COMPANY RE1 AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG
WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I
GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE
THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING
& QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR
COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR
DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE
TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND
YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6
MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED)
TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL







MONDAY-FRIDAY 7:30 am - 5:00 pm

SATURDAY 8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS DISCOUNT SALES TAX PLEASE PAY THIS AMOUNT

Cash

HOLBROOK, NY

HOME:

1203701

BUS:

85061

INVOICE

Bohemia Auto Group, Inc. D/B/A

AUTO GROUP

4825 SUNRISE HWY. BOHEMIA, NY 11716

631-589-3100

FAX: 631-244-8083

www.sunautogroup.net

PAGE 1

HOME:			BUS:		SERVICE ADVISOR: 263 EFRAIN NIEVES							
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I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6 000 MILES (UNLESS OTHERWISE INDICATED) MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL





MONDAY-FRIDAY 7:30 am - 5:00 pm

<u>SATURDAY</u>

8:30 am - 2:00 pm





LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS DISCOUNT

DESCRIPTION

TOTALS

119.95

90.00

0.00

0.00

0.00

209.95

10.00

NYS MV R/S. REG. NO. 708 4905

SALES TAX 18.11 **PLEASE PAY** THIS AMOUNT 218.06 HOME:

FOLBROOK, NY

1203701

BUS:

85344

SUN AUTO GROUP

Bohemia Auto Group, Inc. D/B/A

INVOICE

4825 SUNRISE HWY. · BOHEMIA, NY 11716

631-589-3100

FAX: 631-244-8083

www.sunautogroup.net

NEI

DUPLICATE 1 PAGE 2

SERVICE ADVISOR: 263 EFRAIN NIEVES COLOR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG 1G1ZT52895F 26825/26828 FLUE 05 CHEVROLET MALIBU RAIL PAYMENT INV. DATE PROMISED PO www. DEL DATE WARR EXP. 05DEC06 CASH 05JUL05 IS 18:00 05DEC06 VARIBL | STK:2118 ENG:3.5 Liter SFI TRN:MX0 R.O. OPENED RO CLOSED 1) DENT L/R FENDER

()8:00 04DEC06 16:19 05DEC06 ILINE: OPCODE TECH TYPE HOURS

CODE TECH TYPE HOURS
-SOLVE-THIS-CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT

ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE.

DIAG DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS
AUTHORIZED WITH THE UNDERSTANDING THAT THERE
IS NO GUARANTEE THAT WE WILL FIND OR SOLVE
THIS CONCERN IN THE ALLOTTED TIME. I
UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED

TO COMPLETE THE SERVICE.

99 ISP 0.00 LABOR:

0.00 OTHER:

0.00

TOTAL LINE C:

(N/C) 0.00

TOTAL

I)** VEHICLE DISABLED - PROVIDE 1 DAY COURTESY RENTAL VEHICLE WHILE

REPAIRS ARE MADE

('AUSE: COURTESY CAR

Z7901 VEHICLE DISABLED - PROVIDE 1 DAY COURTESY

RENTAL VEHICLE WHILE REPAIRS ARE MADE

FC: 98 PART#: COUNT: 0

CLAIM TYPE: 2

AUTH CODE:

MJ

BUBL ENTERPRISE COURTESY CAR

PARTS:

PARTS:

0.00 LABOR:

0.00 OTHER:

0.00

ENTERPRISE COURTESY CAR-2G2WP522751305805

-- W

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOUYOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOUYOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

OR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL







AY

MONDAY-FRIDAY 7:30 am - 5:00 pm

SATURDAY 8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I'lleaning of Words. Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor named above and any assignee of the Creditor. Last Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS. AN INSTALMENT OF \$. ____ WILL BE DUE ON it you make every payment on the date it is due and the Annual Percentage Rate does not change. As your Contract explains; the amount of the payment due at the end of the Contract term may be more or less than the amount of the last payment shown in the Payment Schedule. You may meet your obligation to pay the payment due at the end of the Contract term by choosing one of the following options: 1. You may pay the payment due at the end of the Contract term on its due date; or 2. You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Seil": a. sell the vehicle to the Creditor and have the Sale Price applied to the payment due at the end of the Contract term; and, b. pay the Creditor any excess of the payment due at the end of the Contract term over the Sale Price. Your Option to Sell. You have the option to sell the vehicle to the Creditor on the due date of the last scheduled and at the Sale rice. The Sale Price will be the amount of the last scheduled payment as shown in the Payment Schedule: (A) less a \$250 disposition fee; (B) as any Excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. (Note: The last scheduled payment is the payment shown in the original payment schedule. This payment may be different from the payment due at the end of the contract term.) You have the option b sell only if each of the following conditions is met: 1. You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien; 2. You have paid the Creditor all amounts owing under the Contract except for the amount of the payment due at the end of the Contract term; 3. You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor; You pay the Creditor on the due date of the last scheduled payment any excess of the payment due at the end of the Contract term over the Sale Price: 5. You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and 6. You have not altered the vehicle without obtaining the prior written permission of the Creditor. If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the wind creditor. Excess Wear and Tear Deduction. The Excess Wear and Tear Deduction used to figure the Sale Price will be the amount the Creditor. es imates it would cost to make all repairs to the vehicle that are not the result of normal wear and tear, whether or not the Creditor makes the rejairs: These-costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or that you have tin'ed; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment that was in the vehicle when delivered and has not be an replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench; (e) missing or unsafe wheels or tires (in duding spare; snow tires are not acceptable); (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) torn, damaged, or stained dash, floor covers, seats, headliners, upholstery, interior work or trunkliners; (h) any mechanical damage or other condition that

causes the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful manner; (i) any other damage; and, (j) any other costs required to

Inclependent Appraisal. If you disagree with the Excess Wear and Tear Deduction, you may obtain at your own expense a professional appraisal of the vehicle's value. The appraiser must be an independent third party acceptable to both you and the Creditor. If you choose to obtain a professional appraisal, the Sale Price will be the lesser of: (1) the amount of the last scheduled payment as shown in the payment

Co-Buyer Signs

ريد

¢ per mile for each mile

schedule, minus the \$250 disposition fee; or (2) the appraised value of the vehicle minus the \$250 disposition fee.

miles

Ex/zess Mileage Deduction. The Excess Mileage Deduction used to figure the Sale Price will be __

restore the vehicle to saleable condition.

the vehicle is driven over _

Buyer Signs

Other owner signs

GM/\C SB-FFP-NRO (3/2003) (2)

Creditor Signs



requests in any recall campaign; and

SmartBuv"

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GMAC	Flexible	Finance	Plan

	-	GWACI	riexible Fina	nce Plan	
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				t term by choosing one o	f the following options:
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ir Option to Se	II. You have the opti	ion to sell the vehicle	to the Creditor o	n the due date of the las	t schedules as ment at the Sale ice.
Sale Price will	be the amount of the	e last <u>scheduled</u> payr	nent as shown in	the Payment Schedule: ((A) tess a \$250 disposition fee: (B) se
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You have not altered the vehicle without obtaining the prior written permission of the Creditor. ou exercise this option, you will sign and deliver:all documents that may be needed to transfer title to the

Less Wear and Tear Deduction. The Excess Wear and Tear Deduction used to figure the Sale Price will be the amount the Greditor in ates it would cost to make all repairs to the vehicle that are not the result of normal wear and tear, whether or not the Creditor makes the airs. These costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or that you have ec; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment that was in the vehicle when delivered and has not a replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench; (e) missing or unsafe wheels or tires It ding spare; snow tires are not acceptable); (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) torn, damaged, stained dash, floor covers, seats, headliners, upholstery, interior work or trunkliners, (h) any mechanical damage or other condition that ses the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful manner; (i) any other damage; and, (j) any other costs required to fore the vehicle to saleable condition.

