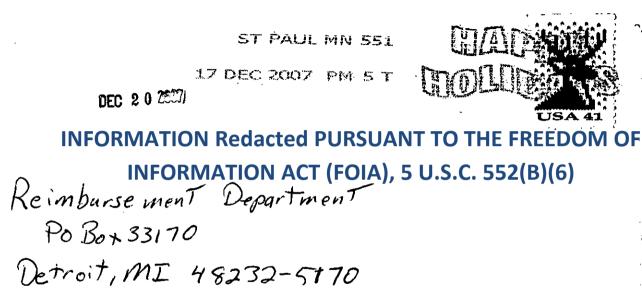


Cambeldge Mr



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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-17-07
17-Digit Vehicle Identification Number (VIN): <u>IGIZT548×5F</u>
Mileage at Time of Repair: 50478 Date of Repair:
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>Cambridge</u> State: <u>Mn</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 575,39
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

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Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

0000692/GMR2V071129R07

Page 03 of 03

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



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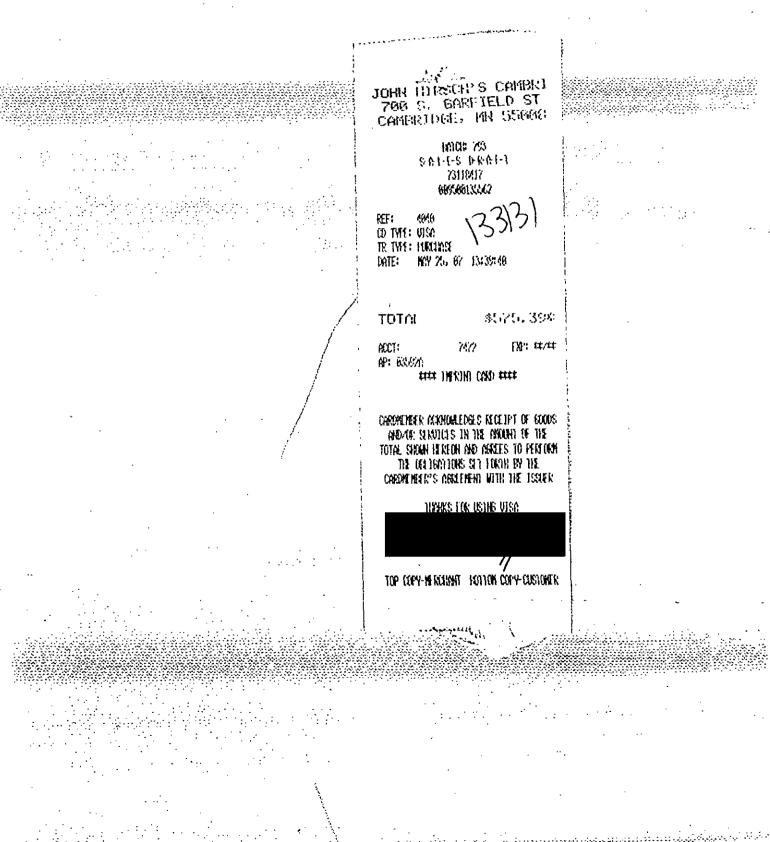
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700 So. Garfield St. Cambridge, MN 55008 • (763) 689-7600 1-800-247-1168 Fax# (763) 689-4650

CUSTOMER NO 21357	ADVISOR JOHN ARACO	70 TAG NO.		INVOICE DATE 05/25/07	CVCS133131
	LABOR RATE LIC	MILEAGE	50,478	COLOR WHITE/	R2627
CAMBRIDGE, MN	YEARMAKEMODEL 05/CHEVROLET/MALIB	U/SEDAN	_	DELIVERY DATE 07/29/05	DELIVERY MILES 5,512
CAMBREDGE, MIC	UEHICLE I.D NO. 1G1ZT548X	5 F		SELLING DEALER NO	PRODUCTION DATE
1	F. T. E. NO	P.O NO		^{n o} 05/24/07	
	COMMENTS	·····			
LABOR & PARTS J# 1 13CVZ OWNER REPORTS ERRATICALLY STEERIN TRYING TO BRING IT BACK TO CENTER ROAD TESTED WITH CUSTOMER COULD N CUSTOMER O/KED TO REPLACE STEERIN	OT DUPLICATE CONDITION		185.40	those of the manufacture selier, JOHN HIRSCH'S and buyer, the product i the entire risk as to the	roducts sold hereby are er. As between this retail CAMBRIDGE MOTORS s to be sold "AS IS" and quality and performance
PARTSQTYFP-NUMBERDESCR JOB # 1 1 15926870 COLUM	IPTIONU N 6.518 JOB # 1 TO	366.18		expressly disclaims all v	the buyer. The seller varranties, either express any implied warranty of
	JOB # 1 TOTAL LABO	r & Parts	551.5		s for a particular purpose, sumes nor authorizes any
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$576.00 (+TAX)				other person to assume nection with the sale of	for it any liability in con- said products. This dis- no way effects the terms
YOU MAY RECEIVE A QUESTIONNAIRE IN THE MAIL FR		LABOR	185.4	of the manufacturer's wa	rranty.
GENERAL MOTORS/DAIMLER CHRYSLER	TOTAL	PARTS	366.1 0.0	3 <u>x</u>	
"COMPLETELY SATISFIED" PLEASE CONTACT SKIP CHRISTENSON SERVICE DIRECT THANK YOU! JOHN HIRSCH'S CAMBRIDGE MOTORS	OR TOTAL Total	SUBLET G.O.G MISC CHG. MISC DISC TAX	0.0 0.0 0.0 23.8) SIGNALORE)	
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CUSTOMER SIGNATURE					
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North American C General Motors Corpor Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530	Operations Tation	<u>GM</u>		CHECK NO.	<u>50-937</u> 213
DATE 01/22/08	*******	×575 DOLLARS	****39 CEN	AMOU TS XXXXXXX	NT 1XXXXXX575.39
				North American Opera General Motors Corpo Disbursement Account	ions ation
PAY TO THE ORDER OF	CAMBRIDGE MN				
	L				
The Chase Manhallan Banh, N.A. Syracuse, New York		AUDIT			
VENDOR DUNS NO. BB 000000128	1	North An General M Disburseme PO Box 67	nerican Operation otors Corporation nts (2613)		I BEFORE DEPOSITING CHECK
	DATE DOC. REFERENCE NUMBER	Phoenix A	Z 85082-2530		01/22/08
DESCRIPTION	8/08 VH 1-9TLBVF	00.0000	INVOICE AMOUNT 575.39	DISC. AMOUNT	NET AMOUNT 575.39
	•				
ACCEPTANCE OF REIMBURSEMENT	THIS CHECK CONSTITUTES FULL RESO	LUTION FOR	M3		
withw		TOTAL	575.39	.00	575.39

February 3, 2011



Service Request: 71-593585397 Customer Relationship Specialist: Joey Bravo

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

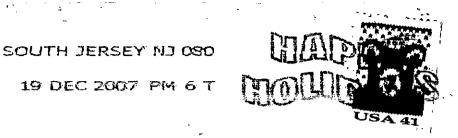
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$575.39.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have 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

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



Reimburement Department PO Box 33170 Detroit, MI 48232-5170

Willingboro, NJ

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

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-19-07
17-Digit Vehicle Identification Number (VIN): <u>IGIZT548X5F</u>
Mileage at Time of Repair: <u>46, 935</u> Date of Repair: <u>11-27-07</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: Willingboro State: NJ ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code): <u>Same As Above</u>
Amount of Reimbursement Requested: \$916,46
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:
Please mail this claim form and the required documents to:
Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170
Reimbursement questions should be directed to the following number: 1-800-204-0261

Chevrolet P.O. Box 909989 Milwaukee, WI 53209-9989

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07126 1G17T548X5F108117 13 0001034

WILLINGBORO, NJ

December 2007



Willingboro, NJ

Dear

As the owner of a 2005 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Chevrolet Malibu within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

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Scott Lawson General Director, Customer and Relationship Services

Enclosure 07126

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ILLINGBORO, NJ		PAGE 1	•) 386-2700 ingtonchevy.com
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VEHICLE OR OTHERWISE, THAT ANY PART RI UNDER THIS CLAIM HAD BEEN CONNECTED IN ACCIDENT, NEGLIGENCE OR MISUSE. RECOR	EPAIRED OR REPLACED	Seller hereby expressly disclaims warranties either express implied, including any impli	or GAS, UIL, LUBE	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM T NOTIFICATION AT THE SERVICING DEALER	HE DATE OF PAYMENT	warranty of merchantability fitness for a particular purpo Seller neither assumes r authorizes any other person	se. MISC. CHARGES	6.50
MANUFACTURER'S REPRESENTATIVE.		authorizes any other person assume for it any liability connection with the sale of ti item/items.	in <u></u>	<u> </u>
(SIGNED) DEALER, GENERAL MANAGER OR AUTHO	RIZED PERSON (DATE)		SALES TAX	59,96
		Chu bosh	PLEASE PAY	916.46

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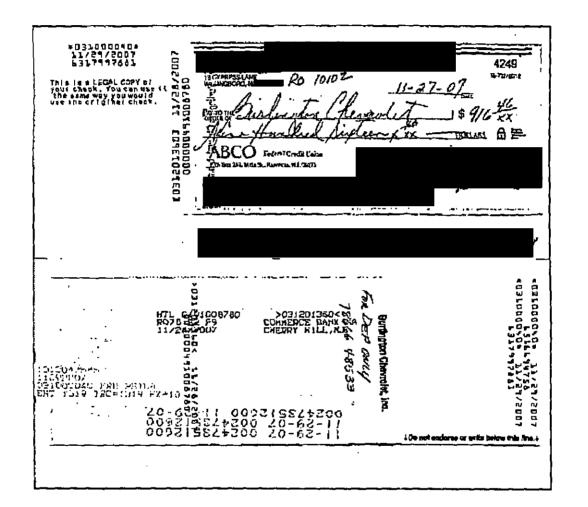
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Member Share Drafts

IMAGE INQUIRY SELECTION

Print this Page

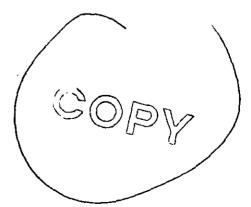
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North Amer General Motors Disbursements PO Box 62530 Phoenix, AZ 83	ican Operation Corporation (2613) 5082-2530	ations	<u>GM</u>		CHECK NO.	<u>50-937</u> 213 ∫
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REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.		DISC. AMOUNT	NET AMOUNT
ACCEP		CHECK CONSTITUTES FULL R	ESOLUTION FOR	916.46	.00	916.46
KE IME	UKSENEN I VOK	DESTIONS LALL 800-462-878	Z TOTAL	916.46	<u> </u> .00	916.46
26				· · · · · · · · · · · · · · · · · · ·		_ · · · · · _ · _ · _ · _ · _ · _ ·

February 4, 2011



Service Request: 71-593960650 Customer Relationship Specialist: Jasmine Cooper

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the power steering assembly that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$916.46.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

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.

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

February 4, 2011



Service Request: 71-593998469 Customer Relationship Specialist: Jay Williams

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$564.02.

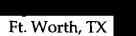
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

North Ameri General Motors Disbursements (PO Box 62530 Phoenix, AZ 85	Corporation (2613) 082-2530		<u>GM</u>		CHECK NO.	50-037 213
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Syracusa, New York			AUDIT			
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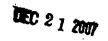


FORT WORTH TX 761

17 DEC 2007 PM S L



Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170



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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-14-07
17-Digit Vehicle Identification Number (VIN): <u>IGI2T62825F</u>
Mileage at Time of Repair 55,627 Date of Repair: 6-13-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Ff. Worth State: TX ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code): <u>50-me as a bove</u>
Amount of Reimbursement Requested: \$ 564.02
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense Lineurrod for the repair covered by this letter.

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Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or

 Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

CHEVROLET.

GOODMAN CHEVROLET-CADILLAC-NISSAN, INC. 1003 HAPPY VALLEY ROAD • P.O. BOX 487 GLASGOW, KENTUCKY 42142-0487

TELEPHONE: (270) 678-1300



QUALITY SERVICE

QUALITY CARS

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DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fibress for a particular purpose, and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

JSTOMER NO.	ADVISOR	<u> </u>	TAG NO.	INVOICE DATE	INVOICE NO.
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	1612T-628				PRODUCTION DATE
IASGOW, KY	F. T. E. NO.			11.0.0ATE 06/13/07	
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***************************************	*****	TOTAL INVOICE \$	564.02		
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Edmonton State Bank

GLASGOW

KY

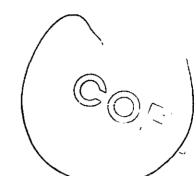
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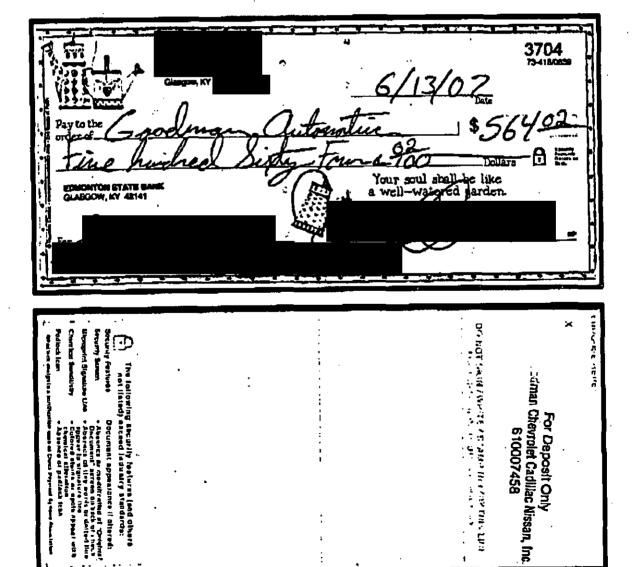
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December 14, 2007

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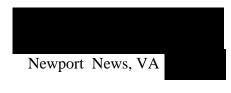
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April 25, 2011



Dear

We sincerely regret that you experienced a concern with your 2008 Chevrolet Malibu, which resulted in an unexpected inconvenience to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$1,508.40. We hope this goodwill adjustment will offset, to some degree, the inconvenience that you have been caused.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Business Resource Center Service Request 71-741633358 GENERAL MOTORS BUSINESS RESOURCE CENTER

GMC

8/04/09

Rick Milton Casey Chevrolet PO Box 120588 Newport News, VA 23612

Re:

Siebel Request: 71-741633358 2008 Chevrolet Malibu VIN # 1G1ZK57B68F

Dear Mr. Milton:

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 within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Shon Brown General Motors Business Resource Center Customer Relationship Specialist Ph# 866-790-5600, extension 31389 FAX# 866-268-5528

Privileged and Confidential Information

CASE ASSESSMENT

By: Shon Brown State: VA

Customer Name: Service Request: 71- BBB Case No.: CHV0942284 741633358 Only customer's last name to be recorded BAC Code: 113723 Vehicle ID No: In Service Vehicle is: New 1G1ZK57B68F Date: 10/4/2008 Year, Make & Model: 2008 Chevrolet Malibu Vehicle Purchased Used on: n/a at odometer n/a Mileage at Time of BBB Filing 16437 Lien holder: $GMAC \boxtimes$ Other : {Name} Sale Type: Purchase \square Lease \square Other \square : {Type} CAM Name: Craig Joseph DVM Name: Gordon Histed Phone Number: 914-244-6130 Phone/Cell Number: 757-876-6622 Svc Mgr Name: Dave Clements

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.

has tac been contacted for service history Y OR N.? If **yes** please include tac # and explanation tac was involved. If tac has

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT? No TAC assist required

Vibration In Steering/Hard Click at Brake Release

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
7/28/09	27460 2	4	16388	Hutchens Chevrolet Line A* Cust sts when steering is all the way down and locked vehicle has a violent vibration but if you move steering up vibration goes away. Verify cust concern and then checked for bulletins. Found PIC4883B Cause: The electronic power steering column motor housing is contacting the bracket for the adjustable pedals, causing a clunk when letting off the brake pedal. Removed booster and installed spacers on booster to firewall to stop noise. Test drove and found everything working properly.

Date:	<u>RO #:</u>	<u>Days</u>	<u>Mileaq</u>	Description of Complaint and Repair Performed:
5/12/09	20322 1	<u>Out</u> : 6	<u>e:</u> 10115	Casey Chevrolet Cust sts that vehicle made a loud and hard jerk motion, then engine light came on and vehicle would barely accelerate. P0601 Stored in TCM. Internal failure, checked wiring to TCM, good. Replace solenoid valve assembly/ TCM and recheck ok.
7/6/09	21779 5	1	15366	Casey Chevrolet Cust sts that vehicle is hesitating really bad, worse when A/C is running. Cust notices it more between $2^{nd}-3^{rd}$ gear. Check and advise. Was not able to duplicate at this time. Cust is going to return for test drive with tech.
7/28/09	27460 2	*	16388	Hutchens Chevrolet Line B Cust sts vehicle hesitates on acceleration, also notes that vehicle doesn't drive the same since solenoid valve assembly replaced. Info related to Line A* (see above repair for vibration in steering.)
Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
□ <u>{ Sym</u> t	otom}			
Date:	<u>RO #:</u>	Days	Mileag	Description of Complaint and Repair Performed:
		Out:	<u>e:</u>	
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Date:	<u>RO #:</u>	<u>Days</u>	<u>Mileaq</u>	Description of Complaint and Repair Performed:
□ <u>{ Sym</u> r	tom}	<u>Out</u> :	<u>e:</u>	
		Davia	Mileer	Description of Compleint and Densir Derformed
<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
Recall/	<u>'Campaig</u>	<u>n (Not Rela</u>	ted to Oth	er Symptoms/Complaints): No Recalls
Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileaq</u> e:	Description of Complaint and Repair Performed:
10/23/0 8	15107 0	<u>our</u> . 1	<u>e.</u> 739	#08279 Install two cooling fan jumper harnesses
				olved in an accident Y or N? No
<u>Did you</u>	<u>ı confir</u>	<u>m your a</u>	nswer	with the customer Y or N? Yes

What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident Y or N? n/a

 Has the customer filed any insurances claims on this Vehicle Y or N? No

 If Yes obtain the following information below

 Insurance Company______

 Insurance Rep (First and Last Name) _______

 Phone # ______

 Claim Made? Y/N
 Claim Status: Pending/Denied/NA

 Claim # _______

 Did Insurance Company refer customer to GM? Y/N/NA

<u>Are there any Aftermarket Modifications to the Vehicle Y or N? NO</u> <u>Have you confirm this with the customer Y or N? Yes</u> <u>List:</u>

Was a Trade Repurchase offered to the customer Y or N? No (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM ______

Other

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
10/10/0 8	14783 5	1	301	Casey Chevrolet Cust sts while driving brakes pull to the right. Road-tested for brake pull, could not duplicate brake pull. Road- tested with cust, had very slight pull to the left at all speeds, cross rotated front tires and relearned tire monitoring system. Road-tested again found slight pull to the right, rotated right front tire with right rear tire and reprogrammed tire monitor system. Road tested again, car travels straight and steering wheel is centered
10/23/0 8	15107 0	1	739	Casey Chevrolet Cust sts that steering is off center to the left and vehicle pulls to right when steering wheel is straight. Steering wheel not centered. Performed steering control module set up
4/6/09	19376 8		8417	Casey Chevrolet LOF, inspection
1/16/09	17317 7		4398	Casey Chevrolet LOF, inspection, door stripping coming off.

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: No customer is outside 12/12

Lemon Law Repurchase/Replacement: Yes customer is within filing period

GM Program Summary Repairs/Reimbursement for past repairs: Yes customer is within manuf. warranty

THE STATE LEMON LAW READS:

Time period 18 months following the date of original delivery Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs 1

Safety-related time period 18 months following the date of original delivery and continues to exist

Number of repair attempts in the presumption period:	Vibration 1,
	Hesitation 3, Pulling
	2
Total days out of service during the presumption period:	14
Total days out of service during customer's ownership:	14

Vehicle Meets Presumption of Lemon Law: YES or No? Yes

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: MY PAPERWORK LIST MY CAR AS A V6, HOWEVER THE SERVICE CENTER SAID IT IS A 4 CYLINDER, I FEEL I SHOULD RECEIVE SOME TYPE OF COMPENSATION FOR ALL THE TROUBLE AND TIME IT HAS CAUSED ME IF PAY \$503/Mo MY CAR SHOULD RUN. AT THIS POINT I NO LONGER FEEL SAFE. THE LAST REPAIR WAS A HUGE SAFETY DEFECT!