You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer

ebendent Appraisal. If you disagree with the Excess-Wear and Tear Deduction, you may obtain at your own expense a professional

CENTRE

BOHEMIA AUTO GROUP, INC. DIBIA SUN AUTO GROUP 4825 SUNRISE HWY. • BOHEMIA, NY 11716 SALES, PARTS AND SERVICE

1631) 589-3100 FAX (631) 244-8083 DEALER FACILITY NO. 708 4905



DATE: 07/05/05

SALESMAN: HUTCHINSON, BRYAN J

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NYMA

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we pay-any-repair-bills,-storage-bills,-ta vehicle, you agree to repay the amount wi	hen we ask for it		e vehicle if you do not get it back. If you do I sell the vehicle. We will send you a written notic
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1. The vehicle and all parts or goods in C21/All money or goods received through		We will apply the	ne money from the sale, less allowed expenses, to
\(\lambda \) (3) \(\Al\) All insurance; \(\text{insurance} \) interval (3) \(\text{insurance} \) in \(insur	e, or other contracts we finance.		e. Allowed expenses are expenses we pay as a d the vehicle, holding it, preparing it for sale, and selling
4. All proceeds from insurance may contracts we finance for you.		Attorney fees	and court costs the law permits are also allo
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in inpayment, detault, any required repayment in full belone the scheduled date, at	396	express or anglied, on the valuete, and there
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is the communication additional from edition from the men and the Con Col		if life insurance and credit disability insurance
Total downpayment = (If negative enter "0" and see line 4H below)		not required to obtain credit. Your decision to or not buy credit life insurance and credit
Gross trade-in's and Annual Payoff by Seller \$200 on the and of		bility_insurance_will_not_be_a_factor_in_the_credit
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E Amount financed (3 + 4)	\$_21916::89 (5) DA	MAGE CAUSED TO OTHERS!
	7.55	1. Only 1. S. Sandaria
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f any part of this contract is not valid, all other parts stay valid. We may delay o For example, we may extend the time for making some payments without extendin	r retrain from enforcing any c	i ont tiditie moder this contract without losing them.
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Co Buyers and Other Owners A co-buyer is a person who is responsible for		
the vehicle but/does not have to pay, the debt. The lother owner agrees to the sec	irity interest in the vehicle give	en to us in this contract was the or and own on the
Ott er/owner-signs here X와 5번 AHEHER Date	Address Andrewal transfer	the sprace ones so outs a complete home
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Creditor Signs SUN AUTO GROUP	Ву Х	Title
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THIS CONTRACT INSENDAISINSTA BINENCHICONTRIACTLABLED "GHAC SHARTBUY RIDER"

GMAC FLEXIBLE FINANCE PLAN

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Dealer Number.

Contract Number

Creditor (Seller name and address)

HOLBROOK NY

SUN AUTO GROUP 4825 SUNRISE HIGHNAY BOHEMIA, NY 11716

SUFFOLK	SUFFOLK			
ou, the Buyer (and Co-Buyer, if any), inder the agreements on the front and ayment schedule shown below. We will	d back of this contract	ct. You agree to par	y us, the Creditor, the	ning this contract, you choose to buy the vehicle on credit Amount Financed and Finance Charge according to the
New or Used Year Mak	e and Model	Vehicle	Identification No.	Primary Use for Which Purchased
	;			x□ personal, family, or household □ agricultural
NEW 2005 CHEVROLET	MOLIBU	161712S	395F	□ business □
Your trade-in is a: Year	Make	Mode	<u> </u>	
FEDERAL TR	RUTH-IN-LENDING D	ISCLOSURES		Insurance. You may buy the physical damage
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. 6.00 % \$ 3100.41 Your Payment Schedule Will Be:	The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled. 25917.39	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ 2129.25 is \$ 27146.55	insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.
Number Amount	When Pa	yments ·	Or as	Check the insurance you want and sign below:
of Payments of Payments	Are (Due	Follows	Optional Credit Insurance.
	nthly beginning ea/	9 5/ 9 5		☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
THE FINAL PAYMENT OF 18	2322.80 07/	<u>95/98</u>		☐ Credit Disability (Buyer Only)
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Security Interest. You are giving a s	• •		•	Credit Disability \$N/A
Additional Information: See this nonpayment, default, any required re	contract for more	information includi	ng information about	(Insurance Company)
ITEMIZATION OF AMOUNT FINAN	CED: *			(Home Office Address)
1 Cash price (including any accesso	4	(es)	\$ 23916.89 (1)	Credit life insurance and credit disability insurance
2 Total downpayment = (If negative		· · · · · · · · · · · · · · · · · · ·	<u> </u>	are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit
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3 Unpaid balance of cash price (1 m	inus 2)		\$ 21787.64 (3)	you paid all your payments on time. Credit disability insurance does not cover any increase in your
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05JUL05 DD 18:00 21JUN07 R.O. OPENED R.O. CLOSED STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER 700000 08:56 15:18 20JUN07 LINE OPCODE TECH TYPE HOURS A CUST. STATES; CLUNK IN STEERING ON TURNS, CHECK & REPORT.PP CAUSE: DRY INTERMEDIATE STEERING SHAFT E9448 REPOSITION INTERMEDIATE STEERING SHAFT/TSB 06-02-32-007 485 RONALD LANG LIC# FC: 2N PART#: COUNT: 0 CLAIM TYPE:

PROMISED

PARTS:

HOLBROOK, NY

YEAR

05

COLOR

DEL DATE

HOME:

CELL:

BLUE

0.00 LABOR:

1203701

BUS:

MAKE/MODEL

CHEVROLET MALIBU

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36641 DRY INTERMEDIATE STEERING SHAFT LUBRICATE INTERMEDIATE STEERING SHAFT AS PER TSB #06-02-32-007B

AUTH CODE:

VB

D ANY SERVICES PERFORMED UNDER "GOOD WILL" ARE IN THE INTEREST OF

CUSTOMERSATISFACTION. GW THIS SERVICE PERFORMED UNDER "GOOD WILL" IN

THE INTEREST OF CUSTOMER SATISFACTION.

PARTS:

@P; LABOR: 0.00

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TOTAL LINE D:

0.00 0.00

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DYVANUE

valid honday . Thursday Bam-spm

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE

DAMAGE OR OTHER CAUSES BEYOND

WARRANTY FOR OUR SERVICES IS 6

ILES (UNLESS OTHERWISE INDICATED)

LY AT SELLER'S PLACE OF BUSINESS.

BY CLOCK HOURS AND/ OR FLAT RATE MANUAL







MONDAY-FRIDAY 7:30 am - 5:00 pm

SATURDAY 8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Bohemia Auto Group, Inc. D/B/A AUTO GROU

INVOICE

4825 SUNRISE HWY. BOHEMIA, NY 1171

631-589-3100

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		. "		CAUSES BEYON		//ONDAY-FRIC :30 am - 5:00		MISC. CHARGES			
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			And on F	- I INTERMINAL	NYSM	V R/S. REG. NO.	708 4905	THIS AMOUNT			

1203701

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL

HOLBROOK, NY

85344

SUN AUTO GROUP

INVOICE

4825 SUNRISE HWY. · BOHEMIA, NY 11716 631-589-3100

DUPLICATE 1 PAGE 1

FAX: 631-244-8083

www.sunautogroup.net

BUS: HOME SERVICE ADVISOR: 263 EFRAIN NIEVES TAG LICENSE MILEAGE IN OUT COLOR YEAR MAKE/MODEL <u> 26825/26828</u> 1G1ZT52895F CHEVROLET MALIBU 05 FLUE PAYMENT INV. DATE HATE PROMISED PO NO. WARR EXP. DEL DATE CASH 05DEC06 VARIBL 18:00 05DEC06 <u>05JUL05</u> IS STK:2118 ENG:3.5 Liter SFI TRN:MX0 R.O. OPENED R.O. CLOSED 1) DENT L/R FENDER 16:19 05DEC06 ()8:00 04DEC06 TOTAL LIST NET LINE OPCODE TECH TYPE HOURS CV T STATES THERE IS A CLUNKING NOISE IN THE STEERING WHEN TURNING TO THE LEFT CAUSE: NOISY E7680 COLUMN ASSEMBLY, STEERING - REPLACE 485 RONALD LANG LIC#: (N/C)(N/C)1 15926870 COLUMN FC: 4X PART#: 15926870 COUNT: 1 CLAIM TYPE: AUTH CODE: NE 0.00 TOTAL LINE 0.00 OTHER: 0.00 0.00 LABOR: PARTS: REPLACE STEERING COLUMN ASSEMBLY ************* B I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE. NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE THEFT, LOSS FOR DENTS, DINGS, CHIPS, SCRATCHES, OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OF ACTS OF NATURE. (N/C)99 ISP 0.00 OTHER! 0.00 TOTAL LINE B: 0.00 LABOR: PARTS: 0.00 C DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. TOTALS DESCRIPTION LABOR AMOUNT PARTS AMOUNT CHEVROLET GAS, OIL, LUBE SUBLET AMOUNT MONDAY-FRIDAY MISC. CHARGES 7:30 am - 5:00 pm TOTAL CHARGES SATURDAY LESS DISCOUNT TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. 8:30 am - 2:00 pm SALES TAX PLEASE PAY

NYS MV R/S. REG. NO. 708 4905

THIS AMOUNT

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Rachal Ross State: NY

Customer Name: Service R					equest: 71-533692185	GM Legal File No.: {Number}				
				Vehicle is: New	BAC Code: 166976					
Year, Make & Model: 2005 Chevrolet			Date: 7/5/2005 et Malibu		Vehicle Purchased Use	d on: N/A				
Lien holder:	: GMAC∑	☐ Other☐:	{Name}		Sale Type: Purchase	Lease Other: : {Type}				
			VFH	ICLE REPA	IR HISTORY					
☐ <u>PARKII</u>	☐ <u>PARKING LAMP INOP</u>									
Date:	RO #:	Days Out:	Mileage:	Description of	Complaint and Repair	Performed:				
7/25/05	71451	1	1,092			LAMP NOT WORKING / FOUND RNED OUT - REPLACED				
☐ <u>REAR \</u>	REAR VIEW MIRROR LOOSE									
Date:	RO #:	Days Out:	Mileage:	Description of	Complaint and Repair	Performed:				
7/25/05	71451	*	1,092			SE / NECESSARY TO TIGHTEN REAR EAR VIEW MIRROR TO WINDSHIELD				
2/5/07	86831	1	29,846		W MIRROR FELL OFF /	MIRROR FAILURE – MIRROR, INSIDE				
☐ <u>VANIT</u>	Y MIRRO	R LIGHT O	<u>UT</u>							
Date:	RO #:	Days Out:	Mileage:	Description of	Complaint and Repair	Performed:				
1/11/06	76428	1	11,621		IRROR LIGHT OUT / FO BULB ON LEFT SIDE V	OUND LEFT SIDE BULB IS OUT – ANITY MIRROR				
□ <u>WASH</u>	<u>ER INOP</u>									
Date:	RO #:	Days Out:	Mileage:	Description of	Complaint and Repair	Performed:				
1/16/06	76565	1	11,827	RUNS THROUG		WORKING / HOLE IN HOSE THAT ESSARY TO REPLACE LEFT FRONT E # 2672				
☐ TURN :	SIGNAL I	<u>INOP</u>								
Date:	RO #:	Days Out:	Mileage:	Description of	Complaint and Repair	Performed:				
5/23/06	80177	1	17,867		R TURN SIGNAL IS NOT IRN SIGNAL BULB	WORKING / BLOWN – REPLACE				
⊠ CLUNK	ING NOI	SE IN STEE	<u>ERING</u>							
Date:	RO #:	Days Out:	Mileage:	Description of	Complaint and Repair	Performed:				
8/29/06	82819	1	22,015			N STEERING WHEN TURNING THE REPLACE STEERING COLUMN				
12/4/06	85344	1	26,825		A CLUNKING NOISE IN	THE STEERING WHEN TURNING TO				

				THE LEFT / NOISY STEERING COLUMN – REPLACE STEERING COLUMN ASSEMBLY
5/29/07	89744	1	35,576	C/S THUMPING NOISE FROM STEERING ON TURNS / STR GEAR FAILURE
				 GEAR ASSEMBLY, POWER STEERING - REPLACE - PERFORM
				PROCEDURE AS PER TSB # 06-02-32-007B
6/20/07	90382	1	36,632	C/S CLUNK IN STEERING ON TURNS / REPOSITION INTERMEDIATE
				STEERING SHAFT – TSB 06-02-32-007B – DRY INTERMEDIATE
				STEERING SHAFT LUBRICATE

☐ REAR BRAKE LIGHT INOP

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/28/06	83615	1	23,601	C/S RIGHT REAR BRAKE LIGHT IS OUT / BURNT – REPLACE RIGHT REAR BRAKE LIGHT BULB

☐ NOISE WHEN MAKING TURNS - BRAKES

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/21/06	85061	1	26,200	C/S CHECK NOISE IN STEERING WHEN MAKING TURNS HIGH PITCH NOISE MOST OF THE TIME WHEN TURNING RIGHT / REPLACE REAR
5/25/07	89699	1	35,309	BRAKE PADS AND REFACE ROTORS C/S CHECK FOR A THUMPING SOUND WHEN BRAKING AND MAKING A RIGHT TURN / CUSTOMER COULD NOT LEAVE VEHICLE FOR SERVICE - RESCHEDULED

☐ RATTLE IN THE REAR

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/22/07	86499	1	29,266	C/S THERE IS A RATTLE IN THE REAR WHEN GOING VERY SLOW / LOOSE – FUEL FILLER POCKET AND REINSTALL ON CORRECTLY AND SECURE