DVM sts: Would like to test drive with cust to prove conditions still exist

SVM sts: Repairs made

CRS Rationale: CRS offered customer \$1508.40 Reimbursement (3 vehicle payment reimbursement of \$502.80 and 2/30 Smart Care. Cust accepted offer

Business Reason (in detail):

1) Apologetic gesture for inconvenience caused by having made three repair attempts for hesitation issues and accumulating 14 days out

2) Problem existed within warranty and cust fears will return in future

3) Avoid arbitration through early resolution

4) Reimbursement is less than cost of arbitration hearing

5) To Promote customer satisfaction and keep customer loyal to GM

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law 1. Customer is within filing period

2. Meets presumption with three repair attempts made for hesitation

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?

Decision reached by CRS:	Arbitrate case:	Settle case: Yes
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CRS FINAL OFFER: GMPP Smart Care and Reimburement		DATE: 8/18/0 9	CUST Accepted Offer
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

	TEAM LEAD APPROVING:	{Name}	Date: {Date}
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ATTN: Show Brown

General motors Relationship specialist

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Page 1 of 2

Document ID: 2209822

2008 Chevrolet Malibu [1g1zk57b68f] | Malibu (VIN Z) Service Manual | Document ID: 2209822

#PIC4883B: Possible Brakes Dragging And EBCM DTC Code C0131 And/Or C0161 - keywords adjust adjustable column drag electronic EPS odor power steer steering - (Nov 13, 2008)

Subject: Possible Brakes Dragging and EBCM DTC Code C0131 and or C0161

Models: 2008 Chevrolet Malibu 2008 Pontiac G6 2008 Saturn Aura Above vehicles with (EPS and Adjustable pedals)



This PI was superseded to update the title and condition. Please discard PIC4883A.

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

Condition/Concern:

Some customers may comment of a possible slight brake drag. This condition may or may not be significant enough to also set a C0131 and or C0161 in the EBCM.

Cause:

The EPS (Electronic Power Steering) column motor housing is contacting the bracket for the adjustable pedals. Also some customer may notice a clunk when letting off the brake pedal.

Recommendation/Instructions:

Correction:

- 1. Remove brake booster from cowl, keeping the gasket with the booster.
- 2. Install one washer, p/n 11518111, on each of the two studs of the brake booster and
- reinstall booster. The washer should be positioned between the cowl and the seal.3. The new brake pedal position must be learned. To learn the new pedal position follow theses sets.

a) Install Tech2/ candi Module and access Body systems/ BCM/ Module set up/ BPP Sensor Calibration and follow the instructions.

Important: The BPP sensor calibration should be done with the steering column in the full down position. © 2009 General Motors Corporation. All rights reserved.

2008 MALIBU LTZ 53U AMBER BRONZE METALLIC	/T.4G	GENERAL M & SUBSIDI		PORATION
342 COCOA/CASHMERE	/ 110	RENAISSAN		
ORDER NO. MTSHHW/TRE STOCK N	0.	DETROIT		8243-1114
VIN 1G1 ZK57 B6 8F		VEHICLE I	NVOICE 1A	D24335456
			RETAIL -	
MODEL & FACTORY OPTIONS 1ZK69 MALIBU LTZ	27095.00	25604.78	INVOICE	06/17/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED (06/17/08
FE9 50-STATE EMISSIONS	N/C		EXP I/T (07/02/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	INT COM (07/02/08
MH8 TRANSMISSION AUTO 6 SPD, HMD	N/C	N/C	PRC EFF (06/17/08
PDZ LTZ SPRING SPECIAL INCLUDES:	825.00-	684.75-	KEYS G094	49 G0949
* ENGINE, 2.4L DOHC MFI			WFP-S QT	R OPT-1
* 17" WHEELS, CHROMETECH			BANK: GM	AC - 023
(REPLACES STD/OPT WHEELS)			CHG-TO	14-096
* SINGLE CHROME EXHAUST				
UE1 1YR ONSTAR DIRECTIONS W/TURN-	N/C	N/C	SHIP WT:	3439
BY-TURN NAVIGATION(ASK DEALER			HP:	19.3
ABOUT GEOGRAPHIC COVERAGE)			GMS:	25571.93
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SUPPLR:	26715.92
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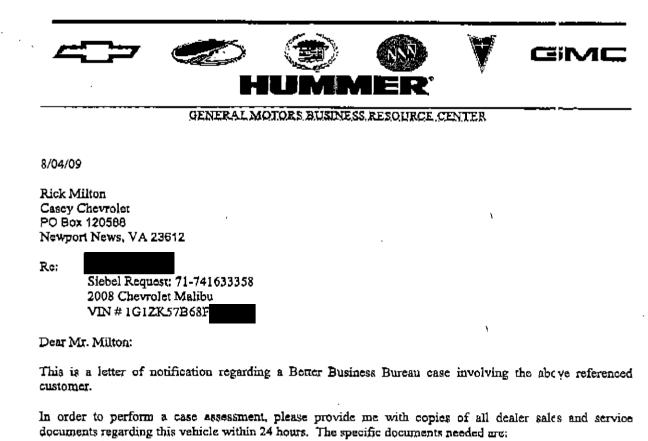
TOTAL MODEL & OPTIONS	27070.00	25584.03	ACT 231	25421.93
DESTINATION CHARGE	650.00	650.00	H/B 261	812.10
DEALER IMR CONTRIBUTION		270.70	ADV 261	270.70
LMA GROUP CONTRIBUTION		270.70	EXP 65A	270.70

CASEY CHEVROLET

REMIT TO GMAC NO. 023 VIN 1G12K57B68F \$ 26775.43 INV 1AD24335456 DUE 07/02/08 DEALER 14-096 08/04/2009 TUE 16:07 FAX

B 08/04/2009 09:30 FAX

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- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

10109-

Shon Brown General Motors Business Resource Center Customer Relationship Specialist Ph# 866-790-5600, extension 31389 PAX# 866-268-5528 08/04/2009 TUE 16:07 FAX

2002/012

SIMPLE FINANCE CHARGE	TACTION OF THE OWNER
Dealer Number <u>115635</u> Contract Number	r <u>119625</u>
Buyét Name and Addreas (Including Couply and Zip Code)	Creditor-Soller (Name and Address)
You, the Buyer (and Co-Buyer, if any) may buy the vobials below to a state	CASEY CHEVROLET CORP 11/000 JEFFERSON AVE NEWBORT NEWS VA 22006 YOPH
You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on cred vehicle on credit under the agreements on the front and back of this contract. You a or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according finance charge on a daily basis, the Truth-In-Lending Disclosures below are part of this c	it. By signing this contract, you choose to buy the gree to pay the Creditor - Seller (sometimes "we"
New/Used/Demo Year and Model Vehicle Identification Number	Primary Use For Which Purchased
ME to Charles Market Frank	personal, family or household business agricultural
FEDERAL TRUTH-IN-LENDING DISCLOSURES	
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Government Certificate of Tille Faes Other Charges (Seller must identify who is paid and Lescribe purpose.)	Other optional insurance is not required to obtain credit. Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unleas you sign and agree to pay the extra cost. Your choice of insurer will not affect our decision to extend credit or the forms of this contract.
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C Other Optional Insurance Paid to Insurance Company or Companies s	Home Office Address
D Optional Gap Contract \$ 5929 - 90	
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6) to ¹¹ /	YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.
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term of the contract. See Section 7 on the back for more information.	
OPTIONAL GAP CONTRACT. A gap contract (deb/ cancellation contract) is not required to obtain credit and will not be provided unit to buy a gap contract, the charge is shown in liem 4D of the itemization of Amount Financed. See your gap contract for details on th	ess you sign below and agree to pay the extre charge, if you choose e terms and conditions it provides, it is a part of this contract.
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Buyer Signs X	
NO COOLING OFF PERIOD State law does not provide for a "cooling off" or cancellation period for t you may only cancel it if the seller agrees or for legal cause. You cannot you change your mind. This notice does not apply to home solicitation a	cancel this contract simply because
The Annual Percentage Rate may be negotiable with the Seller. Th	e Seller may assign this contract
and retain its right to receive a part of the Finance Charge.	* >
HOWTHIS CONTRACT CAN BE CHANGED. This contract, along with all other documents of the vehicle, comprise the entire agreement between you and us affecting this purchas binding. Upon assignment of this contract: (I) only this contract and addende to this con- you and the assignee relating to this contract; (ii) any change to this contract must be in no oral changes are binding. Buyer Signs X.	e. No oral agreements or understandings are tract comprise the entire agreement between
If any part of this contract is not valid, all other parts stay valid, We may delay or re-	frain from enforcing any of our rights under
this contract without losing them. For example, we may extend the time for making	some payments without extending the timer
for making others.	
See back for other important agreements.	
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to	a copy of the contract at the time you sign.
Keep It to protect your legal rights.	
You agree to the terms of this contract. You confirm that before you signed the	is contract, we gave it to you, and you
were free to take it and review it. You confirm that you received a completely	filled-in copy when you signed it.
Buyer Signs X Date Co-Buyer Signs X	Date
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for p person whose name is on the title to the vehicle but does not have to pay the debt. Th	aying the entire debt. An other owner is a e other owner agrees to the security interest
in the vehicle given to us in this contract.	
Other owner signs here X ^{17/A} Address	Title [*] ***********************************
	under the terms of Seller's agreement(s) with Assignee.
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Assigned with recourse	it is the second s
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NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants Soller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement, and euch security interest shall romain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY: THIS SALE IS CONDITIONED UPON APPROVAL OF YOUR PRO-POSED RETAIL INSTALLMENT SALE CONTRACT AS SUBMITTED TO OR THROUGH THE DEALER. IF THAT PROPOSED RETAIL INSTALLMENT SALE CONTRACT IS NOT APPROVED UNDER THE TERMS AGREED TO WITH THE DEALER, YOU MAY CANCEL THIS SALE AND ANY DOWN PAYMENT AND/OR TRADE-IN YOU SUBMITTED WILL BE RETURNED TO YOU, PROVIDED THAT ANY VEHICLE DELIVERED TO YOU BY THE DEALER PURSUANT TO THIS AGREEMENT IS RETURNED TO THE DEALER IN THE SAME CONDITION AS DELIVERED TO YOU, NORMAL WEAR AND TEAR EXCEPTED, WITHIN 24 HOURS OF WRITTEN OR ORAL NOTICE TO YOU OF THE CREDIT DENIAL

FOR SALES INVOLVING DEALER ARRANGED FINANCING/ LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE 8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW.

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DU OF THE CREDIT DENIAL	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		
	Signed (1)		
Dester or Authorized Representative	_	Purchaser	 Social Security Number
Order is not valid unless signed and accepted by the Dealer or his authorized representative.	(2)	Purchaser	Social Security Number

VAD-2002-A (D/08) © 2008 The Reynolds and Reynolds Company

This

Date:

TO ORDER. www.reysource.com; 1 600-344-0996; fax 1-000-531-9055

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GM Exchange Reports Mailbox

2009 MALIBU LTZ 530 AMBER BRONZE METALLIC 342 COCOA/CASHMERE ORDER NO. MISHHW/IRE VIN 1G1 ZK57 B6 0F	/L4G).	GENERAL MOTORS, CORP & SUBSIDIARIES RENAISSANCE CENTER DETROÏT MI 48 VEHICLE INVOLCE 1AD:	243-1114 24 335456
MODEL & FACTORY OPTIONS 12K69 MALIBU LTZ CF5 SUNROOF, POWER THAT AND SLIDE FE9 50-STATE EMISSIONS LE5 ENGINE, 2.4L DOHC MFI MH8 TRANSMISSION AUTO 6 SPD, HMD PDZ LTZ SPRING SPECIAL INCLUDES: * ENGINE, 2.4L DOHC MFI * 17* WHEELS, CHROMETECH (REPLACES STD/OPT WHEELS) * SINGLE CHROME EXHAUST	MŠRP 27095.00 800.00 N/C N/C N/C \$25.00-	INV AMT RETAIL - 9 25504.78 INVOICE 00 664.00 SHIPPED 00 N/C EXP I/T 0 N/C INT COM 03	STOCK 5/17/08 5/17/08 7/02/08 7/02/08 5/17/08 9 G0949 0PT-1
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Page 2 of 7

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TOTAL MODEL & OPTIONS	27070.00	25584.03	ACT 231	25421.93
DESTINATION CHARGE	650.00	650.00	H/B 261	012.10
DEALER IMR CONTRIBUTION		270.70	ADV 261	270.70
LMA GROUP CONTRIBUTION		270.70	BXP 65A	270.70

TOTAL 27720.00 26775.43 PAY 310 26775.43 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25421.43

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.

CASEY CHEVROLET

53

REMIT TO GMAC NO. 023 VIN 1G12K57B60F \$ 26775.43 INV 1AD24335456 DUE 07/02/08 DEALER 14-096

GM GM	CUSTOME	<u> </u>	TIVE ANI	12+ al ¹		WLEDEGM	ENT
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Purchaser/Lessee !	Signature:			Date: DW	L PB	·	
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ealership Name:	<u> Aser</u>	1 che	und all		Code: 1409	1	

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. Rev 7-01-2008

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APPLICATION FOR **CERTIFICATE OF TITLE AND REGISTRATION**

VSA 17A (07/01/2008)

2008/012

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Purpose:	Use this (
Instructions:	Complete

Use this form to apply for a title and/or to register a passenger vehicle, truck, motor home (RV), or for-hire vehicle. Complete this form and return to any DMV customer service center (CSC), DMV may request proof of any information provided.

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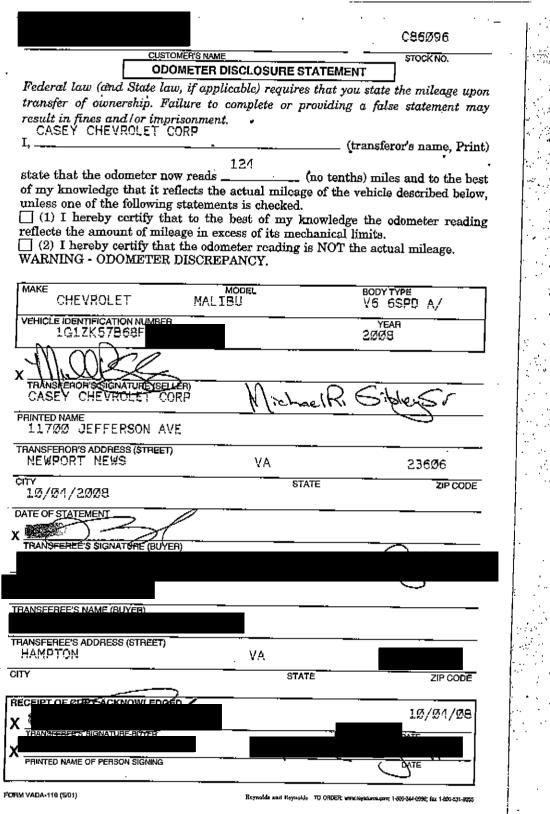
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(check one):		trailers; trucks/tractor trucks with a taxis; common carrier for-hire vehic	GVWR or GCWR of mo	re than 26,000 lbs;
STANDARD (Blue and White)		GCWR of 7,501 lbs to 26,000 lbs. r	f used for business only	or farming.
	N	TRAILER PERMANENT - one-lime Regular Size Plate	e fee (check one):	
🔲 PATRIOT 🔲 HERITAGE (DOGWOOD/C	ARDINAL)	Small Size Plate (Gross w	eight of trailer must be 4	000 lbs or (ese)
ANTIQUE: (Not for General Transportation Use - VSA 10 required)	B certification	FOR HIRE PASSENGER PERMAN		,000 100 01 1000.7
BLACK AND WHITE ANTIQUE YELLOW		E Permanent Plate Passer	ngor Permanent	reat Seal Permanent
VINTAGE (General Transportation Use)		Mountain to Seashore Permane		
	ALEASED MEHIC	LINEORMATION.		
Do you wish to have the vehicle renewal card malled to the lessee LESSEE'S FULL LEGAL NAME (last)		If yes, provide the information requeste	ad below.	and a second
	(first)		(mi)	(suffix)
CO-LESSEE'S FULL LEGAL NAME (last)	(first)	<u> </u>	(mi)	(sulfix)
STREET ADDRESS (APT #, IF APPLICABLE)	CITY		STATE ZIP C	DOE
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agent upon whom all logal processes orgainst melos may be served in Commonwealth of Virginia, I/we agree that any lawful process or notice Commonwealth of Virginia,				
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Where certary that (check one).				a oo ah ahaanaa ka madalaa dagaa dagaa sa
This vehiclo is not insured; liverofore, I am remitting the applicable coverage when it is registered, and it must remain insured while n violation of this regultement				nsured with liability
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codify (index oppality of particular information and in the	CERTIF	CATON		
I certify under ponally of perjury that the information contained in this false statement and any violation may be proceeded on a full in this	application is true and /irginia jaw.	l correct to the bost of my knowledge. I un	derstand it is unlawful to kr	lowingly make a
			DATE (r	nm/dd/yyyy)
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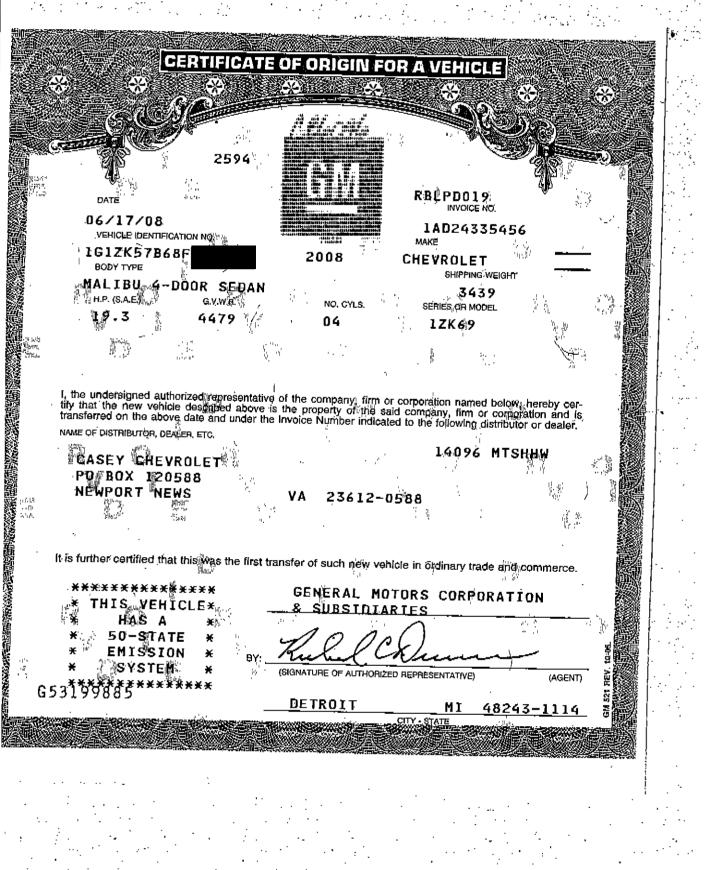
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08/04/2009 TUE 16:10 FAX



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· [.	In this or any slatter at the time of dollying and	the vehicle is not subject to any	security interests other than those d	laclosed herein and warrant litle to	lao vohicio,
		CLE C	ESCRIBED ON THE FACE OF THIS	S CERTIFICATE TO:	
	- PURCHASE CON				
ģ] A	ADDRESS		Almaton VA	•	
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	County of	<u> </u>			
+	NAME OF	URE NOTARIZATION ONLY IE	ACOUNTED IN TITLING JUHISOICTION	Notary Public	
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Ĺ	eeun in times and 7 or imprisonmont, ochily to the best of my knowledge that the odd SaedingNO Tenif Mgnature(s) of Seller(s)	meter rootling is the actual mile	age of the vehicle unless one of the	following statements is checked, C	Odometer
, ,	Signature(s) of Seller(s)	 Ine mileago statod (B in e) 	xcess of its mechanical limits 🗆 The v	odometer reading is not the actual VARNING ODOMETER DISCREP	ANCY
	rinted Name(s) of Seller(s)		Date of Statement	Date of Sele	
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	jonalura ol Purchaar(a)	<u>.</u>	forth are true and correct, Subscrib		
· ·	rinted Name of Purchaser(s)		before thisday of	20	ŀ
·Pi	ompany Name (If Applicable)		State of	Notary Public	1
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đ	ddmss of Purchaser(s)				18
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	·	<u> </u>	11 MAR JEFFERSON AVE
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w/Used/Demo	Make Year and Model	Vehicle Identification Numb	
MENT	Cetterinoi s Cetterinoi s Rat seas	1.01793766995	☐ personal, family or household ☐ business ☐ apricultural
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ERCENTAGE RATE The cost of Aper credit as a yearly rate.	CHARGE Amount The dollar amount the credit will cost you. on your be	ed Payments Int of The amount you The toi Ided will have paid after your pu or you have made all or you have made all credit, hall payments as you	al, Sale Tice : authorized to sail such insurance in Virgicia. Your choice will not including indication to solved credit as the farme of this contract. You are including indicating Vendor's Single inserts by required to checked indicating Vendor's Single inserts by the series of the series
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 Cost of Optional 	Credit Insurance ce Company or Companies.	<i>.</i>	Other Optional (naurance
Lliq		*//	Type of (neurance Term
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Other Charges (<u>describe purpose</u> 1) to ^{(A-1/A}	Seller must identify who is paid and		Other optional insurance is not featured to obtain aniall, Your decision to buy or not buy anter optional insurance will not be a lactor in the dradit opproval process. It will not be provided unless you sign and agree to pay the acting cost. Your shelps of insurary will not afford our decision to extend cradit or the forms of this contract.
21 10 77	for Prior Credit or Lea	Se Balance s 1988	Tour choice of insurer will not affect our decision to entand cracill or the forms of this contract.
3) 10 ⁻¹⁰⁻¹ . 11:27 4) 10 ⁻¹¹⁻²⁷		YE	X
41.10	tor 24/7A	6 <u>N/</u> ^	Buyer Şignaturê Date
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5) to ¹ 7) to ¹ 1 ¹ 1 ¹ 1 ¹	(g(^M ·A 0r ^M /A	6 <u>(1) / 1</u> 6 <u>(1) / 1</u>	Co-Buyer Signature Date THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BOALY INVITED OF BEDGEDO