THE STATE LEMON LAW READS:

Days out of service: {# of Days} Repairs {# of repair attempts}

Time period {# of months} / {# of miles}

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

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: {# of repair attempts}

Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

{TEXT}

REASON FOR REMOVAL

{TEXT}

CRS FINAL OFFER: {CASH/REP/TRADE}: DATE: {Date} OFFER TO CUST: \${Amount}

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL {CASH/REP/TRADE}: DATE: {Date} AMOUNT TO CUST: \${Amount}

DEMAND:

OR INCLUSIVE OFFER: \${Amount}

ATTORNEY FEES: \${Amount}

TEAM LEAD APPROVING: {Name} Date: {Date}

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

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

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

115 BROAD AVENUE PALISADES PARK, NJ 07650

PH: 201-414-4295 FACSIMILE: 800-304-5348

FACSIMILE TRANSMITTAL SHEET

TO: Rachal Ross FROM: Elton Bozanian

COMPANY: General Motors DATE: 7/23/2007

FAX NUMBER: (866)255-3679 TOTAL NO. OF PAGES: 16

RE: v. General Motors

Our Client:

Vehicle: 2005 Chevy Malibu

VIN: 1G1ZT52895F

 Date of purchase:
 07/05/05

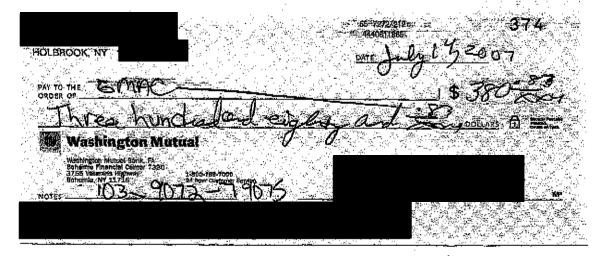
 Our File No.:
 NY07-10222

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.

Lienholder Information Request
Customer Name:
Social Security No.:
VIN: 1-612T52895F

Lienholder: <u>GMAC</u>
Account #:
Physical Address: YO, Box 2182
City: Greeley State: Co Zip Code: 80632
Contact Person: Zip Code: 80632
Telephone #: 1-880-200-4622

Payoff;
Good Until: Next Due Date: Per Diem:
Per Diem:
LATE CHARGES PAID: 250,97 LATE CHARGES DUE:
No. of Payments Made: 22 at \$ 362.70 per month
- 28 of
Current Mileage: 37,600 as of 7/17/0 >(date) sby authorize (-0019-0
I,(date)
any and all information regarding the above-reference. (Bank) to release
LLC (My Attorney) and (Vehicle Manufacturer) including and but not limited to a complete payment history of my account.
payment history of my account.
Sign
Date Page

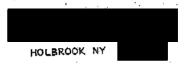


新社结片特色社 sine

GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622



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MAKE/MODEL: 05 CHEV MALIBU VIN: 1G1ZT52895F

ACCOUNT NUMBER :

STATEMENT REFLECTS

PAYMENT(S) RECEIVED THROUGH:

06/13/07

PAGE 1 OF 1

OTHER UNPAID AMOUNTS

ACCOUNT SUMMARY

to the second second second second second second second second second second second second second second second	PAST DUE PAYMENTS
NEXT PAYMENT DUE O7/05/07 Due Date 362.70	Due Date Amount
Amount Due 362.70	TOTAL
TO CASE	A0 (AE /AS

TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:

Late Charge Insurance Premium

Miscellaneous

TOTAL

380.83

18.13

18.13

REMAINING PAYMENTS: 15

SCHEDULED END DATE: 09/05/08

PAYMENTS APPLIED AS FOLLOWS

1	<u></u>	<u></u>	E-2-13-14-0	UNPATO FINANCE LATE	OTHER TOTAL
(DUE DATE	SCHEDULED PAYMENT	DATE PAID	BALANCE CHARGE CHARGE	CHARGE PAID 362.70
	04/05/07	362.70 362.70	04/11/07 05/17/07	277.06 85.64 261.57 101.13 312.91 49.79	362.70 362.70
	05/05/07 06/05/07	362.70	06/04/07	312.91 49.79	

MESSAGES

REMAINING UNPAID BALANCE \$16,515.84. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL US FOR YOUR PAYOFF.



FOR INFORMATION ABOUT OTHER GMAC PRODUCTS AND SERVICES PLEASE CALL THE FOLLOWING: GMAC MORTGAGE RATE QUOTES - 1-877-484-4622, GMAC INSURANCE RATE QUOTES - 1-888-589-4550, GMAC BANK INFORMATION - 1-866-246-2265.



1203701

HOLBROOK, NY

86831

AUTO GROUP

INVOICE

4825 SUNRISE HWY BOHEMIA, NY 11716

631-589-3100

FAX: 631-244-8083

www.sunautogroup.net

PAGE 1

HOME B	US :	SERVICE ADVI	SOR: 311 JOHN	w.sunautogro BIRRO	
GOLOR YEAR	MAKE/MODEL	NIV.	LICENSE	MESAGE	
	ROLET MALIBU WARR EXP. PROMIS	1G1ZT52895F	RATE	29846/2 PAYMENT	9846 INV DATE
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DECLINED 30,000	******	******	**************************************		anaan ah





I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL





7:30 am - 5:00 pm

<u>SATURDAY</u> 8:30 am - 2:00 pm



MONDAY-FRIDAY

PLEASE PAY

THIS AMOUNT

TOTALS DESCRIPTION 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00SUBLET AMOUNT 0.00 MISC, CHARGES 0.00 TOTAL CHARGES 0.00 LESS DISCOUNT 0.00 SALES TAX

0.00

NYS MV R/S. REG. NO. 708 4905

81574

SUN AUTO GROUP

WORKORDER REPRINT PAGE 2 4825 SUNRISE HWY. - BOHEMIA, NY 11716 MAIN NUMBER: 631-589-3100 FAX: 631-244-8083

WWW.sunautogroup.net

	35 5, 455 45 45 45	NYS MV R/S REG. NO. 708 4905
COLOR YEAR MAKEMODE	SERVICE ADVISOR:	263 NIEVES, EFRAIN
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CTISTOMER #-1202701

BUS:

HOME:



I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS

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Y

1203701 HOLBROOK, MY HOME 4

81574

Bohemia Auto Group, Inc. D/B/A

AUTO GROUP 4825 SUNRISE HWY. · BOHEMIA, NY 11716

631-589-3100

PAGE 1

INVOICE

FAX: 631-244-8083

22011111	BUS:					
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OTHAHBE

VALID MONDAY - THURSDAY BAN-SPM
1261 EXKELAND AVE., BOHEMIA
260 MIDDLE COUNTRY RO, CORAM (SOMING SCAR) - 738.4000
EMPIRE OFFER EXPIRES WITHIN 10 DAYS OF RECEIPT OF REDEEM
FOR \$2.00 OFF AFTER EXPIDATION "SUVS, VANS SUBJECT TO OVERSIZE

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL





MONDAY-FRIDAY

7:30 am - 5:00 pm

SATURDAY

8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905



THIS AMOUNT

TOTALS DESCRIPTION LABOR AMOUNT **10.00** PARTS AMOUNT 0.00 GAS, OIL, LUSE 0.00 SUBLET AMOUNT <u>0.00</u> MISC. CHARGES 0.00TOTAL CHARGES 10.00 LESS DISCOUNT 0.00 SALES TAX 0.00 PLEASE PAY

10.D0

YEAR MAKEMODEL

82819

Bohemie Auto Group, Inc. D/B/A AUTO GROUP

4825 SUNRISE HWY. · BOHEMIA, NY 11716

FAX: 631-244-8083

TOTAL

631-589-3100

* INVOICE*

HOLBROOK NY HOME: BUS:

COLOR

PAGE 2

www.sunautogroup.net SERVICE ADVISOR: 263 EFRAIN NIEVES

DISENSE MILEAGE N/ORT

TAG BLUE CHEVROLET MALIBU <u>1G</u>1ZT52895F <u> 22015/22023</u> DEL DATE WARR EXP. PROMISED FO NO. PAYMENT INV. DATE 05JUL05 <u>IS</u> 18:00 29AUG06 VARIBL CASH 29AUG2006 R.O. OPENIO A O: CLOSED STK:2118 ENG:3.5 Liter SFI TRN:MX0

1) DENT L/R FENDER 07:44 29AUG06

14:13 29AUG06 LINE OPCODE TECH TYPE HOURS

LIST NET DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE.

NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE ITDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE.

PARTS:

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TOTAL LINE C: (N/C) 0.00 



SUMAUTO 3.00 Exterior Car Wash 576,658,666,676,656,766,53,666,666,666,666,666,666,666

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOUYOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOUYOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL







MONDAY-FRIDAY 7:30 am - 5:00 pm

SATURDAY 8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	0,00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC, CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

83615

Bohemia Auto Group, Inc. D/B/A 🖴 AUTO GROUP

4825 SUNRISE HWY. BOHEMIA, NY 11716

631-589-3100

PAGE 1

*INVOICE*

FAX: 631-244-8083

www.sunautogroup.net SERVICE ADVISOR: 262

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05JUL05 IS 18:00 28	SEPOS	VARIBL CASH	28SEP06
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08:24 28SEP06   08:47 28SEP06	•		
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CAUSE: BURNT			
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485 RONALD LANG LIC#:		C/ _C	STOMANNIANT
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PARTS: 0.00 LABOR: 0.00 (	OTHER: 0.00	TOTAL LINE A:	^{GR} Ō∪ _P ************************************
REPLACE RIGHT REAR BRAKE LIGHT BULB	Oldsmobile		alitae:
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DINDERSTANDING THAT THERE IS I	NO GUARANTEE THAT	WE WILL FIND C	OR.
SOLVE THIS CONCERN IN THE ALL	LOTTED TIME. I UNI	DERSTAND THAT	
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TO COMPLETE THE SERVICE.

PARTS:

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0.00 OTHER: Q&00

SUNAUTO 3.00 EXTERIOR

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL







MONDAY-FRIDAY 7:30 am - 5:00 pm

SATURDAY 8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUSE	0.00
SUBLET AMOUNT	0.00
MISC, CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

( Wan

HOLBROOK MY

HOME

1203701

BUS:

85061

Bohemia Auto Group, Inc. D/B/A

AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716

631-589-3100

PAGE 1

*INVOICE*

FAX: 631-244-8083

www.sunautogroup.net SERVICE ADVISOR: 263 EFRAIN NIEVES

COLOR YEAR MAKE/MODEL UCENSE BLUE CHEVROLET MALTRU 2895F 2<u>6200/26208</u> DEL DATE WARE EXP PROMISED PAYMENT INV. CATE <u>05JUL</u>05 IS 18:00 21NOV06 VARIBL COUP 21NOV06 R.O. OPENED R.O. CLOSED STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER <u>08:09 21NOV06</u> 14:24 21NOV06 LINE OPCODE TECH TYPE HOURS LIST TOTAL A CHECK NOISE IN STEERING WHEN MAKING TURNS HIGH PITCH NOISE MOST TIME WHEN TURNING RIGHT 5RCUT REAR! - RESURFACE REAR DISC BRAKE ROTORS.REMOVE & INSTALL REAR DISC PADS. VISUAL INSPECTION OF BRAKE HYDRAULIC SYSTEM, LINE, HOSES. ROAD TEST OF VEHICLE. 485 RONALD LANG LIC#: 1 15243254 PAD KIT TAROR: 119.95 119.95 119.95 90.00 209.95 97.00 : 0.00 PARTS: OTHER: TOTAL LINE A: REPLACE REAR BRAKE PADS AND REFACE ROTORS ************** B I WILL NOT HOLD YOU YOUR COMPANY RESPONSIBLE FOR DENTS, DINGS, CHIPS, SCRATCHES, THEFT, LOSS OR DAMAGE TO VEHICLE OR ARTICLES INSIDE INDUE TO LOT OR SHOP DAMAGE OR ACTS OF NATURE ... NOTE I WILL NOT HOLD YOU/YOUR COMPANY RESPONSIBLE Color Color Color for dents, dings, thips, scratches, theet, loss . Barana kanangan kanangan kanangan kanangan kanangan kanangan kanangan kanangan kanangan kanangan kanangan kana OR DAMAGE TO VEHICLE OR ARTICLES INSIDE lidue to lot or shop damage or acts of

PARTS:

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NATURE.

0.00 OTHER:

Sugarfie

0.00TOTAL LINE B:

0.00

0.00

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VALUE MENDAY THURSDAY CAM-SPM 250 MIDDLE COUNTRY RD, CORRAM (COMMO BOOM), 736,4000 ENTIRE OFFER EXPERS WITHER TO DAYS OF RECEIPT OR REDEEN FOR \$2 00 OFF AFTER EXPRAISED SUCKEY VANS SUBJECT TO OVERBIZE

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

ห้องเขาเทยในเปลี่ยนได้

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL







MONDAY-FRIDAY 7:30 am - 5:00 pm

<u>SATURDAY</u> 8:30 am - 2:00 pm

NYS MV R/S, REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	119.95
PARTS AMOUNT	90.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	209.95
LESS DISCOUNT	10.00
SALES TAX	18.11
PLEASE PAY THIS AMOUNT	218.06

Bohemia Auto Group, Inc. D/B/A

AUTO GROUP 4825 SUNRISE HWY. - BOHEMIA, NY 11716

NET

631-589-3100

FAX: 631-244-8083

DUPLICATE 1 PAGE 2

*INVOICE*

www.sunautogroup.net SERVICE ADVISOR: 263 EFRAIN NIEVES COLOR [YEAR] MAKE/MODEL DICENSE MILEAGE DIV OUT BLUE CHEVROLET MALIBU 1G1ZT52895F DEL DATE <u> 26825/26828</u> WARR EXP. PROMISED PO NO: DAVE PAYMENT INV. DATE <u>05JUL05 IS</u> 18:00 O5DEC06

R.O. CLOSED STK: 2118 ENG: 3.5 Liter SFI TRN: MX0 1) DENT L/R FENDER

08:00 04DEC06 16:19 <u>05DEC</u>06 LINE OPCODE TECH TYPE HOURS

LIST SOLVE THIS CONCERN IN THE ALLOTTED TIME. I UNDERSTAND THAT

ADDITIONAL COST MAYBE NEEDED TO COMPLETE THE SERVICE.