Aug. 4. 2009 2:42PM

No.9216 P. 1

	11700 Jefferson Avenue Newport News, VA 23606 Phone: 757-591-1156 Fax: 757-591-1016	
F	ax	ander General Antonio Antonio
	To: Shop Brown From: Rick Milton Fax: Stdo - 268-5528 Date: Std1/2009 Phone: (757) 591-116 Pages: 61 Lincluding Cover she Re: CC: Urgent For Review Please Comment Please Reply Please Recycle	H)
	·Comments: <u>ATTN: Shon Brown</u> <u>Faxing Service History that</u> <u>you have Requested</u> .	
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Aug. 4. 2009 2:42PM		No. 9216	P. 2
		IP120339	Π
AUTO GROUP			RVICE 2000 OICE 2000
11700 NEWF 757-51	7 CHEVROLET JEFFERSON AVE ORT NEWS, VA 23606 11-1100 00-6 00 SAT 7 00-5 00		
LO	ADVISOR MICHAEL LAWSON 929 6096 LABOR RATE LICENSE NO MILEAGE	INVOICE DATE	CVIP120339
CONSOLIDATED ACCOUNTING			C86096
P.O. BOX 120588 975 J. Clyde Morris Blvd Newport News, va 23612-0588	08/CHEVROLET/MALIBU/V6 6SPD A/T VEHICLETD NO 1 G 1 Z K 5 7 B 6 8 F	SELLING DEALER NO	PRODUCTION DATE
	FTENo PONO	07/02/08	L
	COMMENTS		MO: 1
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J# 2.32CVZZ STAT-INS *STATE INSPECTION HOU PERFORM STATE INSPECTION	35 0 30 TECH(S) 186 354 24 59		
0709485 VEHICLE INSPECTED AND PASSED			
J# 3 31CVZZ NW CLEAN *NEW VEHICLE CLEAN HOU NEW VEHICLE CLEAN COMPLETED	NS 1 50 TECH(S) 158 657 52 50		
	TOTAL LABOR 109 88	1	
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PAGE 1 OF 1 SERVICE FILE COP	Y j END OF INVOICE] 05 09pm		

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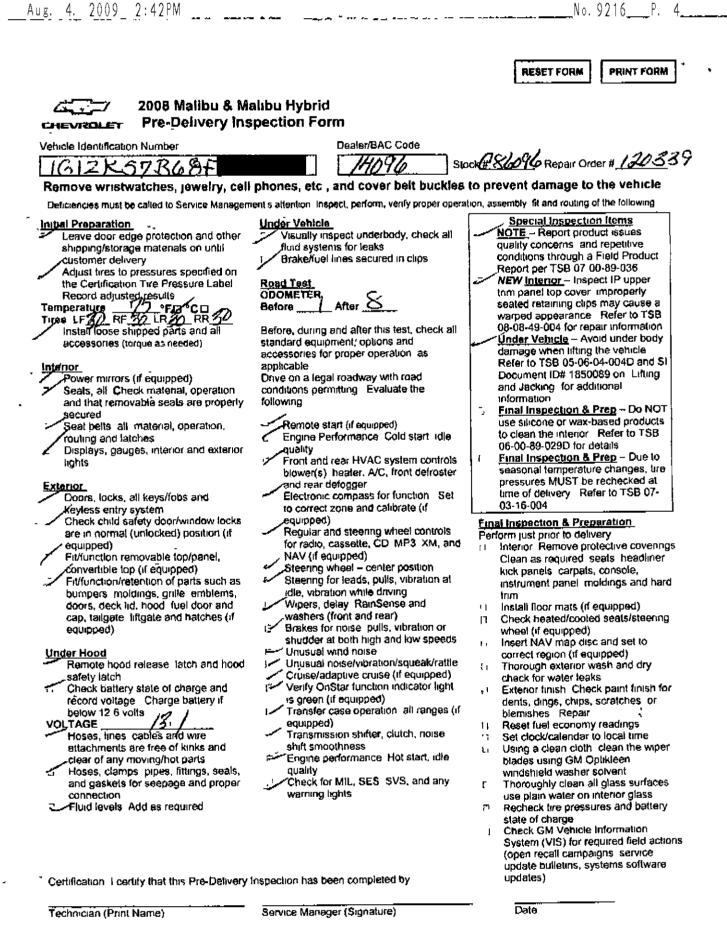


AUTO GROUP www.caseyauto.com

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OPERATION OPERATION DESCRIPTION	MO/MI TOTAL OPERATION	OPERATION DESCRIPTI	
OPERATION OPERATION DESCRIPTION			
SERVICE HISTORY		<u> </u>	<u></u>
DATE REPAIR ORDER MILEA	AGE ADVISOR TECHNICIAN TYPE	OPERATION OPEN	RATION DESCRIPTION
SALESPERSON NO		STATE	REG# DMV98
	EAR / MAKE / MODEL 8/CHEVROLET/MALIBU/V6 6SPD A/T	PROD DATE STOCK NO	LICENSE No 120339
	CUSTOMER NO SERVICE CONTRACT	DEL DATE DEL MILES	SELL DEALER NO 07/02/08
MAIL CALL P.O. BOX 120588	COLOR AMBER BRONZE/COCO	ONTRACT No CXP DATE	
	88 TURBO MVMC AVC PS TRAN	1 929	MICHAEL LAWSON
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No 10 37am 07/02/08 01 54pt	m 4 🚟	ADOL REPAIRS	WRITTL NOT
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ORIGINAL CUSTOMER ESTIMATE TOTAL		THANK YOU F	OR PERMITTING
×	at the		teyauto com
	HICLE PREP		
SALES REQUEST PDI NEW VEHICLE			
2 32CVZZ-STAT-INS *STATE	INSPECTION	LOP YAT	LP/ Y/
PERFORM STATE INSPECTION	0709485		
3 31CVZZ-NW-CLEAN *NEW VE	HICLE CLEAN		
0201J12033			120339

CASEY CHEVROLET 13700 JEFFERSON AVE NEWPORT NEWS, VA 23606 757-591-1100 M-F 7 00-6 00 SAT 7 00-5 00



File With Repair Order

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Aug. 4. 2009	2:43PM					N∘. 9216	P. 5	
Case						CS147835 SEF	RVICE	CS147835
AUTO GRO	DUP.					INV	OICE	835
www.caseyauto	1170 NEW 757-6	EY CHEVROLET 0 JEFFERSON A PORT NEWS, V/ 591-1100 7 00-6 00 SAT 7 0	\$ 23606			CELL		
	91	EURSLA GIL		1369	<u>5994</u>	INVOICE DATE 10/15/08	INVOICE No	35
		LABOR RATE			30 <u>1</u>	COLOR AMBER BRONZ	C86096	_
HAMPTON, VA			.ET/MALIBU/	<u>/v6_65P</u>	D_A/T	DELIVERY DATE 10/04/08 SELLING DEALER NO	DELIVERY MILES 124 PRODUCTION DATE	
		VEHICLE ID No <u>1 G 1 Z K</u> F T E NO	<u>57868</u>			RO DATE		·
	BUSINE				_	10/10/08	REPRINT#	
LABOR -				<u> </u>			MO 3.	19
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ORIGINAL ES COMMENTS DROPOFF	TIMATE OF \$0 00 (+TA							
TOTALS -			-					
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to be of service We forward to your next	appreciate your busine: scheduled visit approx be receiving a reminder	ss and look smately 90 days	TOTAL I	NVOICE	\$ 0.00			
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PAGE 1 OF 1	SERVICE FILE CO	OPY	[END	OF INVOID	CE] 07 30am			

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www.caseyauto.com CAS	SEY CHEVROLET					ΰı
NEV 757-	00 JEFFERSON AVE. VPORT NEWS, VA. 23606 -591-1100 7:00-6:00 SAT 7:00-5:00					
CUSTOMER No. 139791	ADVISOR EURSLA GILES		TAG No.		INVOICE No.	
		1369	5994 EAGE 301	10/15/08		35
NEWPORT NEWS, VA	YEAR/MAKE/MODEL 08/CHEVROLET/MALI			AMBER BRONZ DELIVERY DATE 10/04/08	C86096	_
NewPORT NewS, VA	VEHICLE I.D. N_0 . 1 G <u>1</u> Z K <u>5</u> 7 B			SELLING DEALER NO.	124 PRODUCTION DATE 06/01/08	
	F. T. E. No.	P.O. No.		R.O. DATE 10/10/08	00/01/08	_
LABOR & PARTS	COMMENTS			<u> </u>	∟ MO: 31	.9
354 10/10/08 16.30 16.40 186 10/10/08 16.30 16.40 321 10/10/08 16.30 16.40 1689 10/10/08 16.30 16.40 OR00 10/10/08 16.30 16.40 OR00 10/14/08 0.00 0.00 354 10/14/08 0.00 0.10 186 10/14/08 0.00 0.10 321 10/14/08 0.00 0.10 1689 10/14/08 0.00 0.10 TOTAL TECH TIME CUSTOMER STATES WHLIE DRIVING B PULL TO THE RIGHT TIRE. ROAD TESTED FOR BRAKE PULL.COUL ROAD TESTED TOR BRAKE PULL.COUL ROAD TESTED FOR BRAKE PULL COUL ROAD TESTED FOR BRAKE PULL FOR	D 0.00 0.00 FINISHED 0 0.00 0.00 FINISHED 0 0.00 0.00 FINISHED 0 0.10 0.00 FINISHED 0 0.00 0.00 ENTERED IN 0 0.00 0.10 ENTERED IN 0 0.00 IN	INVOICING INVOICING INVOICING INVOICING	32.79			
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AUTO GROUP				, RVICE 4/20 OICE 20
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CUSTOMER No. 139791	ADVISOR	TAG No.	CELL:	INVOICE No.
	EURSLA GILES	1369 5994 MILEAGE	10/15/08	CVWS147835
	YEAR / MAKE / MODEL	30	1 AMBER BRONZ	C86096
NEWPORT NEWS, VA	08/CHEVROLET/MALIB	U/V6 6 <u>5</u> PD A/T	DELIVERY DATE 10/04/08	DELIVERY MILES
	1 G 1 Z K 5 7 B 6	8 F	SELLING DEALER NO.	PRODUCTION DATE 06/01/08
	F. T. E. No.	P.O. NO.	R.O. DATE 10/10/08	
RESIDENCE PHONE BUSINESS PHONE	COMMENTS	·		MO: 319
DCS AUDIT SLIP	·			
DCS DATA FILE: GMGMWF.873 10/15/2008 WARI 1308 RO NUMBER RO DATE VI	RANTY NEW CLAIM			
147835 10/10/2008 1G12K578 CUSTOMER NAME; FIRST:	N DIV DEALER ODOMETI 68F 3 14096 301 MIDDLE: L	ER <u>SERVICE ADVISOR</u> #		
LAST;	PHONE ; WORK :	HOME :		
LN JOB CT CC PC PART-NO. T(1 01 00 LN-TQT: 32.79 TECH SSN:	<u>34</u> E0100 .4	RS NET-AMT, LAB-TOT, 32,79 AUTH, AUTHOR.:		
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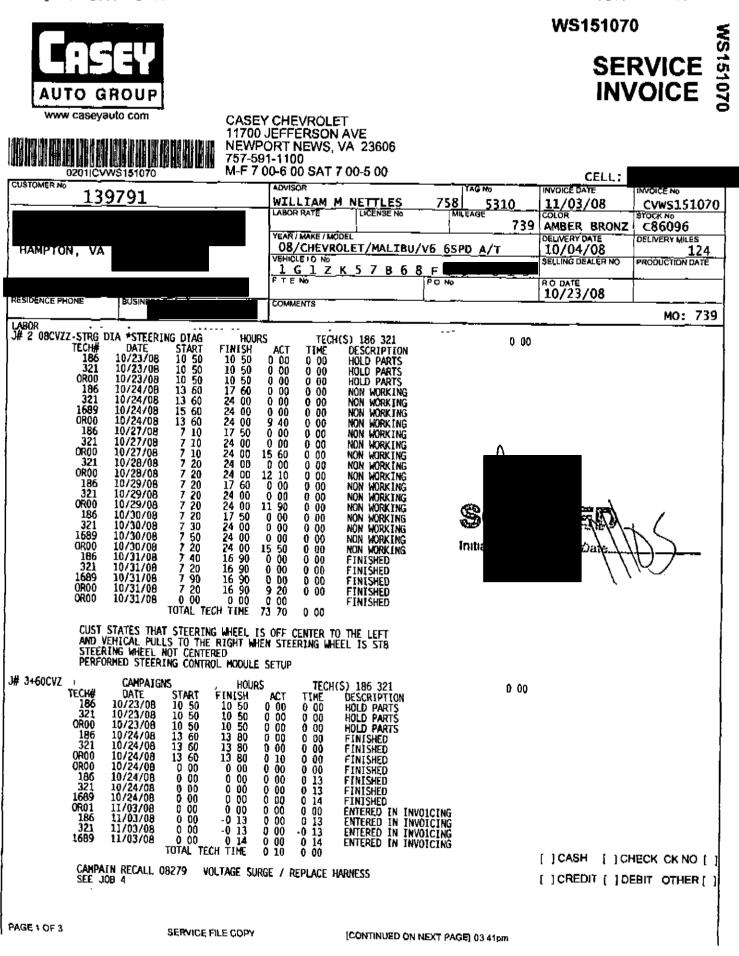
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AUTO GROUP WWW Caseyauto com RECOMMENDED SERVICES	CASEY CHEVROLET 11700 JEFFERSON AVE NEWPORT NEWS VA 23606 757-903-100 M-F 7 00-6 00 SAT 7 00-5 00 TOP TOP TOP TOP TOP TOP TOP TOP TOP TOP	147835 REPAIR
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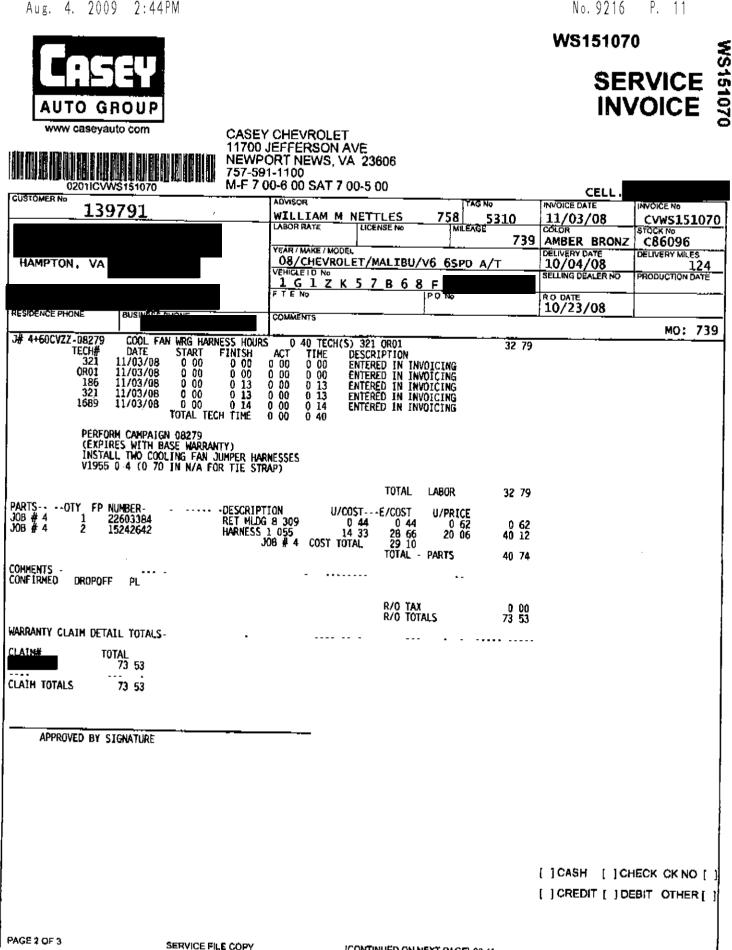
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AUTO GROUP			RVICE
www.caseyauto.com CASE	Y CHEVROLET JEFFERSON AVE		
	PORT NEWS, VA 23606 91-1100	_	
CUSTOMER No	00-6 00 SAT 7 00-5 00		INVOICE NO
<u> </u>	WILLIAM M NETTLES 758 5310	11/03/08	CVWS151070
HAMPTON, VA	YEAR/MAKE/MODEL 73 08/CHEVROLET/MALIBU/V6 65PD A/T	9 AMBER BRONZ DELIVERY DATE 10/04/08	C86096
	VEHICLE ID NO <u>1 G 1 Z K 5 7 B 6 8 F</u> FTE NO PO NO	SELUNG DEALER NO	
RESIDENCE PHONE BUSINESS PHONE		10/23/08	
DCS AUDIT SLIP			MO: 739
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www.caseyauto.com CASEY	CHEVROLET					-
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CUSTOMER NO 139791	ADVISOR WILLIAM M		58 5310	INVOICE DATE	INVOICE No	070
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You may be receiving a survey in the next few we regarding your service visit today. Surveys are to the success of our business. Please take a mu to complete the survey and send it in. We use th from these surveys to address concerns and to re- service personel for their efforts in satisfying service needs. We hope you had an EXCELLENT expe in our service department today. Thank you for a to be of service We appreciate your business ar forward to your next scheduled visit approximate from today. You will be receiving a reminder pri- to the appointment.	vital oment be feedback ecognize g your erience allowing us od look allowing days	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G O G TOTAL MISC CHG TOTAL MISC CIS TOTAL MISC DIS TOTAL TAX	C 0.00 0.00			
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Page 1 of 4

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#08279: Service Update for Inventory and Customer Vehicles-Voltage Surge(s)-Install Wire Harness - (Oct 14, 2008)

Subject: 08279 -- Service Update for Inventory and Customer Vehicles -- Voltage Surge(s) - Install Wire Harness - Expires with Base Warranty



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Models: 2008-2009 Chevrolet Malibu 2009 Pontiac G6 2009 Saturn AURA Equipped with a 2-4L Engine (RPO LES) and Automatic Transmission (RPO MH8)

THIS SERVICE UPDATE INCLUDES VEHICLES IN DEALER/RETAILER INVENTORY AND CUSTOMER VEHICLES THAT RETURN TO THE DEALERSHIP FOR ANY REASON IT WILL EXPIRE AT THE END OF THE INVOLVED VEHICLE'S NEW VEHICLE LIMITED WARRANTY PERIOD

Purpose

This bulletin provides a service procedure to install two jumper-harnesses with diodes on *certain* 2008-2009 model year Chevrolet Malibu, and 2009 model year Pontiac G6 and Saturn AURA vehicles equipped with a 2.4L engine (RPO LE5) and automatic transmission (RPO MH8). On some of these vehicles, transient voltage surges from the engine cooling fans may be transmitted through the engine wiring harness. This could result in the illumination of the check engine light, erratic operation of the IP cluster, harsh/no transmission shifts, and/or a no-start condition.

This service update is issued to prevent the transient voltage surge(s) into the engine wiring harness. This service procedure should be completed as soon as possible on involved vehicles currently in dealer/istailer inventory and customer vehicles that return to the dealer/retailer for any type of service during the New Vehicle Limited Warranty coverage period.

Vehicles Involved

A list of involved vehicles currently in dealer/retailer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in DealerWorld (GM and Saturn US) or attached to the Dealer Communication (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty, and are within the MIN breakpoints provided below, should be checked for vehicle eligibility in the appropriate system listed below.

Year	Division	Model	From	Through
2008	Chevrolet	Malibu	8F209313	8F298487
2009	Cheviolet	Malibu	94100023	94123944
11 1	0 2008 P	General Motor - Cor	poration All rights reserved	

10/23/2008

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2009	Pontiac	G6	94100001	94123912
2009	Saturn	AURA	9F100015	9F115839

Important Deplets/reliables are to confirm vehicle eligibility prior to beginning repairs by using the system of the order within the above breakpoints may be involved.

GM dealers acity and that a tuburet alers soon diese CMVIS

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Parts Information

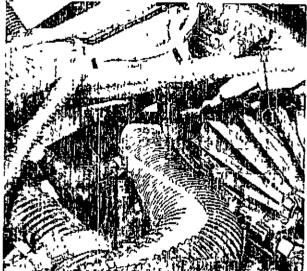
GM, Saturn Canada Only Parts required to complete this service update are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Saturn US Only A pre-shipment of the required parts to perform this service update has been sent to involved Saturn US retailers from Saturn Service Parts Operations (SSPO)

Part Number	Description	Qty/ Vehicle		
15242642	Harness, Eng Cool Fan Wrg	2		
22603384	Retainer	1		
NPN	Tie Strap	1		

Service Procedure

- 1 Open the hood of the vehicle
- 2 Disconnect the negative battery cable Refer to Battery Negative Cable Disconnection and Connection in SI



- Connection in SI
- 6 Close the volucie hood

Claim Information GM and Sature Canada Only

For vehicles repaired under this service update, use

Labor Operation	Description	Labor Time	Net Item*
V.1955	Install Two Cooling Fan Jumper Harnesses	0.4	\$0 70 USD
			\$0 75 CAD

* The amount shown in Net Item is the actual sum total for the tie strap needed to complete the repair

Claim Information --- US Saturn

1 To receive credit, submit a claim with the information below

Labor	Description	Case	Labor	Net
Operation		Type	Hrs	Item*
ו בכלוא וו	Install Two Cooling Fan Jumper Harnesses	VC	04	\$0 70

* The amount shown in Net Bern is the actual sum total for the tie strap needed to complete the repair. Use net item rode "M"

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WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION Aug. 4. 2009 2:45PM

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GM Vehicle Inquiry System - Summary

Page 1 of 2

GM Vehicle Inquiry System

Home Summary Claim Ly (as + Vehick Build - Vehick Component - Deliyery Information - De der Information - Service Contract - War oux Block - Brunded Lak

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REQUIRED TH LD ACTIONS.

1 type	Number	Description	Poster Dare	Status
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SERVICE INFORMATION AT TEEMS

Турс	Number	Description	Posted Date	Status
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APPEICABLE WARRANTELS

Description	Effective Date	1 Rective Odometer	End Date	End Odoniciei
36 36660 BEMPER TO BUMPER LIMITED WARRANTS	10/04/2008	124 miles	10/04/2011	36124 miles
72/100000 SHELL METAL COVERAGE RUNT THROUGH LIMITED WARRANTS	10.04/2008	124 miles	10.04.2014	100124 miles
96-80000 FEDERAL EMISSION CALAEN LICCONA AND PCM	10.04.2008	124 miles	10/04/2016	80124 mile
60/100000 POWET BRAIN COVERAGE FIMILIED WARRANTY	10.04 200X	124 miles	10.04.2013	100124 miks
36 36000 FEDERAL EMISSION	10.04.2008	124 miles	10:04 2011	36124 miles

CEMM INSTORY

10/23/2008

GM Vehicle Inquiry System - Summary

Page 2 of 2

к	O Dan	R O Number	Турс	f abor Operation	Odometci Reading
10	v10/2008	147535		10300 PULLAND TORQUE STEER ANALYSIS	301 miles
1)(1	v17.2008	AN7519	1	Z*000 - PRE-DELIVERY INSPECTION - BASE FIMI	0 notes

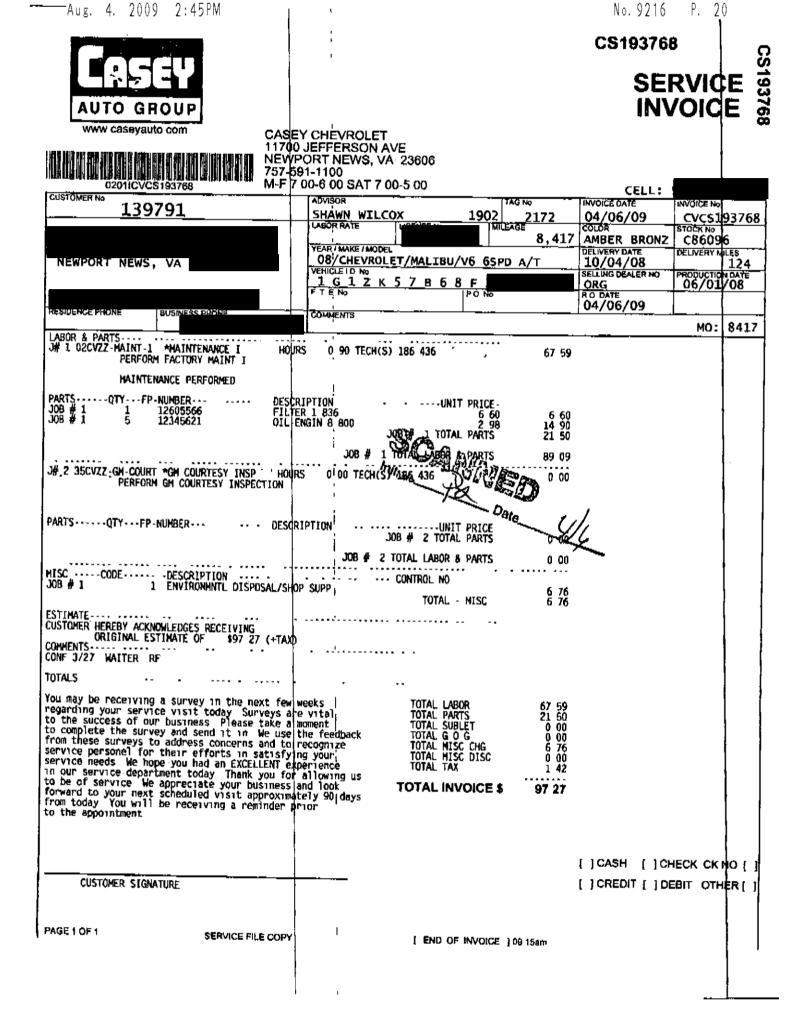
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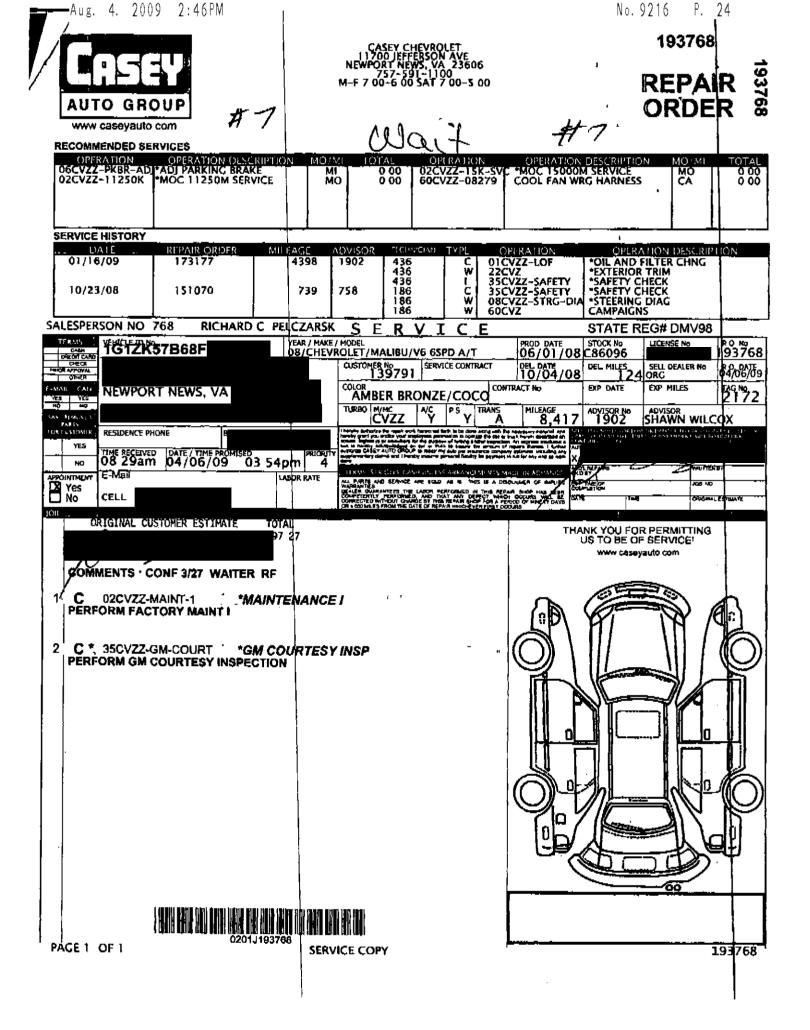


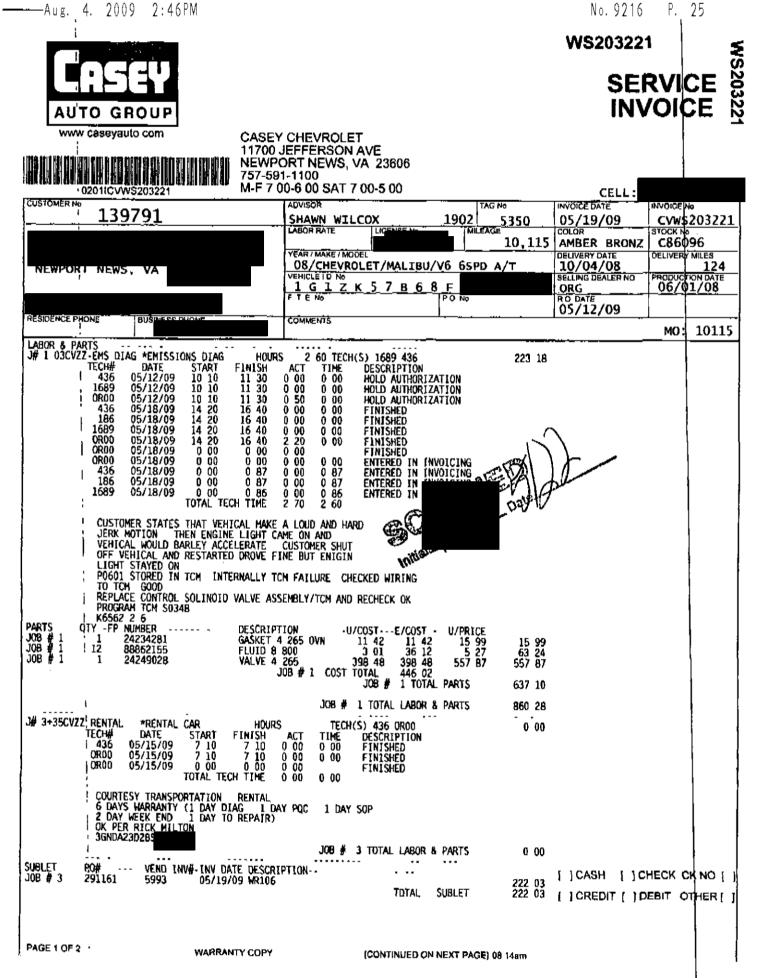
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**	MULTI-POINT
VEL	ICLE INSPECTION
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Repair Order # 193 768 VIN (last 6 digits	Odometer 8/12 MI MII
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E Subscription activated	Remaining engine oil life (>> :% Reset
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a/32 or Greater	(Check body condition)
LF7/32 to 4/32	8/32 or Greater
■ 3/32 or Less	3/32 or Less,
PSI@set to ZZ PSI	PSI@set to 2_PSI
LR _ 7/32 to 4/32	0/32 or Greater 1
3/32 or Less	3/32 or Less
F51₩S6110₩P51	(Check lamps) PSI@set to <u>72</u> PSI
Botation needed	vest Treed Depth/32
Windshield condition	Alignment performed
CracksChipsLF 🗌 LR 🗌	Wear Pattern/Damage RF RR C Connections
	CHECK BRAKES/MEASURE FRONT AND REAR LININGS
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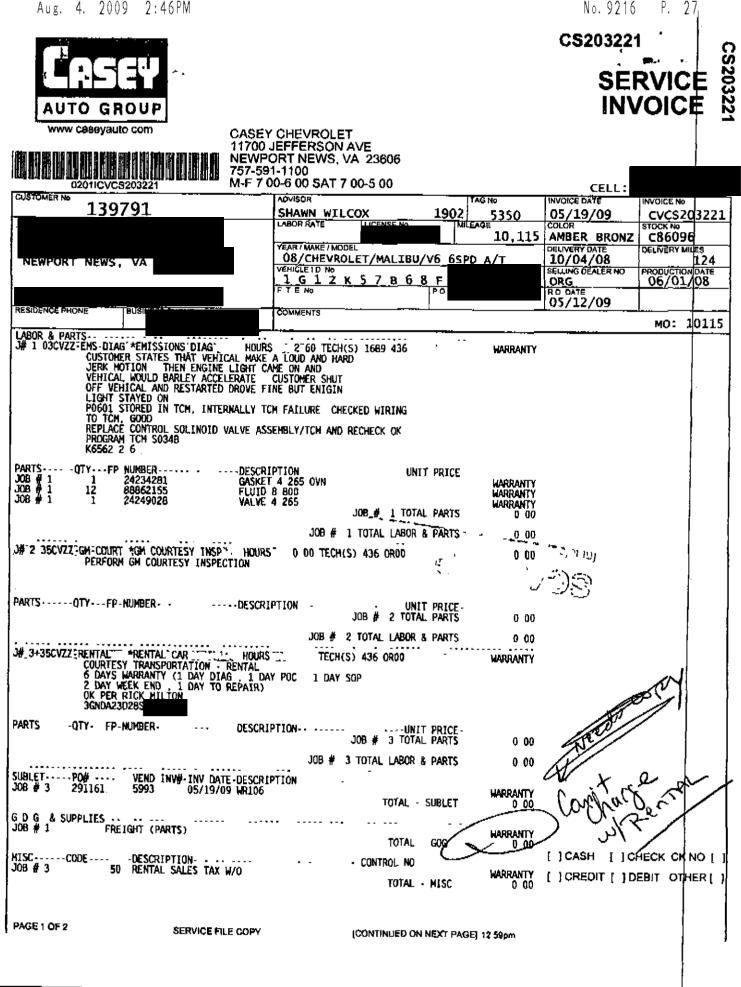
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CAR RENTAL AGREEMENT

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FINAL CHARGES ARE SUBJECT TO AUDIT

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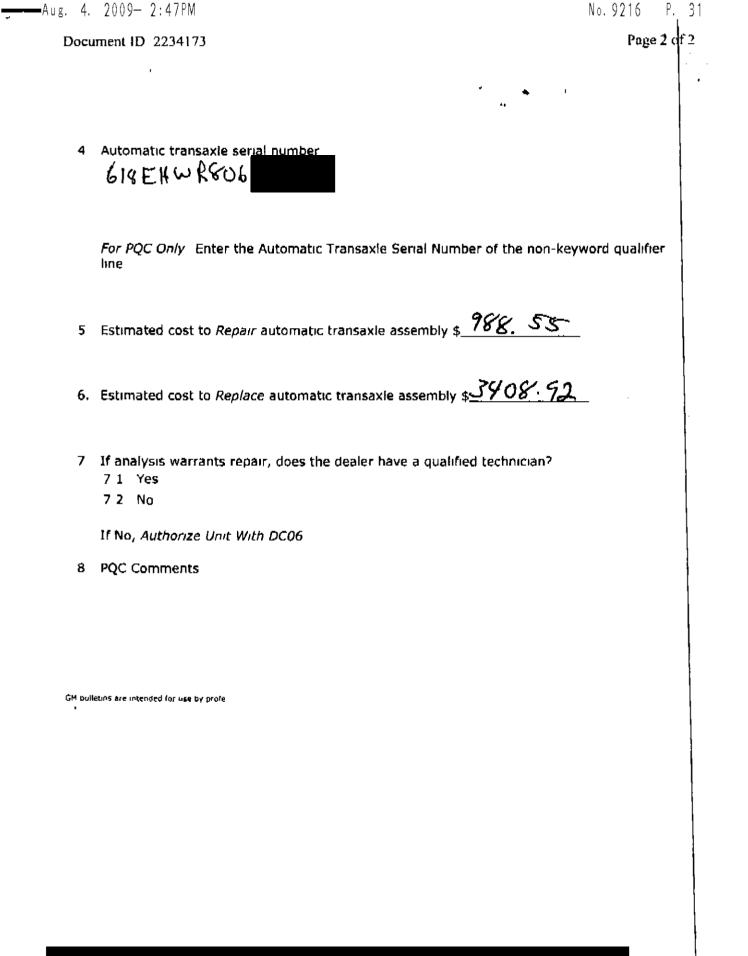
CASEY CHEVROLET 11700 JEFFERSON AVE NEWPORT NEWS,VA 23606 757-591-1600 FAX# 757-591-1649 TOLL FREE 1-800-582-1011 ORDER PARTS ONLINE www.caseyauto.com



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Thank you for your purchase! We are the Peninsula's #1 volume Chevy dealer with the best prices on genuine GM parts Accessories always make great gifts We also offer a large selection of tires!

CUST. NO. TAX EXEMPT NO. CUST, P.O. NO. 139791 B 1 NEWPORT NEWS, VA QUANILITY PART NUMBER/DESCRIPTION 1 0 17804068 TRANS REM 4 003		ASH JOI	SOLD BY	1.5.1	DICE DATE	
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5/12/2009

Aug. 4. 2009 2:47PM

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Document ID 2234173

Warranty Information

No. 9216 P. 32,

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Page 1 of 2

For vehicles repaired under warranty, use

Labor Operation	Description	Labor Time	Part All <u>owance</u>
K7000	Transaxle Assembly - Replace	Use Published Labor Operation Time	\$250.00
Add	Administrative Allowance	0 2 hr	

OEM Automatic Transaxle Replacement Template -- Product Quality Call Center

- 1 Is the automatic transaxle under warranty?
 - 1 1 Yes (if yes, list date of warranty expiration)

No (if no, list mileage)

1 2 Date of automatic transaxle installation and warranty expiration

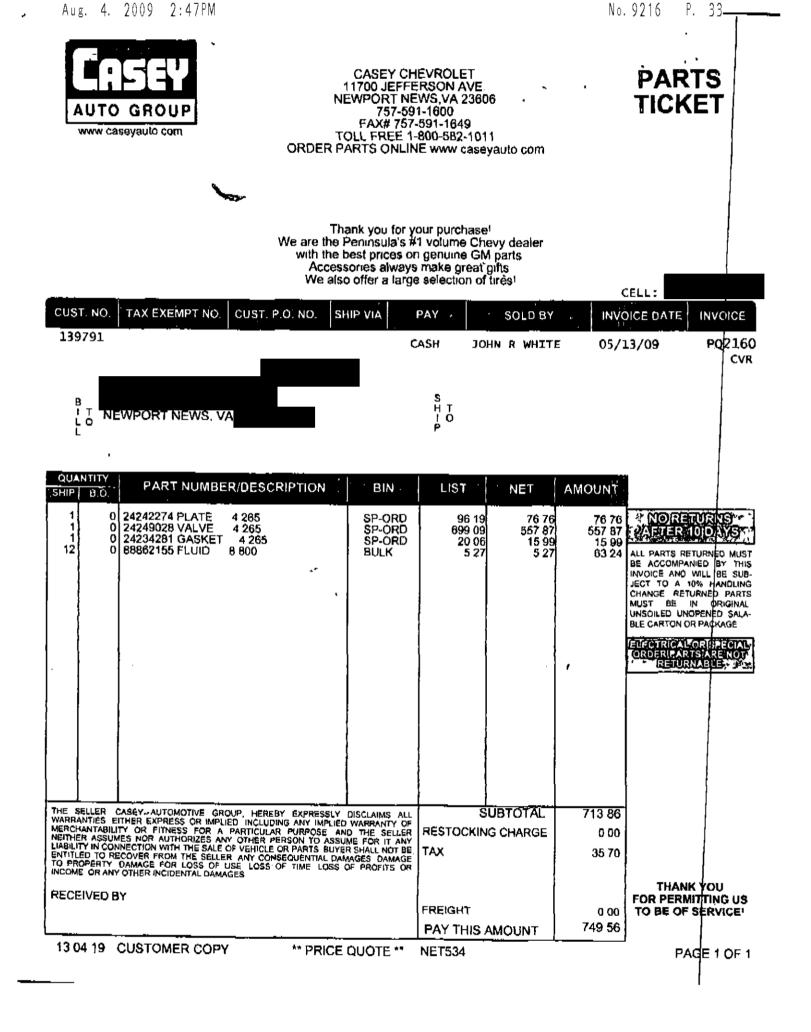
1.3 Is this a Policy Adjustment?