DIAG DIAGNOSTIC FEE FOR THIS SERVICE REQUEST IS AUTHORIZED WITH THE UNDERSTANDING THAT THERE IS NO GUARANTEE THAT WE WILL FIND OR SOLVE

THIS CONCERN IN THE ALLOTTED TIME. I

UNDERSTAND THAT ADDITIONAL COST MAYBE NEEDED

TO COMPLETE THE SERVICE.

BUS:

PARTS:

HOLBROOK, NV

H.O. OPENED

HOME

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TOTAL LINE C:

VARIBL

(N/C)O. 00

05DEC06

TOTAL

**** D** VEHICLE DISABLED - PROVIDE 1 DAY COURTESY RENTAL VEHICLE WHILE

REPAIRS ARE MADE CAUSE: COURTESY CAR

Z7901 VEHICLE DISABLED - PROVIDE 1 DAY COURTESY

RENTAL VEHICLE WHILE REPAIRS ARE MADE

FC: 98 PARTH: COUNT: 0

CLAIM TYPE: AUTH CODE:

MJ

SUBL ENTERPRISE COURTESY CAR ₩.

PARTS:

0.00 LABOR:

0.00 OTHER:

\$250.00 common trata (\$250.00 common trata (

ENTERPRISE COURTESY AR 2G20P522751305805

AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

OR COST. COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL

TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

CHEVROLET





MONDAY-FRIDAY 7:30 am - 5:00 pm

SATURDAY 8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION :	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Bohemia Auto Group, Inc. D/B/A

BUS:

89744

AUTO GROU

*INVOICE*

DUPLICATE 1

PAGE 1

4825 SUNRISE HWY. . BOHEMIA, NY 1171

631-589-3100

FAX: 631-244-8083

www.sunautogroup.net SERVICE ADVISOR: 311 JOHN BIRRO SE GENGE

COLOR MAKE/MODEL MILEAGE INFOUT AG BLUE 05 CHEVROLET MALIBU DEC DATE 1G1ZT52895F WARR EXP PROMISED 35576/35579 RATE PAYMENT INV DATE 05JUL05 DD 18:00 29MAY07 R.O. OPENED R.O. GLØSED VARIBL | CASH STK:2118 ENG:3.5 Liter SFI TRN:MX0 08:45 29MAY07 1) DENT L/R FENDER 2) **NGW**NO NPF'S**

16:20 29MAY07 LINE OPCODE TECH TYPE HOURS A CUST. STATES; TOTAL

THUMPING NOISE FROM STEERING ON TURNS., CHECK & REPORT. CAUSE: STR GEAR FAILURE

POVER STEET 303 CRAIG HERPFER LIC#:

1 15858368 GEAR 1 NPN FOAM TAPE FC: 4X PART#: 15858368 COUNT: 2 CLAIM TYPE:

AUTH CODE: NE 🍍

HOLBROOK MV

HOME:

PARTS:

**00.00** LABOR:

FOR Se on 0.00OTHER:

TOTAL LINE A

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**0**€. 00

(N/C)

N/C)

35576 STR GEAR FAILURE PERFORM PROCEEDURE AS PER TSB #06-02-32-0078, RESULTS POOR INSTALLED STEERING GEAR ASSX 0.4 OLH ************

B** TWO WAY SHUTTLE

CAUSE: SHUTTLE

Z7911 TWO WAY SHUTTLE

99 FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

JUBL SUN SHUTTLE PO# PO#₩

AKTS: U.UU LABOR: 0.00 O
AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG
ITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I
HIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING
OMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR
MAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE
THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES REYOND સ્ત્રાહ્મ, તાલે પ્રાથમિક ભાગમાં લાખે હાલે છે. AMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE
1 THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND
1 THE WARRANTY FOR OUR SERVICES IS 6
1 THE WARRANTY FOR OUR SERVICES IS 6
1 THE WARRANTY FOR OUR SERVICES IS 6
1 THE WARRANTY FOR OUR SERVICES INDICATED) MED ONLY AT SELLER'S PLACE OF BUSINESS.

PUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL

CHEVROLET

MONDAY-FRIDAY 7:30 am - 5:00 pm

<u>SATURDAY</u> 8:30 am - 2:00 pm

NYS MV R/S, REG, NO. 708 4905

TOTAL LINE B: <u>0</u>. 00 DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS DISCOUNT SALES TAX PLEASE PAY THIS AMOUNT

THE INTEREST OF CUSTOMER SATISFACTION.

99 CP

PARTS: 0.00 LABOR :

0.00 OTHER:

0.00

0.00

0.000.00

TOTAL LINE D: 🎲 



WALID MONDAY - THURSDAY BAM-SPM 

AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I IRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE HIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR OMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR AMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE O THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND OUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 IONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) O BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. O BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL



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MONDAY-FRIDAY 7:30 am - 5:00 pm

SATURDAY 8:30 am - 2:00 pm

NYS MV R/S, REG. NO. 708 4805

T 1000000000000000000000000000000000000	
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

HOLBROOK, NY

HOME

CELL

PARTS:

90556

Bohemia Auto Group, Inc. D/B/A

LAUTO GROUP

*INVOICE*;

4825 SUNRISE HWY. BOHEMIA, NY 11716

NET

631-589-3100

PAGE 1

FAX: 631-244-8083 www.sunautogroup.net

SERVICE ADVISOR: 311 JOHN BIRRO

(Velse); MAKE/MODEL 30 (4 E) AVC (5 MILEAGE IN/OUT LICENSE BLUE 05 CHEVROLET MALIBU 1G1ZT52895F: 36936/36936 DELDATE PROMISED WARR EXP. PO NO. RATE PAYMENT I INV. DATE <u>05JUL</u>05 DD VARIBL CASH 27JUN07 ro. Opened RO. CLOSED STK:2118 ENG:3.5 Liter SFI TRN:MX0

1) DENT L/R FENDER

<u>08:30 27JUN07</u> <u>07:54 27JUN07</u>

LINE OPCODE TECH TYPE HOURS

BUS:

A NEW YORK STATE INSPECTION NY37 #4763147

338 CNY 0.00 LABOR:

37.00 OTHER: 0.00

37.00 TOTAL LINE A:

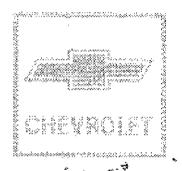
LIST

37.00

TOTAL

37.00

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VALID BONDAY - THURSDAY SAM-SPM FOR \$2.00 OFF AFTER EXPIRATION "SUVIS, VANS SUBJECT TO OVERSIZE





I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS. TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

LABOR COST COMPUTED BY CLOCK HOURS AND/ OR FLAT RATE MANUAL







MONDAY-FRIDAY

7:30 am - 5:00 pm SATURDAY 8:30 am - 2:00 pm

NYS MV R/S. REG. NO. 708 4905

DESCRIPTION	TOTALS
LABOR AMOUNT	37.00
PARTS AMOUNT	0.00
GAS, OIL, LUGE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	37.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	37.00

# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

115 BROAD AVENUE PALISADES PARK, NJ 07650

PH: 201-414-4295 FACSIMILE: 800-304-5348

#### FACSIMILE TRANSMITTAL SHEET

TO: Monica Baeza

FROM: Elton Bozanian

COMPANY: General Motors

DATE: 8/7/2007

FAX NUMBER: (866)233-2952

TOTAL NO. OF PAGES: 3

RE:

v. General Motors

Our Client:

2005 Chevy Malibu

Vehicle: VIN:

1G1ZT52895F

Date of purchase:

07/05/05

Our File No.:

NY07-10222

Dear Ms. Baeza:

Please find the enclosed release agreement executed by our client, Luanne D'Angelo, with respect to the above claim. Please have the settlement draft in the amount of \$4,500.00 inclusive of attorneys fees sent to our home office in Atlanta, GA, and we will disburse the appropriate funds to our client through our firm escrow account. That address is:

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

Thank you for your prompt attention to this matter and please do not hesitate to contact me with any other questions or concerns regarding this file.