1 3 1 Yes (if yes, please record the reason)

132, No

- 2 Which type of service is the vehicle used for -- police, taxi, towing, personal, etc)? Personal
- 3 Describe the failure of the current automatic transaxle $P06 \odot 1$

5/12/2009



Aug. 4. 2009 2:47PM 05/20/2009 10 51 FAX 757 591 1649

Casey Chevrolet

GM Page 4 **Customer** Code 514098 Invoice Number 15680680 Invoice Date 14 May 2009 Payment Terms Facility-Control GM Order Order **Gty Unit Price** Core Net **Order Date** Part Nemo Part Gross Discount Discount Number Shipment # Number Shipped Amount Туре Amount ٧. Amount Amount Note CASEY CHEVROLET 93375-1 c 3134 051-2125413 14 May 2009 5736660 CSO PLT-BS/NA 15036136 2 \$4 70 \$13.40 2 60 \$0.27 \$0.00 \$13 13 Note DOTSON AUTO CENTER 93388-1 C 3134 \$0 00 \$63 09 051-2128413 14 May 2008 5736660 \$64 35 \$1.29 C60 15835474 1 2 00 CAP ASH-B \$64.38 Note COXTONS AUTO BODY \$3377-1 C 3134 051-2125413 14 May 2008 5736660 ARMREST 25893872 \$C 00 \$82.82 C\$O t \$84.51 \$84.51 2 00 81 69 Note CASEY CHEVROLET RO203870 С 3134 051-2125413 14 May 2009 5736660 \$78 22 ¢\$0 COOLER AS 20041420 ۲ 2 00 \$1 56 \$0.00 \$77 78 \$77 78 Note TALLIE'S AUTO BERVICE 93366-1 ¢ 3134 051-2125413 14 May 2009 5736860 CBO PLATE 88935985 ٩ \$52 60 \$52.80 2.00 \$1 05 \$0.00 \$51 55 Note THE AUTO CONNECTION OF N.N. 03444-1 C. 3134 88935966 \$51.40 051-2126413 14 May 2009 5736660 CBO PLATE 1 \$52.48 \$52,45 2.00 \$1 05 **50 0**0 Noby THE AUTO CONNECTION OF N N 93444-1 С 3134 **\$6 45** 051-2125413 14 May 2009 8736660 C50 MAT 88986018 1 \$8 58 \$8.58 2 00 **\$0** 13 \$0.00 Note CASEY CHEVROLET RO203870 c. 3134 051-2125413 14 May 2009 6736660 PLATE 96462635 1 \$20.87 \$0.42 \$0.00 \$20,45 C80 \$20 87 2.00 Note NEW BEGINNINGS AUTO BODY 93381-1 c IF OVN OR HEAVYWI/OVERSIZE DELY, REFER TO GMSPO SHIPPING GUIDELINES 10083125 1012K57868F287819 10853125 058-5004125 13 May 2009 1324289 \$390.51 24240025 1 C80 VALVE \$398.43 \$399,44 2.00 \$7 17 \$0.00 121 Quantity Total: Not Morchandies Amount \$4,50\$ 54 \$50.00 Nel Core Amount. \$0.00 State Tex: County Tax. \$0.00 City Tax' \$0.00 Net Invoice Amount. \$4,555 64 Shipped Te 514096 Invoice Due Dete. Invoice Type GM/DEALER (PURCHASE) We have by carefy their there grants over produced in complement with all applicable readimentation of another 6,7 and 12 or bys fair block standards with an amounted, and readerbing and proton of the limited trade state and block which readerbing a second states of n apparentes as ser part in provide informal the dispersion uniformity. Specify Constraints and a sense and an an and Collingia de recording the Specify basis paid and competition of all and the set information and the second second

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J2534 Pass Thru Final Instructions

Programming Complete

Warn anty Claim Code S034B Record this code on the warranty repair order (if applicable)

Post Frogramming Instructions

Follow the Controller Specific Instructions below

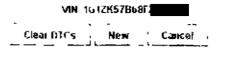
If there are no Controller Specific Instructions, then ignition of first 30 seconds to reset the controller

Controller Specific Instructions

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM I/M flags

Prut

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No. 9216

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GENERAL MOTORS RENTAL VEHICLE QUALIFICATION FORM

CASEY CHEVROLET / BAC 113723

Today's Date: 5/15/09

 General Information

 RO #:
 20333
 Date in Rental:
 5//2/09

 RO Date:
 5//2/09
 Date Out of Rental:
 5//2/09

 VIN # (last 8):
 8F
 Total Rental Days:
 6 00005

 Reason for Rental:
 Parts Delay
 Diagnosis Time
 Other (explain below)

Daily Rent	al Tracking	
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GOMPIESE REPORT	COSTECTION OF REPAIL	
	Cozert	

	Part Delay Information
Failed Part Name:	Trans control Module
Part on Backorder:	Yes X No SPAC #:
Attempt to Obtain Locally:	Yes No SPAC Order Date:
Date Part Ordered:	5/17/09 Date SPAC Part Received:
Date Part Received:	5114/09
	See Bulletin 02-00-89-004 for Z7907 Guidelines

Extensive Diag	nosis Information	······································	1
Tech Assistance Called: Y Ves No	Date of 1 st Call:	5/12/09	
TAC #: 108-53125	Tech 100% Trained:	V Yes	No
Service Manager Signature	Dete	5-19-09	

Please attach completed form to Hard Copy of Repair Order All cases requiring greater than 3 days rental (Z7904-Z7907) will require this form to be FAXed to (757) 487-3681 (G A Histed DSM Norfolk/Richmond) "H" Routed Claims for Z7904 will not be authorized if this form is not received <u>Rental days due to delays in part ordering or service scheduling</u> are not to be submitted to GM for payment.

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AUTO ĞRC www.caseyauto		/ CASEY CHEVRO 1*700 JEFFERSON NEWPORT NEWS, VA 757-591-111 M-F 7 00-6 00 SAT	LET 1 AVE 23606 00-5 00	217799 REPA ORDE	IR 1
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AUTO GROUP						SEF INV	RVICE 701CE
www.caseyauto.com		CHEVROLET					-
0201ICVWS173177	NEWPC	ORT NEWS, VA. 23				CELL	
CUSTOMER No. 139791		ADVISOR SHAWN WILCOX	1	902 55	21	INVOICE DATE 01/16/09	INVOICE No. CVWS173177
100.01			ENSE No.	MILEAGE	4,398	COLOR AMBER BRONZ	атоск №. С86096
		YEAR / MAKE / MODEL	MALIBU/V6		-	DELIVERY DATE 10/04/08	DELIVERY MILES
NEWPORT NEWS, VA		VEHICLE I.D. No. 1 G 1 Z K 5		-		SELLING DEALER NO. ORG	PRODUCTION DATE 06/01/08
		F. T. E. No.	P.0	D. 190.		R.O. DATE 01/16/09	
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L39791	ADVISOR	1902 5521	INVOICE DATE	CVCS173177
	LABOR RATE	1902 5521 MILEAGE 4,398		этоск No С86096
NEWPORT NEWS, VA	YEAR / MAKE / MODEL 08/CHEVROLET / MALIBU/VO VEHICLE ID No 1 G 1 Z K 5 7 B 6 8	5 65PD A/T	DELIVERY DATE	DELIVERY MILES 124 PRODUCTION DATE 06/01/08
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You may be receiving a survey in the next few in regarding your service visit today. Surveys are to the success of our business. Please take a re to complete the survey and send it in We use if from these surveys to address concerns and to in service personel for their efforts in satisfyn	e vital TOTAL PARTS noment TOTAL SUBLE the feedback TOTAL G O G recognize TOTAL MISC TO VILLE TOTAL MISC	21 50 T 0 00 CHG 3 00		
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	YEAR / MAKE / MODEL	-,,,,,,,	AMBER BRONZ	C86096
NEWPORT NEWS, VA	08/CHEVROLET/MALIBU/V6 6SPD A	/T	10/04/08 SELLING DEALER NO	124 PRODUCTION DATE 06/01/08
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AUTO GROUP	<u> </u>	Please ca	11 Whey	ORDER	77
RECOMMENDED SERVICES		Ready			
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SERVICE HISTORY					l
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No. 9216 P. 51

* - HOW TO CONDUCT & VEHICLE INSPECTION - -

- V/hile in vehicle
- - MI or MII, record remaining engine oil life.
- Check operation/condition of horn, interior lights, turn signals, hazard lights turn on exterior lamps
- Check operation of windshield wipers and windshield washer spray
- For OnStar status, check GMVIS To request activation, have customer press OnStar Blue Button. OnS ar Hands-Free Calling – Store dealership phone number and demonstrate. Call function.
- Inspect windshield for cracks, chips or pitting
- Crank steering wheel to the left to expose front left tire tread
- Pop the hood
- Exiting the vehicle

101161

- Inspect left windshield wiper blade
- Inspect left front lire (show customer how you measure tread depth)
- Open hood and check fluid levels (at minimum, point out which will be checked)
- Note front headlamp operation and lens condition
- Inspect right from tire tread depth
- Inspect right windshield wiper blade
- Inspect right rear tire tread depth
- Check gas cap seating (could be on either side)
- Note tail tamp operation and lens condition
- Inspect left rear tire tread depth
- Note overall condition of body, painted surfaces, and exterior side mirrors (record in comments section)
- Turn off exterior lamos and make sure key is in the off position

· Record all vehicle observations on inspection Report and discuss lindings with customer

NOTE: The Tire and Loading Information Label shows the correct inflation pressures, for each vehicles tires when they re-cold The Tire and Loading information Label is attached to the vehicle's center pillar. Vehicles without a center pillar will have the label attached to the driver's door edge. In some cases, correct tire inflation pressures will appear on the Certification. The Label located on the driver's door edge.

GENERAL MOTORS BUSINESS RESOURCE CENTER

GMC

8/04/09

Dave Clements Hutchens Chevrolet 12920 Jefferson Ave Newport News, VA 23608

Re:

Siebel Request: 71-741633358 2008 Chevrolet Malibu VIN # 1G1ZK57B68F

Dear Mr. Clements:

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 within 24 hours. The specific documents needed are:

All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Shon Brown General Motors Business Resource Center Customer Relationship Specialist Ph# 866-790-5600, extension 31389 FAX# 866-268-5528

Privileged and Confidential Information

CASE ASSESSMENT

By: Shon Brown State: VA

Customer Name: Service Request: 71- BBB Case No.: CHV0942284 741633358 Only customer's last name to be recorded BAC Code: 113723 Vehicle ID No: In Service Vehicle is: New 1G1ZK57B68F Date: 10/4/2008 Year, Make & Model: 2008 Chevrolet Malibu Vehicle Purchased Used on: n/a at odometer n/a Mileage at Time of BBB Filing 16437 Lien holder: $GMAC \boxtimes$ Other : {Name} Sale Type: Purchase \boxtimes Lease \square Other \square : {Type} CAM Name: Craig Joseph DVM Name: Gordon Histed Phone Number: 914-244-6130 Phone/Cell Number: 757-876-6622 Svc Mgr Name: Dave Clements

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.

has tac been contacted for service history Y OR N.? If **yes** please include tac # and explanation tac was involved. If tac has

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT? No TAC assist required

Vibration In Steering/Hard Click at Brake Release

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
7/28/09	27460 2	4	16388	Hutchens Chevrolet Line A* Cust sts when steering is all the way down and locked vehicle has a violent vibration but if you move steering up vibration goes away. Verify cust concern and then checked for bulletins. Found PIC4883B Cause: The electronic power steering column motor housing is contacting the bracket for the adjustable pedals, causing a clunk when letting off the brake pedal. Removed booster and installed spacers on booster to firewall to stop noise. Test drove and found everything working properly.

Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
5/12/09	20322 1	6	<u></u> 10115	Casey Chevrolet Cust sts that vehicle made a loud and hard jerk motion, then engine light came on and vehicle would barely accelerate. P0601 Stored in TCM. Internal failure, checked wiring to TCM, good. Replace solenoid valve assembly/ TCM and recheck ok.
7/6/09	21779 5	1	15366	Casey Chevrolet Cust sts that vehicle is hesitating really bad, worse when A/C is running. Cust notices it more between 2 nd -3 rd gear. Check and advise. Was not able to duplicate at this time. Cust is going to return for test drive with tech.
7/28/09	27460 2	*	16388	Hutchens Chevrolet Line B Cust sts vehicle hesitates on acceleration, also notes that vehicle doesn't drive the same since solenoid valve assembly replaced. Info related to Line A*
Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
<u>{Sym</u> p	otom}			
Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
		<u>our</u> .	<u></u>	
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<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
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Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
		<u></u>		
Recall/	/Campaig	<u>n (Not Rela</u>	ted to Oth	er Symptoms/Complaints): No Recalls
Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u>	Description of Complaint and Repair Performed:
10/23/0 8	15107 0	<u>out</u> : 1	<u>e:</u> 739	#08279 Install two cooling fan jumper harnesses
	vokisl			wod in an accident V or N2 No
				olved in an accident Y or N? No with the customer Y or N? Yes
What ty	ype of o	damage v	<u>was sus</u>	tained (example front end collision)
Are the		ttachod	if tho ve	bicle was in an accident V or N2 n/a

Are the RO's attached if the vehicle was in an accident Y or N? n/a

Has the customer filed any insurances claims on this Vehicle Y or N? No If Yes obtain the following information below Insurance Company______ Insurance Rep (First and Last Name) _______ Phone # _______ Claim Made? Y/N Claim Status: Pending/Denied/NA Claim # _______ Did Insurance Company refer customer to GM? Y/N/NA

<u>Are there any Aftermarket Modifications to the Vehicle Y or N? NO</u> <u>Have you confirm this with the customer Y or N? Yes</u> <u>List:</u>

Was a Trade Repurchase offered to the customer Y or N? (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM ______

Other				
Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
10/10/0 8	14783 5	1	301	Casey Chevrolet Cust sts while driving brakes pull to the right. Road-tested for brake pull, could not duplicate brake pull. Road- tested with cust, had very slight pull to the left at all speeds, cross rotated front tires and relearned tire monitoring system. Road-tested again found slight pull to the right, rotated right front tire with right rear tire and reprogrammed tire monitor system. Road tested again, car travels straight and steering wheel is centered
10/23/0 8	15107 0	1	739	Casey Chevrolet Cust sts that steering is off center to the left and vehicle pulls to right when steering wheel is straight. Steering wheel not centered. Performed steering control module set up
4/6/09	19376 8		8417	Casey Chevrolet LOF, inspection
1/16/09	17317 7		4398	Casey Chevrolet LOF, inspection, door stripping coming off.

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: No customer is outside 12/12

Lemon Law Repurchase/Replacement: Yes customer is within filing period

GM Program Summary Repairs/Reimbursement for past repairs: Yes customer is within manuf. warranty

THE STATE LEMON LAW READS:

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs 1

Safety-related time period 18 months following the date of original delivery and continues to exist

Number of repair attempts in the presumption period:

Hesitation 2, Pulling 2 n period: 14 ership: 14

Vibration 3,

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

Vehicle Meets Presumption of Lemon Law: YES or No? No

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: MY PAPERWORK LIST MY CAR AS A V6, HOWEVER THE SERVICE CENTER SAID IT IS A 4 CYLINDER, I FEEL I SHOULD RECEIVE SOME TYPE OF COMPENSATION FOR ALL THE TROUBLE AND TIME IT HAS CAUSED ME IF PAY \$503/Mo MY CAR SHOULD RUN. AT THIS POINT I NO LONGER FEEL SAFE. THE LAST REPAIR WAS A HUGE SAFETY DEFECT!

DVM sts:

SVM sts:

CRS Rationale:

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law 1. Customer is within filing period

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?

- 1. Customer does not meet presumption with three repair attempts for any same concern
- 2. Customer does not meet presumption with thirty days out of service

Decision reached by CRS: Arbitrate case: Settle case:

CRS FINAL OFFER:		DATE :	CUST {Accepted / Declined}
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

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

.

Date: 24 Augo9	Headquarters U.S. Army Dental Activ Building 577 Stemberg Fort Eustis, VA 23604-5 Phone: (757) 314-7980/ Fax: (757) 314-7942/	Avenue 5311 DSN: 826-77980
To: Shawn Brown Fax #:	From: Phone #:	
Phone #:	No. of Pages;	3
Subject:	CC:	
Remarks: 🔲 Urgent 🔄 For you	r information 📋 Reply ASAP	Please comment
Ref # 71-741633	3358	
proof of monthly	car paymont	amount.
	Hank	you!

DO NOT PROCESS, STORE OR TRANSMIT CLASSIFIED INFORMATION ON NON-SECURE TELECOMMUNICATIONS SYSTEMS, OFFICIAL DOD TELECOMMUNICATIONS SYSTEMS, INCLUDING FACSIMILE MACHINES, ARE SUBJECT TO MONITORING FOR TELECOMMUNICATIONS FOR SECURITY PURPOSES AT ALL TIMES. USE OF DOD TELECOMMUNICATIONS SYSTEMS CONSTITUTES CONSENT TO COMMUNICATIONS SECURITY MONITORING. FAXES ARE NOT EXEMPT FROM PRIVACY ACT PROVISIONS.

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Customer Service

Manage alerts Stop check payment Check card settings

Show me more services...

Buyer Name and Address (Including County and Zin Code)	Co-Buyer Name and Address (including County and Zip Code)	Creditor-Seller (Name and Address)
HAMPTON VA		CASEY CHEVROLET CORP 11.700 JEFFERSON AVE NEWPORT NEWS VA 23506 YORK
You, the Buyer (and Co-Buyer, if any), may bivehicle on credit under the agreements on the or "us" in this contract) the Amount Financed ar finance charge on a daily basis. The Truth-in-Letter the truth-in-Letter the truth-in-Letter the truth-in-Letter the truth-in-Letter the truth-in-Letter truth-in-	e front and back of this contract. You agree ad Finance Charge in U.S. funds according to t	to pay the Creditor - Seller (sometimes "we the payment schedule below. We will figure you
Make		
New/Used/Demo Year and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW 2008 MALIBU	1012K57B68F	□ business □ agricultural
FEDERAL TRUTH-IN-LEN	IDING DISCLOSUBES	, <u>and Maria and Anna and An</u>
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. FINANCE CHARGE The dollar amount the credit will cost you. Credit you cost you. Charge The dollar amount the credit you credit you cost you. Charge The amount the credit you on your the cost you. Charge The dollar the amount the credit you on your the cost you. Charge The dollar the amount the credit you cost you. Charge The dollar the amount the credit you cost you. Charge The amount the credit you cost you. Charge The amount the credit you cost you. Charge The amount the credit you cost you. Cost you. Charge Ch	unt Total of Total Sale ced Payments Price purit of The amount you The total cost of pyided I will have paid after your purchase on	Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Virginia. Your choice will no affect our decision to extend credit or the terms of this contract. You are not required to buy any other insurance to obtain credit unless the boo indicating Vendor's Single Interest Insurance is required is checked below. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.
Your Payment Schedule Will Be:		Check the insurance you want and sign below:
Number of Amount of W Payments Payments	/hen Payments Are Due	Optional Credit Insurance
7.8 502-87 Monthly t	peginning 11/19/2008	Credit Life: Buyer Co-Buyer Both
Or As Follows:		Premium:
		Credit Life \$ <u>N/A</u> Credit Disability \$ <u>N/A</u>
Late Charge. If payment is not received		Insurance Company Name
you will pay a late charge of <u>5</u> % of t Prepayment. If you pay off all your debt e	early, you will not have to pay a penalty.	M/A Home Office Address N/A
Security Interest. You are giving a security Additional Information: See this con	interest in the vehicle being purchased.	
scheduled date and security interest.	iv required repayment in full before the	Credit life insurance and credit disability insurance are not required to obtain credit (see back). You have the right to use alternate coverage or buy such insurance elsewhere. Your choice of insurer will not affec our decision to extend credit or the terms of this contract. Your decision
ITEMIZATION OF AMOUNT FINANCED	and the second	I to buy or not to buy credit life insurance and credit dissbility insurance
1 Cash Price (including \$759; 38sales tax)	\$ <u>26340, 38</u> (1)	will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the itemization of
2 Total Downpayment = Trade-in _2007 CHEVROLET TRUCK	FOUTNOY	Amount Financed. Credit life insurance is based on your origina
	(Model)	payment schedule. This insurance may not pay all you owe on thi contract if you make late payments. Credit Disability Insurance doe
Gross Trade-In Allowance	\$ <u>13750.00</u>	Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on thi contract if you make late payments. Credit Disability Insurance doe not cover any increase in your payment or in the number of payments Coverage for credit life insurance and credit disability insurance end on the printed data for the late payment unless of different terms for
Less Pay Off Made By Seller Equals Net Trade in	\$ <u>16855.49</u> \$_3105.49	on the original due date for the last payment unless a different term for the insurance is shown below.
+ Cash	\$ 1.000.00	
+ Other	see 4I below) \$00(2)	
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 26340.38 (3)	· ·
4 Other Charges Including Amounts Paid to Others on (Seller may keep part of these amounts):	Your Behalf	
A Cost of Optional Credit Insurance		Other Optional Insurance
Paid to Insurance Company or Companies.	N/A	
Disability		Type of Insurance Term
B Vendor's Single Interest Insurance Paid to Insurance Company(ies).		I insurance Company Name
C Other Optional Insurance Paid to Insurance Comp	any or Companies s N/A	N/A Home Office Address N/A
D Optional Gap Contract	\$ 600.00	M/A
E Official Fees Paid to Government Agencies 1) to N/A for N/A	\$\$\$	Type of Insurance Term
2) toSTATE OF VA for GROSS REC	S 23.64	Type of Insurance Term Premium \$ <u>N/A</u>
3) to ^N /A for N/A	6 Nt/A	

DENTAC

PAGE 03/03

08/24/2029 15:34 97573147942

BBB AUTO LINE Customer Claim Form

Case number: CHV0942284 Contact Date: 08/01/09 Start Date:

Please make any necessary corrections to the information below, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:			
Mailing address:			
City: NEWPORT NEWS		State: VA	Zip code:
Day phone:	Evening phone		Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFORM			
Make: Chevrolet	Model: Malibu	Year: 2008	Current mileage: 16437
Name(s) that appears on the vehicle	e title:		
Selling dealer/city/state: CASEY C	CHEVROLET, NEWPORT	NEWS, VA	
Primary Servicing dealer/city/state	e: Hutchens Chevrolet,		
		ne vehicle in your	possession? 🛛 yes 🗌 no
Purchase/lease date: 10/04/08	Mile	age at purchase/le	ease:
First repair attempt date: 10/06/08	8 Firs	t repair attempt m	illeage: 0
How often is the vehicle used for business purposes (percentage):	Number of v	vehicles owned v the business:	Transmission type:
Has the vehicle been in an accident/			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

MY PAPERWORK LIST MY CAR AS A V6, HOWEVER THE SERVICE CENTER SAID IT IS A 4 CYLINDER. I FEEL I SHOULD RECEIVE SOME TYPE OF COMPENSATION FOR ALL THE TROUBLE AND TIME IT HAS CAUSED ME.IF I PAY \$503/MO MY CAR SHOULD RUN. AT THIS POINT I NO LONGER FEEL SAFE. THE LAST REPAIR WAS A HUGE SAFETY DEFECT!