Very truly yours,

#### ELTON BOZANIAN

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 CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,500 inclusive of attorneys fees 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 1G1ZT52895F ("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 38,550 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: 8/6/07			
Claimant's Signature  Claimant's Signature  Address  Address			
City, State, Zip Code  City, State, Zip Code			
STATE OF NY COUNTY OF SUFFICE			

Sworn to by Luanne D'ang	(or affirmed) and subscribed before me this
	Print, type or stamp Commissioned Name of Notary Public
	Personally Known OR Produced identification during local
	Type of identification ny that dune been
	My commission expires:
CC: File	
	Notary Public State of New York
	Patricla M. Guadaanine
LG0024	My appointment expires 10/01/2009
V6302006	CCSNADAIISV DB

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

08/12/06 PROCESSING SOURCE: CHEVROLET PAGE: 15:09:53

SELLG SCE: 13 MDL YR: 05 ORD NO: HPBF8B VIN: 1G1ZT5289 5F

ODATE: 08/26/04 ORDER FAN: DDATE: 07/05/05 DLVY FAN: OTYPE: 070 DLVY SS/SITE CD: 13 02201 DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 07/06/05 ORDER BY:

CANC: CANC DOE:

TRADE: 06/27/05 DLVY TO:
TRD DOE: 06/29/05

CRUC IN:

HOLBROOK

SRVC IN: HOLBROO
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR

PRICE ASSUR RT:

--INCENTIVES--

 CODE
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POLICY PYMT CMNT: ACTV TYPE: 6

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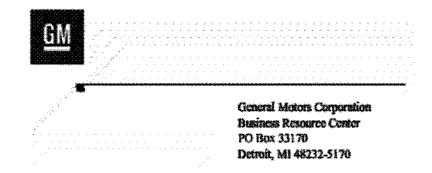
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PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 177635 AUTH PUR CD:

MISC DATE: 07/05/05 MISC: 0000079075MEA0

POLICY PYMT CMNT: ACTV TYPE: 6



#### VIA FAX ONLY

July 19, 2007

Elton Bozanian, Esq. Alex Simanovsky & Associates, LLC 115 Broad Ave Palisades Park, NJ 07650-1441

RE:

Service Request: 71-533692185

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52895F

Customer Relationship Specialist: Monica Baeza

Dear Mr. Bozanian:

We regret that your client(s) is dissatisfied with his 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 \$ 2,500.

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets

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.

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























GMC

### **General Motors Business Resource Center**

# FAX

To: Trish Rostron

Company: Sun Auto Group

Fax:

6315894723

Phone:

From:

**Rachal Ross** 

Fax:

866-255-3679

Phone:

866-790-5600 x 11141

E-mail:

CC:

NOTES:

07-06-'07 13:22 FROM-

T-036 P002/005 F-809

# General Motors

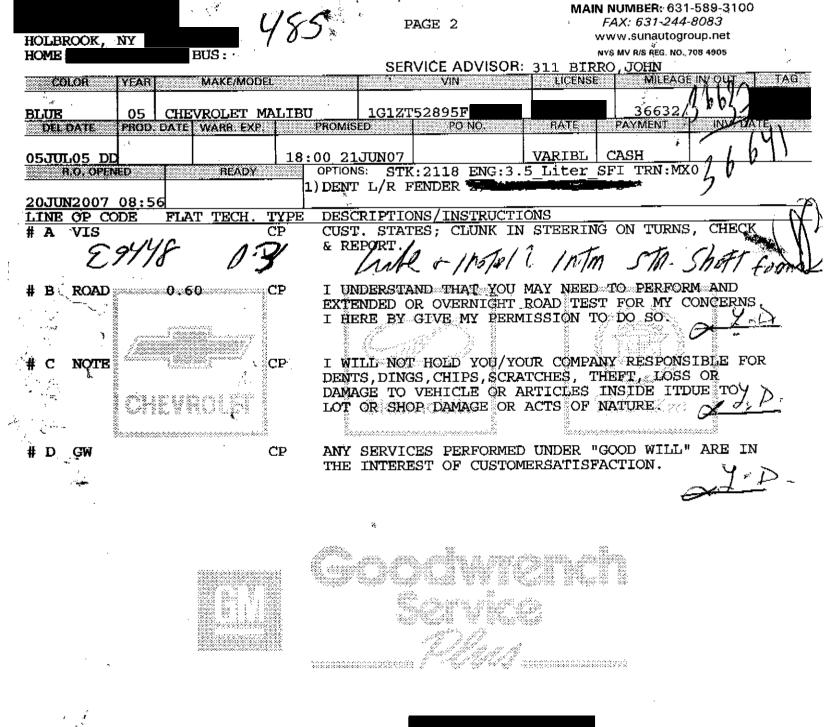
# REQUEST FOR OWNER RETENTION GOOD WILL ADJUSTMENT

Customer/Vehicle In	ıformation				
Customer Name:		Davtime Phone	Number:	Date of request:	
				06/20/2007	
Vehicle Year:	Vehicle Model:	VIN Number:		Original Owner?	
2005	CHEV MALIBU	1G1ZT52895F		XX Yes D No	—
In Service Date:	Mileage:	R.O. Number:			
07/05/2005	36,632	90382		·	—
Nature of Request				<del></del>	
Description of problem a KNOCKING NOISE ST		N ON TURNS, DRY	INTERMEDI	IATE STEERING SHAFT	
What is needed to repair LUBRICATE INTERME		G SHAFTS AS PER	ΓSB #06-02-3	32-007B	
Why is Goodwill bei	ing requested?				
	•	EIOND ITE WAR	CANTIBIE	WHEEAGE	—
Cost of Assistance R					
Parts	Labor	Sublet	Other	Total	
Financial Participation: Customer (%	6 or \$)		GM (% or	r \$)	
In the interest of ensuring that every General Motors owner has the most positive ownership experience possible, this form has been developed to enable the General Motors dealership to document the customer's request for assistance and define the expense participation in situations beyond the scope of the vehicle warranty.  Any assistance proposed and/or provided is solely a gesture of goodwill by General Motors and/or your Dealer which is intended to strengthen the relationship between the consumer, the General Motors Dealer, and General Motors Corporation.					
Costomer Acknowledgement	or, the constant motors of	edio, and object inbiora	<i>50, p0, 400.</i>	Date	
Dealer Use ONLY				<u> </u>	_
Will this repair be dealer self-					
Is there an Open Customer Assistance Request?  ☐ Yes ☐ No If yes, date CAC Case Number					
	Has this repair been performed previously?  ☐ Yes ☐ No If yes, date Dealer				
personnel.		_	ust be approve	ed in advance by General Motors	
Is this vehicle covered by a se Yes No If yes, type _	this vehicle covered by a service contract other than GMPP?  Yes No If yes, type Contract Number: this repair covered by a service contract or customer's insurance?				
☐ Yes ☐ No		er's insurance?			
Is the repair need due to impro	oper maintenance?			1=.	
Dealer Authorized Signature				Date	
Dealer Name				Dealer Number	

07-06-'07 13:22 FROMT-036 P003/005 F-809

SUN AUTO GROUP

WORKORDER #:1203701
WORKORDER #825 SUNRISE HWY. BOHEMIA, NY 11716



I GRANT YOU/YOUR EMPLOYEES PERMISSION OF OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

Brakes % Tires % A/C Temp Fault Codes All'Lights NYSI

Line/Cause/Correction

A/Cause:

Correction: # 435

A) Found BNOCK Noise To Stone (No. 5)

Lo Be Inter must with Shapt

Shapt Mannie Kinock Noise

As for 113 06-02-52-007 B.

Coull 4970 998

TAC: John Savoy

Normal DRIVE Column

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Bohemia Auto Group, Inc. D/B/A 1203701 90382 SUN AUTO GROUP 4825 SUNRISE HWY. BOHEMIA, NY 11716 *INVOICE* 631-589-3100 DUPLICATE 1 FAX: 631-244-8083 HOLBROOK, NY PAGE 1 www.sunautogroup.net HOME BUS: SERVICE ADVISOR: 311 JOHN BIRRO CELL ©(©|@@)79 SYSTEMATICS MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG 36632/<u>36641</u> CHEVROLET MALIBU 1G1ZT52895F PROD DATE WARR EXP. PAYMENT INV. DATE DEL DATE PROMISED PO NO. *RATE VARIBL 05JUL05 DD 18:00 21JUN07 CASH 20JUN07 R O. OPENED READY STK:2118 ENG:3.5 Liter SFI TRN:MX0 1) DENT L/R FENDER 08:56 20JUN07 15:18 20JUN07 TOTAL LINE OPCODE TECH TYPE HOURS LIST NET A CUST. STATES; CLUNK IN STEERING ON TURNS, CHECK & REPORT.PP CAUSE: DRY INTERMEDIATE STEERING SHAFT E9448 REPOSITION INTERMEDIATE STEERING SHAFT/TSB 06-02-32-007 485 RONALD LANG LIC#: (N/C)FC: 2N PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: VBPARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 36641 DRY INTERMEDIATE STEERING SHAFT LUBRICATE INTERMEDIATE STEERING SHAFT AS PER TSB #06-02-32-007B ********** D ANY SERVICES PERFORMED UNDER "GOOD WILL" ARE IN THE INTEREST OF CUSTOMERSATISFACTION. GW THIS SERVICE PERFORMED UNDER "GOOD WILL" THE INTEREST OF CUSTOMER SATISFACTION. 99 CPPARTS: 0.00 LABOR: 0.00 OTHER: GOODWILL ****************** THIS IS A GIFT, IT WAS NOT A WARRANTY ITEM. ONE OR MORE ITEMS ON THIS INVOICE WERE DONE AT REDUCED COST. WE EXTEND THIS GOODWILL GIFT IN APPRECIATION OF YOUR CONTINUED PATRONAGE AND SATISFACTION. THANK YOU FROM THE MEN AND WOMEN OF SUN AUTO GROUP

I AUTHORIZE YOU TO PERFORM THE WORK HEREIN ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I GRANT YOU/YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE UP TO 50 MILES FOR THE PURPOSE OF TESTING & QUALITY CONTROL. I AGREE NOT TO HOLD YOU/YOUR COMPANY RESPONSIBLE FOR PARTS DELAYS OR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE IT DUE TO THEFT, FIRE, LOT DAMAGE OR OTHER CAUSES BEYOND YOUR CONTROL. THE WARRANTY FOR OUR SERVICES IS 6 MONTHS OR 6,000 MILES (UNLESS OTHERWISE INDICATED) TO BE PERFORMED ONLY AT SELLER'S PLACE OF BUSINESS.

BOR COST COMPOTED BY CLOCK HOURS AND OR FLAT RATE MANUAL

MONDAY-FRIDAY 7:30 am - 5:00 pm

<u>SATURDAY</u> 8:30 am - 2:00 pm

NYS MV R/S, REG, NO. 708 4905

DESCRIPTION	dutaes
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAŞ, QIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY	0.789

RCMPR028 VEHICLE EVENT SELECTION 08/12
PROCESSING SOURCE: CHEVROLET 14:51
PAGE: 08/12/06 14:51:15

VIN: 1G1ZT5289 5F SELLG SCE: 13 MDL YR: 05 ORD NO: HPBF8B VIN TYPE: N

# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

#### 115 BROAD AVENUE PALISADES PARK, NJ 07650

PH: 201-414-4295 FACSIMILE: 800-304-5348

#### FACSIMILE TRANSMITTAL SHEET

TO: Monica Baeza

FROM: Elton Bozanian

COMPANY: General Motors

DATE: 7/27/2007

FAX NUMBER: (866)233-2952

TOTAL NO. OF PAGES: 1

RE:

v. General Motors

Our Client:

Vehicle:

2005 Chevy Malibu

VIN:

1G1ZT52895F

Date of purchase:

07/05/05

Our File No.:

NY07-10222

Dear Ms. Baeza:

Please be advised that my client has directed me to make the following demand in response to your offer as a full and final settlement of the above-listed case. The terms of our demand are as follows:

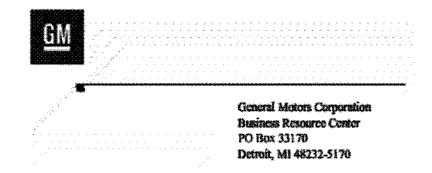
## Total settlement of \$6,000.00 (inclusive of fees and costs).

As always, my clients will execute a General Release provided it is first presented to this office for review. General Motors will then issue a check in the Total Settlement amount payable to the order of our clients and Alex Simanovsky & Associates, LLC to the firm's main office at 2300 Henderson Mill Road, Suite 300, Atlanta GA 30345.

Please let me know as soon as possible if this settlement proposal is acceptable. Thank you for your cooperation in quickly resolving this matter.

Sincerely,

ELTON BOZANIAN Attorney at Law



#### VIA FAX ONLY

July 3, 2007

Trish Rostron Office Manager Sun Auto Group 4825 Sunrise Hwy Bohemia, NY 11716-4611

RE:

Service Request: 71-533692185 2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52895F

Legal Research Specialist: Rachal Ross

Dear Ms. Rostron:

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 me at 1-866-790-5600 extension 11141 Monday through Friday between 8:00 a.m. and 3:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation