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
VIBRATING IN THE STEERING WHEEL		4		yes
HESITATING TRANSMISSION		4		yes
HARD CLICK WHEN RELEASING ⁻ BRAKE	THE	2		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

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

April 25, 2011



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) for the Major Guard plan on your 2008 Chevrolet Malibu, Vehicle Identification Number 1G1ZH57BX8F

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-744475488

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Whitley Ceasar State: MS

Service Request: 71- BBB Case No.: CHV0941903 Customer Name: 744475488 Only customer's last name to be recorded BAC Code: Vehicle ID No.: In Service Vehicle is: new 201991 1G1ZH57BX8F Date: 1/31/2008 Year, Make & Model: 2008 Chevrolet Malibu Vehicle Purchased Used on: 01/31/2009 at Mileage at Time of BBB Filing 29,000 odometer 308 Lien holder: $GMAC \boxtimes$ Other : {Name} Sale Type: Purchase \boxtimes Lease \square Other \square : {Type} **DVM Name: Don Mills** CAM Name: Larry D. Shields Phone number: 972-443-2901 (For BRC Use Phone/Cell Number: 601-613-9803 Svc Mgr Name: Preston Hood: Walt Himel Only) Turan-Foley: Bill Rivenbark

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS N/A_____

IF TAC HAS NOT BEEN CONTACTED WHY NOT N/A

Uater Leak

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
7/24/09	23820 9	1	29019	C/S FRONT AND REAR FLOORBOARDS GET WET. CHECK AND FOUND PASSENGER FLOORBOARD WE. FRONT AND REAR AND
09/08/2 009	32181 6	Current	30739	EVAPORATOR DRAIN PLU CLOGGED WITH DEBRIS. REMOVED A/C DRAIN PLUG AND REPLACED CARPET PADDING AS NEEDED. CUSTOMER STATES THERE IS WATER LEAK PASS REAR FLOORBOARD GETSWET WATER TEST VERIFIED. FOUND AC DRAIN AREA LEAKING. REPLACED LOWER EVAP CASE AND SEAL-LEAKING

CUSTOMER STATED THE CARPET SMELLS SINCE THE LEAK REPLACED FRT CARPET MOLDING WET REPLACED REAR CARPET-MOLDY-WET REPLACED DASH BARRIER-MOLDY-WET

STEERING

Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
7/10/09	23777 2	5	28605	C/S STEERING WHEEL SHAKES WHILE IN PARK OR NEUTRAL WILL BE ALL OVER ROAD WHILE DRIVING WHEN IT OCCURS. CHECK AND FOUND NO DTC'S BUT FOUND STEERING COLUMN TWITCHING WHILE SITTING STILL AND HARD SPOTS WHILE DRIVING. REPLACED STEERING COLUMN ASSEMBLY TEST DROVE VEH TWITCH GONE BUT HARD SPOTS STILL PRESENT. REPLACED STEERING ASSIST MOTOR AND TEST DROVE. WORKING AS DESIGNED.
7/9/09	23771 1	*	28596	C/S STEERING IS HARD INTERMITTENTLY AND STEERING WHEEL WILL MOVE BACK AND FORTH WHILE IN NUETRAL OR PARK, VEH WORKING NORMAL
3/18/09	23403 4	1	22983	C/S BUMP NOISE FROM STEERING COLUMN WHILE TURNING LEFT. FOUND I SHAFT BINDING, REPLACED I SHAFT

POWER LOCKS

Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
7/10/09	23777 2	*	28605	POWER LOCKS INOP LEFT REAR DOOR. CHECK AND FOUND LEFT REAR DOOR LOCK ACTUATOR INOP. REPLACED DOOR LOCK ACTUATOR AND VERIFIED REPAIR.
7/9/09	23771 1	1	28596	C/S LEFT FRONT DOOR LOCK CYCLED SEVERAL TIMES ONCE. OPERATING NORMAL NOW. UNABLE TO DUPLICATE CONCERN. C/S LEFT REAR DOOR LOCK IS INOP. FOUND LEFT REAR DOOR LOCK ACTUATOR INOP. ORDERED PART.
6/9/09	23668 4	1	27712	C/S DRIVER FRONT DOOR LOCK NOT WORKING PROPERLY. HAVE TO PRESS UNLOCK BUTTON SEVERAL TIMES TO GET TO UNLOCK. WILL NOT LOCK IN GEAR. WILL NOT UNLOCK IN PARK. LEFT FRONT DOOR ACTUATOR FAULTY/ REPLACED DOOR LOCK ASSEMBLY.
3/24/09	23421 2	1	23232	C/S PASS LOCK WILL STICK INTERMITTENTLY AND ALL LOCKS WILL INTERMITTENTLY BE INOP. FOUND FAULTY ACTUATOR AND REPLACED.
3/18/09	23403 4	*	22983	C/S PASS LOCK WILL STICK INTERMITTENTLY AND ALL LOCKS INOP INTERMITTENTLY. SOMETIMES WHEN HITTTING KEYFOB ONE TIME TO LOCK DOOR ALARM WILL SOUND LIKE YOU HIT IT TWICE. ALSO FOUND DRIVER REAR DOOR ACTUATOR STICKING. REPLACED AND REPROGRAMED 2 REMOTES AND ORDERED ACTUATOR.
09/08/2 009	32181 6	CURREN T	30739	CUSTOMER STATED THE PASS FRONT DOOR LOCK IS INOP DOOR ACTUATOR WAS NOT WORKING TEST ELECTRICAL SYSTEM ITS OK REPLACE R.F. DOOR
SIGNA	<u>\L</u>			
Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:

6/9/09	23668	*	27712	C/S TAG LIGHT OUT. REPLACED BLOWN BULB.

		4

□ <u>TIRES</u>

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
5/7/09	23566 6	1	27750	C/S SLOW LEAK IN LF TIRE. PERFORMED DIAGNOSTIC AND WATER TESTED NO LEAKS FOUND. REPROGRAMMED TPMS
SPEAK	<u>ER</u>			
<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
10/8/0 8	2291 07	1	14413	RIGHT REAR SPEAKER SOUNDS BLOWN. ORDERED SPEAKER.
10/21/0 8	22947 1	1	15170	
Recall	<u>'Campaig</u>	n (Not Rela	ted to Oth	er Symptoms/Complaints)
Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:

			_	
12/12/0 8	23119 0	1	18116	RECALL 08102 PERFORMED. REPLACED ALL HUB CAPS.

Has the vehicle ever been involved in an accident Y or N? No
Did you confirm your answer with the customer Y or N?Yes
Has the customer filed any insurances claims on this Vehicle No
Are there any Aftermarket Modifications to the Vehicle No
Have you confirm this with the customer Yes

Was a Trade Repurchase offered to the customer No (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM ______

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: Under the GM Program Summary the customer is eligible for Repurchase/ Replacement.

Lemon Law Repurchase/Replacement: Under the MS Lemon Law the Customer is eligible to Repurchase/Replacement

GM Program Summary Repairs/Reimbursement for past repairs: Under the Gm program Summary the Customer is Eligible for Repairs/Reimbursement for past repairs.

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 4 Time period 18 / 18 Does Lemon Law state nonconformity must continue to exist? Y If applicable, safety-related repairs 2 Safety-related time period 18 / 18

Number of repair attempts in the presumption period:	1 to steering
Total days out of service during the presumption period:	2
Total days out of service during customer's ownership:	16

Vehicle Meets Presumption of Lemon Law No

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: I would like for GM to Honor B2B warranty

DVM sts: We are not going to offer Repurchase or Replacement of the vehicle we are going to honor warrnaty.

SVM sts: Waiting on Parts (Carpet)

CRS Rationale: Waiting on parts.... GMPP offer not accepted offer still stands BBB case closed 08/28/2009

What are the main strengths of the customer's case to win repurchase through Lemon Law Power Locks number of repairs

Currently in the dealer part on back order

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? Days out of service

Number or repairs attempts

Concerns has to exist vehicle currently repaired

Decision reached by CRS:

Arbitrate case:

Settle case: XXX

CRS FINAL OFFER:	24/30 GMPP Major Guard	DATE : 10/0 8/20 09	CUST Accepted}
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

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

Date <u>91/31/</u> PATRICK Salesman	2008 C MCDON	 ALD 		325 Cedar I	RESTO DOD EVROL BILOXI Jake Road, N 1000 Fax: 22	AS 39532 addition of the second secon	information you see in the ract. Information on the warned of safe. This vehicle i nde ns to prior ownership Manufacturer's Auction. R , etc. DISCLAIM	idow overnides; sold as a used it use. Some co- ental Units, Truc- ER OF WARR ty by a manufau c provided in v implied Warr mprises the ent cement of any recognized, Th C urranged fin rt. This is a bir ere buyor make	or this vehicle is part of this any contrary provision in the car. No claim or guarantee mmon sources of used cars de-Ins. Manufacturer's Field CANTIES Currer or supplier are theirs. writing and furnished to the antly hw may give the bayer tire agreement pertaining to kind, verbal understanding is is not a bloding contract ancing for buyer signs his dding contract when signed as his or her own financing
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	ŚE	RIAL #							
			<u> </u>	- I I		SELLING PRICE		\$	20954.99
BALANCE OWED TO:			·		.	NOTARY & ADM	IIN. FEES	\$	399.00
ADDRE\$S:						SUB- TOTAL (A)		\$	21353.99
ACCT#	GOOD TI	L		SPOKE TO		TAXES (A) LESS	(B) 5.00 %	\$	1067.70
	C	REDITS			•	INSP. FEE 5.00	& TITLE 5.00 =	\$	10.00
TRADE ALLOWANCE (B)				\$	N/A	TOTAL			22431.69
BALANCE OWED				\$	N/A	TOTAL OF CRED	ITS (Transfer from Left C	olomn) \$	N/A
NET ALLOWANCE					<u>N/A</u>	PROTECTION PL	AN	\$	N/A
PARTIAL PAYMENT WITH	ORDER			<u>-</u>			E	\$	22431.69
DUE AT DELIVERY				<u> </u>	N/A_	LIENHOLDER:	KEESLER FCL		
				Ψ -	<u> </u>		001		

CUSTOMER WARRANTS THE ABOVE DESCRIBED TRADE TO BE FREE OF LIENS OTHER THAN AS STATED, AMOUNTS ARE APPROXIMATIONS UNLESS OTHERWISE INDICATED. IF PAYOFF AMOUNT IS INCORRECT, CUSTOMER IS RESPONSIBLE FOR BALANCE. DEPOSIT TO HOLD VEHICLE GOOD FOR 24 HOURS

\$

\$

PURCHASER'S SIGNATORE CO-PURCHASER'S SIGNATURE This transaction is not valid unless accepted by an officer of PRESTON HOOD CHEVROLET LLC. Accepted By _ Title

OTHER

TOTAL OF CREDITS (Transfer to Right Column)

USED CAR

<u>BILOXI MS 395</u>34

ADDRESS:

"A DOCUMENT/SERVICE FEE IS NOT AN OFFICAL FEE ANI: IS NOT REQUIRED BY LAW. HOWEVER, IT MAY BE CHARGED TO A BUYER/LESSICE FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE SALE OR LEASE AND MAY INCLUDE DEALER PROFIT. THIS NOTICE IS REQUIRED BY **REGULATION OF THE MISSISSIPPI MOTOR** VEHICLE COMMISSION."

CONSUMER REPORT agree in a consumer report may be obtained in connection with this credit application and that consumer reports may be obtained in connection with an update, renewal or extension of credit for which application was made. If I ask, I will be told whether or not a consumer report(s) was/vere obtained, and if such report(s) was/were obtained told the name and address of the consumers reporting agency that gave the report(s). CREDIT INVESTIGATION - I suthorize the selling dealer, GMAC or any other lender dealer selects to start a credit investigation based upon the above information, which information was voluntarily provided by myself. This information is true and accurate. AGE - I have attained the legal age of 18.

N/A

N/A

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General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/CR ASSIGNMENT

CUSTOMER NAME: ______SHERRI D_STEWART

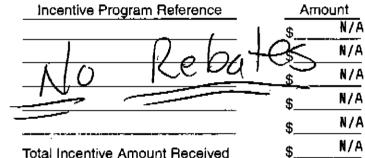
VIN: <u>_1____G___1___Z___H___5____8-___X___8-___</u>

(or see attached list)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) XX to the down payment of this vehicle, (b) ____ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebute and tinal price with rebate applied), or (c) ____ a check be issued in my name by Dealer named below:



GM Ince	ntive Code
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- 2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)
 - a. I elect to receive ______ in lieu of ______ and/or
 - b. I elect to receive

__ CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 01/31/98 acknowledge receipt of incentive(s) as described in Item # _ ____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee-Signature:~...

Date:	01/33	1 /08

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

	\sim (/	
Authorized Dealer Signature:	mat	Date:01/31 /08
Dealership Name:	PRESTON HOOD CHEV	Dealer Code: 24152

*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 Det. I File

Page 1 of 2

General Motors - Vehicle Purchase Program GM Supplier Customer-Dealer Agreement and Pricing Sheet

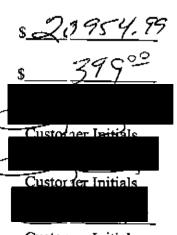
Eligible Participant	Relationship	o to Eligible Particinant	SFLF
Purchaser's First Name:	Purchas	ser`s Last Name:	
Purchaser's Zip Code:			
Purchaser's Date Of Birth:			
Vehicle Identification Num	ber (VIN): 1G12H578X	BF.	
Authorization Number:		Incentive Code:	GSU
Approval Number:		Approval Date:	01/31/2008 19:54:05
Dealer Name:	PRESTON HOOD CHEVRO	OLET	
Division:	CHEVROLET	BAC: 201991	Dealer Code: 24152
Program Name:	GM SUPPLIER DISCOUNT	Г	
Company Name:	AT&T CORP		
Secondary Company Name:			

Supplier Customer -Dealer Agreement:

- (1) Amount listed on invoice below caption Supplier Discount (GSU). Copy of invoice <u>must</u> be shown to customer for verification.
- (2) Amount charged for Documentation Fees, if over \$75, up to state law limit.
- (3) I have confirmed that the applicable price shown on line (1) above is correct.
- (4) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected infinal purchase price.
- (5) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price

Customer Agreement and Verification of Delivery

- 1. By signing this form, the Purchaser acknowledges the following:
 - A. Receipt of the vehicle designated above and a copy of this form
 - B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
 - C. The Purchaser agrees that he/she will not violate any Program provision
 - D. Penalties for violation of Program provisions may include one or more of the following:
 - i. Termination of Program privileges
 - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - iii. Disciplinary action up to and including termination of employment (for GM Employees) (0)
 - E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be



Custorner Initials

able to bring lawsuit for any dispute involving

repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that

vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration

that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The

Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et. seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration.

For matters the FAA does not cover, the laws of the State in which I fesid shall govern.

Customer Signature

Date: 1/31/08

Date:

Dealer Agreement

- 1. By signing this form, the dealer agrees to the following:
 - A. Assume General Motors's obligation for delivery of the vehicle
 - B. Collect from the purchaser the amount specified in the Purchase Contract
 - C. Comply with the Rules and Guidelines of The Program
 - D. Review the Factory Invoice with the customer
 - E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
 - F. Provide purchaser with all applicable and compatible incentives.
 - G. Maintain the original copy of this form in the deal jacket
- 2. General Motors agrees to pay the Dealer the incentive or allowance in effect uncer the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieve 1 of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
- 3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
 - A. Comply with the terms and conditions contained in The Program Rules and Guidelines
 - B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - i. Declared ineligible to participate further in the Program
 - ii. Charged back any inceptive or allowance paid by General Motors on transactions in which violations down

Authorized Dealer Signature:

⁽¹⁾ GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

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10 WC CUSTOMER STATED THE PASS FRONT DOOR LOCK IS INOP 13214 (1.1) CUSTOMER STATED THE PASS FRONT DOOR LOCK IS INOP 13214 (1.1) CUSTOMER STATED THE CARPET SMELLS SINCE THE LEAK 183 183 183 183 184 183 184 185 185 185 185 185 195 195 195 195 195 195 195 19
1 B 10 WC CUSTOMER STATED THE PASS FRONT DOOR LOCK IS INOP CUSTOMER STATED THE PASS FRONT DOOR LOCK IS INOP COR LOCK Actuator was NOT working 13214 (1.1) REPLACE R.F. Droc WC CUSTOMER STATED THE CARPET SMELLS SINCE THE LEAK 183 Replace Fit Carpet Moldy - Wet
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13219 (1.1) C *11 WC CUSTOMER STATED THE CARPET SMELLS SINCE THE LEAK 183 Replace Fit Capit Moldy - Wet
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Replace Rea Carpet Moldy - 11-+
Replace Rea Earper Moldy -11-+
i i jjel
Replace OASH Bainer Moldy-Wet
pare INIT Dance Moldy-Wet

EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTHORIZATION FOR REPAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of life, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsowhere for the purpose of testing and/or inspection. An express mochanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$___

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REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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Office DEPOT FAX TRANSMISSION

Taking Care of Business

TO: <u>Pagina Travilo</u> FAX NUMBER: <u>1800 281 0327</u>	FROM: SENDER'S PHONE # :
DATE: 1/29/2009	# OF PAGES: 45
CUSTOMER'S NOTES: Service Ticker Case # 71-74-4475-	
OFFICE DEPOT'S	TERMS OF USE
SENDER AGREES NOT TO USE THIS FAX TO; (1) TRANSMIT MATERIAL WHOSE TRANSMISSIO VULGAR, OBSCENE, PORNOGRAPHIC OR OTHERWISE OBJECTIONABLE; (11) CREATE A FALSI THE SENDER OR THE ORIGIN OF THIS FAX; (111) POST OR TRANSMIT ANY MATERIAL THAT MA PARTY; (IV) VIOLATE ANY FEDERAL, STATE OR LOCAL LAW IN THE LOCATION, OR (V) CONDU CONTESTS, PONZI SCHEMES OR THE LIKE.	IDENING THE COPYRIGHT TRADI SECRET, OR OTHER RIGHTS OF ANY THIRD
PLEASE NOTE THAT OFFICE DEPOT DOES NOT REVIEW THE CONTENTS OF ANY FAX SENT U HEREBY AGREES TO INDEMNIFY OFFICE DEPOT TO THE FULLEST EXTENT OF THE LAW AND WITH THE REQUEST TO SEND, OR SENDING THIS FAX.	JSING IT'S SERVICES, FURTHER, BY SIGNING BELOW THE SENDER OF THIS FAX <u>POBLANY AND ALL</u> CLAIMS, SUITS, (IR DAMAGES ARISING OUT OR IN CONNECTION
STORE INFO	DRMATION

	OFFICE DEPOT #0437 15212 Crossroads Pkwy. Gulfport, MS 39503 T. (228) 832-7886 F. (228) 832-9668 ods00437cpc@officedepot.com								
First Page Local Fax	THANK YOU FOR Additional Local Fax	USING OFFICE D First Page Long Distance Fax	EPOT'S CUSTOM Additional Long Distance Fax	ER FAX SERVICES First Page International Fax	Additional International Fax				
B33-074		835-067			935-201				
833- 071	456~ 687	833~ 081	833- 091	833- 191	833- 201				

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Reports and Repairs ERUSTING OUSIGNS (10.00)

RESTON

11325 Cedar Lake Rond BiLOXI, MS 39532 (228) 388-8000



CUSTOMEN NE). 16799	DOMN COM	PTON	280 TAG N	8424	07727709	CAG238509
	LAOOR HALE	LICENSE NO.	MILEAGE	29,019	STEVSTONE M	4065
GULFPORT, MS	08/CHEVR	ULET/MALIBU/	4DR SDN L	_T	01731708	DELIVERY MILE 308
	VEHICE LANCZ	н 5 7 в х 8	F		SELLING OMALEH NO.	PRODUCTION DATE
	14 ft. fz. NO.		P.O. NO.		07124709	7
P DUONESS PHONE	COMMENTS				<u></u>	J
LABGR & PARTS J# 1 55CVZ WATER LEAKS CUST STATES THE FRONT & REAR FLOOR CHECK FOUND PASSENGER FLOORBOARD WIL EVAPORATOR DRAIN PLUG CLOGGED WITH REMOVED A/C DRAIN PLUG AND REPLACE PARTSQTYFP-NUMBERDESCRI JOB # 1 1 462233 INSL A COMMENTS	BOARDS GET WE ET FRONT AND DEBRIS D CARPET PADD PTION	REAR AND DING AS NEEDED UNIT JOB # 1 TOTAL 1 TOTAL LABOR & TOTAL LABOR & TOTAL PAR TOTAL SUB TOTAL SUB TOTAL MIS TOTAL MIS TOTAL MIS TOTAL IN	PARTS PARTS OR TS LeT C CHG. C OISC	WARR ANTY ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00	TIES, IF ANY, FACTURER OR THEIRS, NOT T UNLESS OTH VIDED IN WRI NISHED TO T THE DEALER. IMPLIED WAI MAY GIVE THE TIONAL RIGHT <u>Warranty cove</u> cars and ligh Dealer installed 12,000 miles, w first, from date of An asterisk (*) number indicates	rage passenger t duty trucks 12 months or /hichever occurs
PAGE 1 OF 1 CUSTOMER COPY		END OF	INVOICE] 03	1:00pm		



CHEVROLET

11325 Cedar Lake Hoad BILOXI, MS 39532 (228) 388-8000



CELL:

CUSTOMED NO. 16799	JOHN COMPTO	N	280 749 1	8424	07727709	₩ ₩ ₩
	LABON BATE	LICENSE NO.	MILEAGE	29,019	SICVSTONE M	4065
GULFPORT, MS	ŎŸ/ĊĤĔŶŔŎĿĔ	T/MALIBU/40	DR SDN I	т.	01731708	DOLIVERY MILE308
	THE TING H	57BX8	F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	F	O, NO.		07924/09	
DUSINESS PHONE	COMMENTS]	
LABOR & PARTS J# 1 55CVZ WATER LEAKS CUST STATES THE FRONT & REAR FI CHECK FOUND PASSENGER FLOORBOAN EVAPORATOR DRAIN PLUG CLOGGED N REMOVED A/C DRAIN PLUG AND REPI PARTSOTYFP-NUMBERDES	RD MEIT FRONT AND REAL VITH DEBRIS ACED CARPET PADDING	r and As needed	RICE -	WARRANTY	TIES, IF ANY, FACTURER OR THEIRS, NOT T UNLESS OTH	SED WARRAN- BY A MANU- SUPPLIER ARE HEIR DEALERS, IERWISE PRO-
JOB # 1 1 462233 IN	SL ASM 12.980	08 # 1 TOTAL F		WARRANTY 0.00		TING AND FUR- HE BUYER BY
	JOB # 1 .	TOTAL LABOR & F		0.00	THE DEALER.	MISSISSIPPI'S RRANTY LAW
COMMENTS	· · · · · · · · · · · · · · · · · · ·	••••	· · · · · · · · · · · · · · · · · · ·		MAY GIVE THI	E BUYER ADDI-
WAITING					TIONAL RIGHT	·S.
THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL. PLEASE CALL YOUR SERVICE ADVISOR PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ************************************	****	TOTAL LABOR TOTAL PARTS TOTAL SUBLE TOTAL SUBLE TOTAL G.O.G TOTAL MISC TOTAL MISC TOTAL TAX TOTAL INVO	CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00	cars and ligh Dealer installed 12,000 miles, v first, from date of An asterisk (*) number indicates	rage passenger at duty trucks - 12 months of whichever occurs f installation. next to a part that this part is od wrench service
PAGE 1 OF 1 CUSTOMER CO	ΨY	f END OF 1	NVOICE]0	5:10pm		



Heynalds and Reymodiks EPSCNT/399E GVESSIAT Q. (308)



11325 Cedar Lake Boad BiLOXI, MS 39532 (228) 386-8000



CULSTOMER NO. 6700						CELL:	
GUASTOMER NO. 16799		COMPTON				077113709	CVC\$237772
	· · · · · · · · · · · · · · · · · · ·		ENSE NO	MiLEA	2 8,60 5	STLVSTONE M	4065
GOLI-PORT, MS	58/24	EVROLET/	MALIBU/	1DR SDN	LT	01731708	DELIVINY MILE308
		1 [∾] zн57				SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	<u></u>		P.O. NO.		07710/09	REPRINT# 1
U51	SINESS PHONE COMMENTS			J	<u> </u>	, <u>.</u>	
LABOR & PARTS J# 1 06CVZ *STEERI	NG	TECH(S):331	rid.	*****	WARR ANTY		77 Pag 199 2 10 10
CUSTOMER STATES OR NEUTRAL WILL WHEN IT OCCURRS CHECK FOUND NO WHILE SITTING S STEERING COLUMN HARD SPOTS STILL AND TEST DROVE - JOB # 1 1 15926870 JOB # 1 0 15938252 PART ON SPECIAL ORDEF	STEERING WHEEL SHAKE'S WHILL BE ALL OVER ROAD WHILE DRIV DTC'S BUT FOUND STEERING COL TILL AND HARD SPOTS WHILE DR ASSEMBLY TEST DROVE VEH TW L PRESENT-REPLACED STEERING VEHICLE DROVE AS DESIGNED 	E IN PARK VING LUMN TWITCHI RIVING-REPLA ITCH GONE BU ASSIST MOTO	NG CED T R		WARRUNTY WARRUNTY	ALL EXPRESS TIES, IF ANY, FACTURER OR THEIRS, NOT TH UNLESS OTHI VIDED IN WRIT NISHED TO TH THE DEALER. IMPLIED WAR MAY GIVE THE TIONAL RIGHTS	BY A MANU- SUPPLIER ARE IEIR DEALERS, ERWISE PRO- ING AND FUR- IB BUYER BY MISSISSIPPU'S RANTY LAW BUYER ADDI-
J# 2+46CV7. SUBLET		B # 1 TOTA				Warranty cover- cars and light	
RENTAL VEHICLE		TECH(S):58		· .	WARRANTY	Dealer installed-	
PARTS · · · · · QTY - · · FP - NUMBER · · ·	······DESCRIPTION····	.108 #	2 TOTAL	PRICE-	0.00	12.000 miles, wl	hichever occurs
	חז.	B# 2 TOTA1			0.00	first, from date of	installation.
J# 3+28CVZPOWER DOWER LD	DCKS INOP	TECH(S):331				An antanial des	40.00 A
CUST STATES LEFT CHECK FOUND LEFT REPLACED DOOR LO	FREAR DOOR LOCK INOP FREAR DOOR LOCK ACTUATOR IN OCK ACTUATOR-VERFIED REPAIR	OP				An asterisk (*) number indicates covered under good	that this part is
PARTSOTYFP-NUMBER JOB # 3 1. 20760509	DESCRIPTION LOCK 10.473	Job #	UNIT 3 TOTAL	PRICE - PARTS	WARRANTY 0.00	plus warranty,	
	l0t,	B # 3 TOTAL	LABOR & I	PARTS	0.00		
J# 4+06CVZNOISE STEERING CUSTOMER STATES OR NEUTRAL WILL WHEN IT OCCURS	INOISE. STEERING WHEEL SHAKES WHILE BE ALL OVER THE ROAD WHILE I	TECH(S):331 IN PARK DRIVING			WARRANTY		
CHECK FOUND NO D WHILE SITTING ST REPLACED STEERIN BUT HARD SPOTS S AND TEST DROVE	TC'S BUT FOUND STEERING COLU ILL AND HARD SPOTS WHILE DRJ G COULMN ASSEMBLY-TEST DROVE TILL PRESENT-REPLACED STEERJ VEH DROVE AS DESIGNED	IVING E VEH TWITCH ING ASSIST M	GONE OTOR				
PARTSQTYFP-NUMBER Job # 4 1 25805894	MOTOR 6.605		•••••UNIT F 4 TOTAL P		WARRANTY 0,00		
	JOE	3 # 4 TOTAL	LABOR & F	ARTS	0.00		
PAGE 1 OF 2	CUSTOMER COPY	[CONTI	NUED ON NE	XT PAGE)	05:10pm		



RESTON HOOD

11325 Cedar Lake Roud BILOXI, MS 39532 (228) 386-8000



UGTOMER NO. 16799	DONN COMPT	ON 2	280 TAG N	8053	07915709	CVCS237772
· · · · ·	LADOR BATE	LICENSE NO.	MILFAGE	28,605	STEVSTONE M	4065
GULFPORT, MS	08/CHEVROL	ET/MALIBU/4DF	R SDN L		017731708	DELIVERY MILE 308
		578X8F			SELLING DEALER NO.	PRODUCTION DATE
	я.т. е. NO.		a. NØ,		07710/09	REPRINT# 1
BUSINESS PHONE	COMMENTS					
SLETPO# VEND INV# INV. DATE DESCRIP 3 # 2 37657 682072 07/15/09 RENTAL MMENTS 0 TALS TALS ANK YOU FOR YOUR BUSINESS YOU CANNOT RATE US "COMPLETELY SATISFIED" THE SURVEY YOU WILL RECEIVE IN THE MAIL. CASE CALL YOUR SERVICE ADVISOR TS DESIGNATED WITH AN ASTERISK (*) DICATE LIMITED LIFETIME SERVICE GUARANTEE CHES FOR CUSTOMER PAY REPAIRS CHES FOR CUSTOMER PAY REPAIRS CHECK E#	CAR		HG. ISC	WARR ANTY).00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00 ().00	ALL EXPRESS TIES, IF ANY, FACTURER OR THEIRS, NOT TH UNLESS OTH VIDED IN WRIT NISHED TO TI THE DEALER, IMPLIED WAT MAY GIVE THE TIONAL RIGHT <u>Warranty cove</u> cars and ligh Dealer installed 12,000 miles, w	BY A MANU SUPPLIER AR HEIR DEALER: ERWISE PRO FING AND FUR HE BUYER B MISSISSIPPI' RANTY LAV BUYER ADD S. tage passenger t duty trucks 12 months of thichever occur
CUSTOMER SIGNATURE	INVOIC	E *******	****	****	An asterisk (*) number indicates covered under goo plus warranty,	that this part i

and Reported ERVALING ERRIGIO (100%)



RESTON HOOD

11325 Cedar Lake Road BILOXI, MS 39532 (228) 388-8000



16799)	DOHN COMPTO			⁷⁸⁹⁹ 7899	07709709	CVC\$237711
		ABOR BATE	LICENSE NO.	MI	LEAGE 28,596	SILVSTONE M	4065
GULFPORT, MS		Ŭ 87/ČĤEVRÖLI	ET/MALIBU/	4DR SE	DN LT	01731708	DRUMERY MILES CI8
GUEFPORT, MS		чт™ст1™z н	57BX8	F		SELLING DEALER NO.	PRODUCTION DATE
		R. 1. 5. NO.		P. O. NO.		07709/09	
· · · · · · · · · · · · · · · · · · ·	DUSINESS PHONE	COMMENTS		_			
CUST STAT ONCE. OPE UNABLE TO PARTSQTYFP-NU D# 2 28CVZPOWER P CUST STAT CHECK FOU ORDERED P PARTSQTYFP-NU JOB # 2 0 20 PART ON SPECIA	ES THE LEFT FRONT DOOR LO RATING NORMAL NOW. DUPLICATE CUSTOMER CONCI MBER	CK CYCLED SEVERA IN JOB # 1 JOB # 1 TECH(S) CK IS INOPERATIVE IPTION	UNI JOB # 1 TOTAL TOTAL LABOR & 3331 UNI JOB # 2 TOTAL TOTAL LABOR &	PARTS PARTS PRICE- PARTS PARTS	0.00 WARRANTY WARRANTY		BY A MAN SUPPLIER AF HEIR DEALER ERWISE PRI TING AND FU HE BUYER F MISSISSIFPI RRANTY LA BUYER ADU S. rage passenger it duty trucks - 12 months whichever occu
CUST STAT NORMAL FU	ES THE STEERING IS HARD : NCTION OF STEERING MBERDESCR:	IPTIONJ	JOB #F 3 TOTAL	PARTS	0.00	An asterisk (*) number indicates covered under go	that this part
TATE TOUS	TEERING NOISE ES THE STEERING WHEEL WI LE IS IN PARK OR NEUTRAL ERATING CHARACTERISTIC	TECH(S)	9 331 81 (WARRAWTTY	plus warranty.	
?ARTS QŤΥFΡ-NU	MBER·····DESCR	IPTION	108 # 4 TOTAL	PRICE-	0.00		
			TOTAL LABOR &	PARTS	0.00		
HF 5 OOCVZMPVI M PERFORM M	ULTI-POINT INSPECT ULTI-POINT VEHICLE INSPEC INSPECTION	TECH(S)	:331		0.00		
PARTSQTYFP-NU	HBERDESCR	ι ΡΤΙΟΝ-	DOB # 5 TOTAL	PRICE -	0.00		
			TOTAL LABOR &	PARTS	0.00		
COMMENTS LUNCH @ 2:30					•		

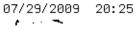


RESTON

11325 Cedar Lake Road BILOXI, MS 39532 (228) 388-8000



CUSTOMPTIND 16799	ГОНК СОМРТО	N	280 749 107899	07709709	CVC5237711
	LABOR RATE	LICENSE NO.	MILEAGE 28,596	STEVSTONE M	4065
GULPPORT, MS	08/CHEVROLE	T/MALIBU/4D	R SDN LT	01/31/08	DELIVERY MILE308
	^v f ^{Hi} G [™] l [™] Z H 5	7 B X 8 F	979. a	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	[P. C	D. NO.	07709/09	
	COMMENTS				d = =
TOTALS THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL. PLEASE CALL YOUR SERVICE ADVISOR PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ************************************		TOTAL LABOR. TOTAL PARTS. TOTAL SUBLET TOTAL G.O.G. TOTAL MISC D TOTAL MISC D TOTAL TAX		FACTURER OR THEIRS, NOT TI	HE BUYER BY MISSISSIPPI'S RANTY LAW BUYER ADDI-
. ************************************	*****				ľ
CUSTOMER SIGNATURE ************************************	INVOICE	********	******	Warranty cover cats and ligh Dealer installed- 12,000 miles, w first, from date of	t duty trucks 12 months or hichever occurs
				An asterisk (*) number indicates covered under goo plus warranty.	that this part is
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PAGE 2 OF 2 CUSTOMER COPY		[END OF INV	OICE } 05:10pm		



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STOPN CHEVROLET

OFFICE DEPOT

11325 Cedar Lake Road BILOXI, MS 39532 (228) 388-8000





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CUSTOMERINO. 1679)9	DOSH LADNER		^a ™7229	06709709	CVC\$236684
			NO. MILEA	^{GE} 27,712	STEVSTONE M	4065
GULFPORT, MS		08/CHEVROLET/MAI	.IBU/4DR SDN	LT	01731708	DELIVERY MILE308
GULFFORT, MS		THE INZH 57 E			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E.NO.	P. O. NO.		06709/09	
	OUSINESS PHONE	LOOMMENTS				
LABOR & PARTS						
J# 1 28CVZPOWER CUST ST/ TO PRES: NOT LOCI LEFT FR PERFORM	POWER LOCKS INOP ATES DRIVER FRONT DOOR LOCK S UNLOCK BUTTON SEVERAL TIN K IN GEAR-WILL NOT UNLOCK J DNT DOOR ACTUATOR FAULTY ED DIAGNOSIS - REPLACED DOO			WARR4NTY	ALL EXPRESS TIES, IF ANY, FACTURER OR THEIRS, NOT TI UNLESS OTH VIDED IN WRIT	BY A MANU- SUPPLIER ARE HEIR DEALERS. ERWISE PRO-
PARTSQTYFP- JOB # 1 1	NUMBER DESCRI	PTION 0.470 JOB # 1	TOTAL PARTS	WARRANTY 0.00	NISHED TO TI THE DEALER.	HE BUYER BY
**************************************		JOB # I TOTAL I	ABOR & PARTS	0.00	IMPLIED WAR MAY GIVE THE	RRANTY LAW
CHANGE E ROTATE	GOODWRENCH & GO ENGINE OIL AND FILTER TIRES	4	g sa dhar ta bud.	ae 11 18.00	TIONAL RIGHT	
INSPECT PERFORM CHANGED PRESSURI INSPECTI		ND PERFORMED MULTI-POIN	Г			
PARTSQTYFP- JOB # 2 1 JOB # 2 5	NUMBERDESCRI 12605566 FILTER 12345615 OIL 54	1.836 308 8.800	UNIT PRICE- 6.05 3.18 TOTAL PARTS	6.05 15.90 21.95	first, from date of	
		JOB # 2 TOTAL {	ABOR & PARTS	39.95	An asterisk (*) number indicates	
CUST ST/	SIGNAL/FLASH/LAMP NTES TAG LIGHT OUT JLB IN TAG LAMP D TAG BULB	Net. (466 1 TECH(S)%331 181	en en processionen de la	··· WARRANTY	covered under god plus warranty.	-
PART\$QTYFP-N JOB # 3 1 9	VUMBERDESCRI 9421330 BULB 8	PTION .991 JOB # 3	UNIT PRICE-	WARRANTY 0.00		
		JOB # 3 TOTAL L		0.00		
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COMMENTS WAIT			· · · = · · · · · · · · · · · ·			
PAGE 1 OF 2	CUSTOMER COPY	[CONTINU	IED ON NEXT PAGE	J 05:10pm		



RESTON HOOD CHEVROLET

11325 Cedar Lake Road BILOXI, MS 39532 (228) 388-8000



CELL:

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					CELL:	
16799		TOSH LADNER	1	6 TAG NO7225	06709709	'ሮዎሮ s 23668
		LADOR HATE LICENSE	Í	MILEAGE 27,712	STEVSTONE M	406 5
GULFPORT, MS		08/CHEVROLET/MAI	IBU/4DR	SDN LT	01/31/08	DELIVERY MILE308
		Ч™б 1∾z н 5 7 в	3 X 8 F		BELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	PO.N	J.	06709/09	·
Um]	SINESS PHONE	COMMENTS				
HANK YOU FOR YOUR BUSINESS F YOU CANNOT RATE US "COMPL ON THE SURVEY YOU WILL RECEI PLEASE CALL YOUR SERVICE ADV 28-388-8000 PARTS DESIGNATED WITH AN AST NDICATE LIMITED LIFETIME SE APPLIES FOR CUSTOMER PAY REP CASH [] C/CARD [] CHAR	(ISOR ERISK (*) RVICE GUARANTEE AIRS *******	TO TO TO TO TO TO TOT	TAL LABOR TAL PARTS TAL SUBLET TAL G.O.G TAL MISC CHG TAL MISC DISC TAL MISC DISC TAL TAX AL INVOICI	. 21.95 . (.00 . (.00 . 00 C (.00 . 2.80	ALL EXPRESS TIES, IF ANY, FACTURER OR THEIRS, NOT TH UNLESS OTH VIDED IN WRIT NISHED TO TH THE DEALER, IMPLIED WAR MAY GIVE THE TIONAL RIGHTS	BY A MAN SUPPLIER AI HEIR DEALER ERWISE PR TING AND FU HE BUYER E MISSISSIPPI RANTY LA BUYER ADD
CUSTOMER SIGNATURE	DUPLICATE	INVOICE *	********** *	******	<u>Warranty cover</u> <u>cars and light</u> Dealer installed- 12,000 miles, w first, from date of	<u>t duty trucks</u> - 12 months hichever occu
					An asterisk (*) number indicates covered under goo plus warranty.	that this part
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11325 Cedar Lake Hoad BiLOXI, MS 39532 (228) 368-6000



совломен No. 16799	DOSH LADNER	16 TAG NG6672	05707709	CVCS235666
	LABOR BATE LIGENSE NO.	MILEAGE 25,7'50	STEVSTONE M	4065
GULFPORT, MS	08/CHEVROLET/MALIBU/	4DR SDN LT	01731708	DELIVERY MILE 3CI8
doerrowr, mb	т™ст1ман 57 вх 8	F	SELLING DEALER NO.	
	Ê.T. Ê. NO.	P. O. NO.	05707/09	
	COMMENTS			
LABOR & PARTS J# 1 02CVZ *WHEEL/TIRES CUST STATES SLOW LEAK IN LF TIRE. PERFORMED DIAGNOSIS · WATER TESTED FOUND AT THIS TIME J# 2 30CVZ ELECTRICIAL INSTS; CUST STATES TPMS READING WRONG TIR PERFORMED DIAGNOSIS · REPROGRAMMED TOTALS THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL. PLEASE CALL YOUR SERVICE ADVISOR 228-388-8000 PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	NO LEAKS OR PONCTORES JOB # 1 TOTAL LABOR & TECH(S):244 ES JOB # 2 TOTAL LABOR & TOTAL LABOR & TOTAL LABOR & TOTAL SUE TOTAL SUE TOTAL MIS TOTAL MIS TOTAL TAY	WARRAWTY PARTS 0.00 CTS000 LET0.00 LET0.00 C CHG. 0.00 C CHG. 0.00 C DISC 0.00 C 0.00	TIES, IF ANY, FACTURER OR THEIRS, NOT T UNLESS OTH VIDED IN WRIT NISHED TO T THE DEALER. IMPLIED WAI MAY GIVE THI TIONAL RIGHT <u>Warranty cove</u> cars and ligh Dealer installed 12,000 miles, w first, from date o	rage passenger it duty trucks - 12 months or whichever occurs
CASH [] C/CARD [] CHARGE [] CHECK [#] *************		number indicates covered under go plus warranty.	that this part is
CUSTOMER SIGNATURE	E INVOICE *******	******		
PAGE 1 OF 1 CUSTOMER COPY	(END O	FINVOICE] 05:11pm		



RESTON

11325 Codar Lake Boad 30LOXI, MS 39532 (228) 388-8000



						CELL:	
CLASTOMER NO. 16799	•	PEFFREY T	EBOR	91	^{NC} 563?	03724709	COC\$234212
		LABOR RATE	LICENSE NO,	MILEAG	^E 23,232	STEVSTONE M	4069
GULFPORT, MS		087CHEVRC	LET/MALIBU/4	DR SDN	L.T.	01731708	DELIVERY MILE 308
			н 5 7 в x 8			SELLING DEALER NO.	PRODUCTION (04'TE
		F. T. E. NQ.		0. NO.		03724/09	
	DOSINGSS PHONE						
WILL INTEL CHECK FOUL REPLACED 1 PARTSOTYFP-NUM DOB # 1 1 200 H# 2+49CVZLOF 01 CHANGE ENC CHANGE ENC CHANGED EN LUBRICATED PARTSOTYFP-NUM DOB # 2 1 120 DOB # 2 5 123	760508 LO LL & FILTER CHANGE SINE OIL AND FILTER & NGINE OIL AND FILTER & O CHASSIS GREASE FITT (BER	OR & LOCK ASSY. OR & LOCK ASSY. SCRIPTION	JOB # 1 TOTAL F JOB # 1 TOTAL F 1 TOTAL LABOR 8 F S):13 SSIS GREASE UNIT F JOB # 2 TOTAL F 2 TOTAL LABOR & F	ARTS ARTS RICE- 6.05 3.38 ARTS	WARRANTY WARRANTY 0.00 0.00 0.00 6.05 16.90 22.95 30.95	ALL EXPRESS TIES, IF ANY, FACTURER OR THEJRS, NOT TI UNLESS OTH VIDED IN WRIT NISHED TO TH THE DEALER. IMPLIED WAR MAY GIVE THE TIONAL RIGHT Warranty cover cars and light Dealer installed- 12,000 miles, w first, from date of	BY A MAN SUPPLIER AN HEIR DEALER ERWISE PRO ING AND FU HE BUYER D MISSISSIPPI RANTY LA BUYER ADD S. <u>ARE passenger</u> t <u>duty trucks</u> 12 months hichever occu
OMMENTS		-		•••••			
OTALS						An asterisk (*)	•
HANK YOU FOR YOUR BUSI F YOU CANNOT RATE US " N THE SURVEY YOU WILL LEASE CALL YOUR SERVIC			TOTAL LABOR TOTAL PARTS TOTAL SUBLE TOTAL G.O.G TOTAL MISC TOTAL MISC TOTAL TAX	Г СНС. DISC	8.00 22.95 0.00 0.00 0.00 0.00 2.17	number indicates covered under goo plus warranty.	
ARTS DESIGNATED WITH A NDICATE LIMITED LIFETI RELIES FOR CUSTOMED DA	ME SERVICE GUARANTEE		TOTAL INVO	ICE \$	33.12		
PPLIES FOR CUSTOMER PA		* ********************					
ASH [] C/CARD []	CHARGE [1 CHECK I	r# 1					
********	******	```*******					
CUSTOMER SIGNATU	RE *** DUPLIC/	TE INVOIO	CE ********	*****	*****		
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RESTON HOOD

1325 Cedar Lake Road BILOXI, MS 39532 (228) 386-6000



DUSTOMETIND. 16799		TEFFREY TEE	IOR	91 ^{(AG NI}		03718709	CVCS234034
		I ABOR BATE	LICENSE NO.	MILEAGE	22,983	STUCASTONE M	4065
GULFPORT, MS		08/CHEVROL	T/MALIBU/	4DR SDN L	Τ	01731708	DOLIVERY MILE308
GULFFORT, MS		E''G I''Z H	57 B X 8	F	**	SELLING DEALER NO.	PRODUCTION DATE
		F.T.E.NO.		P. O. NO.		037 <u>18</u> 709	REPRINT# 1
	DUSINESS PHONE	COMMENTS		,i			
TURNING LEF CHECK FOUND REPLACED I PARTSQTYFP-NUME JOB # 1 1, 2596	ERING NOISE TATES BUMP NOISE FF T I - SHAFT BINDING SHAFT BER	JOB # 1	UNIT OB # 1 TOTAL TOTAL LABOR 8	PRICE- PARTS PARTS		ALL EXPRESS TIES, IF ANY, FACTURER OR THEIRS, NOT TI UNLESS OTH VIDED IN WRI NISHED TO TI THE DEALER. IMPLIED WAI	BY A MANU SUPPLIER ARI HEIR DEALERS ERWISE PRO TING AND FUR HE BUYER BY MISSISSIPPI'S RRANTY LAW
· ORDERED A	PROGRAMED 2 NEW RE NCTUATOR	MOTES			WARRAINTY	<u>cars and ligh</u> Dealer installed	S. rage passenger it duty trucks - 12 months o
PART ON SPECIAL	33524 50508 I	CANSMITT 10.485 OCK 10.473 CIAL ORDERED **	OB # 2 TOTAL	. PARTS	WARRAWTY WARRAWTY 0.00 0.00	12,000 miles, w first, from date of An asterisk (*) number indicates	f installation. next to a pau
PERFORMED	TI-POINT VEHICLE (INSPECTION	TECH(S)	:244		0.00	covered under go plus warranty.	
PARTS · · · · OTY · · · FP · NUME	3ER	DESCRIPTION	08 # 3 TOTAL	PRICE -	0.00		
		JOB # 3	TOTAL LABOR &	PARTS	0.00		
J# 4+00CVZ GH Parts exped	ON A ROLL	TECH(S)	z:58 %*****	н а пол ания. Політична пола	WARRANTY		
PARTSQTYFP-NUME JOB # 4 2 2273	988 93524	RANSMITT 10.485	0B # 4 TOTAL	PARTS	WARRANTY 0.00		
MISCOE	SCRIPTION PEDITING PARTS		- CONTROL NO TOTAL -		0,00 WARRANTY 0.00		
COMMENTS							
PAGE 1 OF 2	CUSTOMER (OPY	CONTINUED ON	NEXT PAGE) 05	:11pm		



CHEVROLET

11325 Cedar Lake Roud BILOXI, MS 39532 (228) 388-8000



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				CELL:	
CUSTOMER NO. 16799	TEFFREY TEB	OR	91 745 10 5473	03718709	CVC\$234034
	LABOR DATE	LICENSE NO.	MILEAGE 22,983	SILVSTONE M	4065
GULFPORT, MS	08/CHEVROLE	T/MALIBU/4DR	SDN LT	01731708	DELIVERY MILE308
	т́б 1™z н	578X8F		SEULING DEALER NO.	PHODUCTION DATE
	ET.E.NO.	P. O. 1	NO.	039/18709	REPRINT# 1
	COMMENTS				
TOTALS THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL, PLEASE CALL YOUR SERVICE ADVISOR PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ************************************	3	TOTAL LAMOR., TOTAL PARTS., TOTAL SUBLET. TOTAL G.O.G., TOTAL MISC CH TOTAL MISC DI TOTAL TAX TOTAL TAX		ALL EXPRESS TIES, IF ANY, FACTURER OR THEIRS, NOT TH UNLESS OTH VIDED IN WRIT NISHED TO TI THE DEALER. IMPLIED WAR MAY GIVE THE TIONAL RIGHT	BY A MANU- SUPPLIER ARE HEIR DEALERS. ERWISE PRO- TING AND FUR- IE BUYER BY MISSISSIPPI'S RANTY LAW BUYER ADDI-
CUSTOMER SIGNATURE ************************************	E INVOICE	*****	********** ****	Warranty cover cars and light Dealer installed- 12,000 miles, w first, from date of	t duty trucks 12 months or hichever occurs
				An asterisk (*) number indicates covered under goo plus warranty.	that this part is
PAGE 2 OF 2 CUSTOMER COPY		END OF INVO	ICE] 05:11pm		



RESTON HCOD

11325 Cedar Lake Road BILOXI, MS 39532 (228) 388-8000



CURTOMER NO. 16799	DEFFREY TEBOR		91 × 3394	'12'7FLZ708	CVC\$231190
	LABOR RATE	ENSIE NO.	MILEAGE 18,11	6 STEVSTONE M	
GULFPORT, MS	08/CHEVROLET/	MALIBU/40	R SDN LT	TTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTT	DELIVERY MILE308
GULFFORT, MS	ЧЧС 1°2 н 5	7 B X 8 F		RELLING DEALER NO.	PRODUCTION DATE
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RUSINESS PHONE	COMMENTS	<u>.,</u>		1	
LABOR & PARTS J# 1 00CVZRECALL RECALL RECALL 08102 PERFORMED RECALL - REMOVED AND F PARTSQTYFP.NUMBER	RIPTION	₩ 1 TOTAL P AL LABOR & P	ARTS 0.0 ARTS 0.0 T 0.0 T 0.0 CHG. 0.0 DISC 0.0	TIES, IF ANY FACTURER OF THEIRS, NOT T UNLESS OTH VIDED IN WRI NISHED TO T THE DEALER IMPLIED WA MAY GIVE TH TIONAL RIGH <u>Warranty cov</u> <u>cars and lig</u> Dealer installed 12,000 miles, first, from date of An asterisk (* number indicate	<u>erage passenger</u> <u>ht duty trucks</u> 1- 12 months o whichever occur
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PAGE 1 OF 1 CUSTOMER COP	,		NVOICE 05:11pm		



RESTON HOOD

11325 Cedar Lake Road Bil.OXI, MS 39532 (228) 388-8000



CUSTOMEN NO. 16799	JEFFREY TEE	IOR	91	2177	10%21708	CVC5229471
	LABOR RATE	NOENSE NO.	MILEAGE	15,170	STEVSTONE M	4065
GULFPORT, MS	08/CHEVROLE	T/MALIBU/4	DR SDN I	_T	G1731708	DELIVERY MILE308
	т∺ст1∾г н				SELLING DEALER NO.	PHODUCTION DATE
	F. T. E. NO.	,, -	P. O. NO.	·····	10721/08	
	COMMENTS	*!				
LABOR & PARTS J# 1 32CVZ RADIO/SOUND CUST STATES RIGHT REAR SPEAKER SOU (SPORD) REPLACED PASSENGER REAR SPEAKER AN PARTSQTYFP-NUMBERDESCRI JOB # 1 1 22719419 DESCRI JOB # 1 1 22719419 SPEAKE COMMENTS	D VERIFIED REPAI PTION 9.665 JOB # 1	R UNIT DB # 1 TOTAL TOTAL LABOR &	PARTS PARTS PARTS S ET G CHG. DISC	WARRANTY 0,00 0,00 0,00 0,00 0,00 0,00 0,00 0,	ALL EXPRESS TIES, IF ANY, FACTURER OR THEIRS, NOT THUNLESS OTH VIDED IN WRIT NISHED TO TH THE DEALER. IMPLIED WAR MAY GIVE THE TIONAL RIGHT Warranty cover cars and ligh Dealer installed 12,000 miles, w	BY A MANU- SUPPLIER ARE IEIR DEALERS, ERWISE PRO- TING AND FUR- IE BUYER BY MISSISSIPPI'S URANTY LAW BUYER ADDI- S. <u>Fage passenger</u> t.duty trucks 12 months or thichever occurs
INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ************************************		TOTAL INV	UICE Ø	0.00	An asterisk (*) number indicates covered under goo plus warranty.	that this part is
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PAGE 1 OF 1 CUSTOMER COPY		[END OF	INVOICE 10	5:12pm		



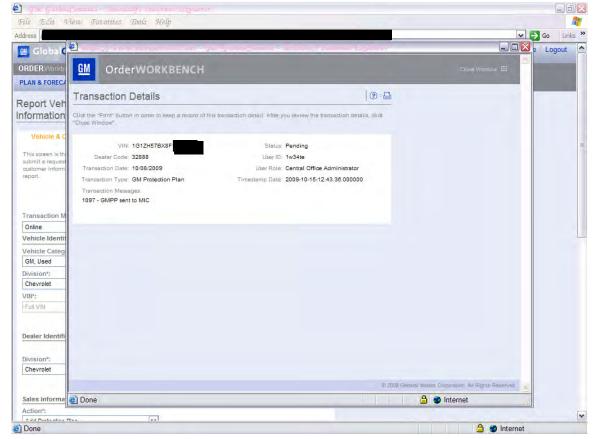
RESTON HOOD

1325 Cedar Lake Road BILOXI, MS 39532 (228) 368-9000



OUSTOM/JET NO. 16799	TOSH LADNER	16 1AG NG 1904	10708708	<u>`</u> ප්රියන්දු 29107
	LABOR RATE	MILEAGE 14,413	SILVSTONE M	4065
GULFPORT, MS	08/CHEVROLET/MALIBU	4DR SDN LT	01731708	DELIVERY MILE 308
	Ҽ҈Ҥ҈Ѥ [™] ҄҄҄҄҄҄Ҵ [№] ҄҄҄҄҄҄҄҄ Н 5 7 В Х 3	8 F	GELLING DEALER NO.	PRODUCTION DATE
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P DURSINIESS PLICING	COMMENTS			
LABOR & PARTS J# 1 32CV2 RADIO/SOUND CUST STATES RIGHT REAR SPEAKER PART ORDERED. PARTS 0 22719419 SPE PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIA COMMENTS WAIT TOTALS THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL. PLEASE CALL YOUR SERVICE ADVISOR PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	CRIPTIONUNI AKER 9.665 JOB # 1 TOTA JOB # 1 TOTAL LABOR TOTAL LABOR TOTAL LABOR TOTAL LABOR TOTAL LABOR TOTAL LA TOTAL MI TOTAL MI TOTAL MI TOTAL IN	AL PARTS 0.00 & PARTS 0.00 BOR 0.00 RTS 0.00 BLET 0.00 SC CHG. 0.00 SC OJSC 0.00		BY A MANU SUPPLIER ARI HEIR DEALERS ERWISE PRO TING AND FUR IE BUYER BY MISSISSIPPI'S RRANTY LAW BUYER ADDI S. <u>rage passenger</u> t duty trucks - 12 months o vhichever occurs installation.
CUSTOMER SIGNATURE ************************************	TE INVOICE *****	*********		
PAGE 1 OF 1 CUSTOMER COP		F INVOICE] 05:12pm		

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		Primary Language:	English		C
		Secondary Language:			
Sales Information					
Dealer Code:	32888				
Action:	Add Protection Plan				
Odometer:	30880				
Plan Lienholder					
Lienholder Type:	Other				
	Chevrolet				
	P.O. Box 33170				
	Detroit, Michigan - 48232				
Protection Plans					
Plan Purchase Date:					
In Service Date:	10/08/2009				
Schedule Type	GMPP Retail				
Promotion Code:					
Plan Type:	Major Guard Retail				
Term:	24				
Mileage Limit:	30000				
Deductible:	0				
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Plan Price:	\$ 0.00 \$ 0.00				
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Done				🔒 🥑 Internet	



BBB AUTO LINE Customer Claim Form

Case number: CHV0941903 Contact Date: 07/27/09 Start Date:

Please make any necessary corrections to the information below, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:	_	
Mailing address:		
City: Gulfport	State: MS	Zip code:
Day phone	Evening phone	Cell phone:
Fax:	E-mail address	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model:	Malibu	Year: 2008	Current mileage: 29000
Name(s) that appears on the vehic	le title:			
Selling dealer/city/state: Prestor	1 Hood Che	vrolet, Bilo	xi, MS	
Primary Servicing dealer/city/sta	_{te:} Prestor	n Hood Chev	rolet,	
Acquired as 🛛 new 🗌 used 🗌	demo 🔲 I	eased Is	s the vehicle in your pos	session? 🛛 yes 🗌 no
Purchase/lease date: 01/31/08		Μ	lileage at purchase/lease	2:
First repair attempt date: 08/25/0)8	F	irst repair attempt milea	lge: 0
How often is the vehicle used for business purposes (percentage)	•		of vehicles owned by the business:	Transmission type: 🛛 Automatic 🔲 Manual
Has the vehicle been in an accident	t/had body d	amage?	yes 🛛 no	Date of accident:
Description of damage:				

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would like this car to be replaced with a comparible motor vehicle, identical or reasonably equivalent.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

SECTION 4: VEHICLE PROB			30)	I
Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
			4/23/06 3,500 miles 5 days	
A/C won't cool properly	Any Dealer, Inc.	2	6/10/07 12,700 miles 1 day	yes
Rear Door Lock/Acuator		2		no
Power Steering Pump		1		no
Steering Column and Assist motor		1		no
Driver Side Door Lock		2		no
All Doors not locking and unlocking		1		no
Fluid leaking inside car from pump.repair apt06/27				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

866-268.5526

CUSTOMER #: 631577

321816

						WARRANTY	TURAN DBA TURA	N-FOL	DLEY M EY CHEVRO 11123 HWY 4 JLFPORT, MS	LET-CADILL 19 N	S, INC. ac-buick
	MS -	355	CONT:N/A						PH: (228) 539-		
HOME:			CELL:		SE	ERVICE ADVISOR:	6161	<u> 4HO</u>	I MICHAE	L McCOl	MI
BUS:	YEAR		MAKE/MODEL			VIN	LICENS	3E	MILEAG	E IN/ OUT	TAG
								Į			
	08	CHE	VROLET MA	LIBU	1G1	ZH57BX8F			<u>30739/</u> PAYMENT	<u>30739</u> 1 INV.D/	1459 ME
DEL DATE			WARR. EXP.	PROMIS	SED	PO NO.	RATE		ATMENT		<u>, , , , , , , , , , , , , , , , , , , </u>
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VET DRODE	,	****	*******	*******	*****	*******	******	* * * *		то	TALS
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IN CODMATION	CONTAINI			LE LINI PAS UL DEI		of the warranties with respect the sale of this item\items. 1					
SHOWN. SERV	ICES DES			LEDAT NO CHARGE		Coller hereby avaragely disclaims					
		E THA	AT ANY PARI RE	-PAIRED UR REPI	LACED	warranties either express implied, including any impl warranty of merchantability fitness for a particular purpo	GAS, C				
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CLAIM ARE A	AILABLE	FOR (1) YEAR FROM TH VICING DEALER	HE DATE OF PAY							
NOTIFICATION MANUFACTUR	ER'S REPP	RESEN	TATIVE.	ON MOREONO		authorizes any other person assume for it any liability connection with the sale of t					
					1	item/items.	1 12001			<u> </u>	
					[CUSTOMER SIGNATURE	SALES				
(SIGNED) DEA	LER, GENE	RAL MAI	NAGER OR AUTHORI	ZED PERSON (DA	ATE)	CUSTOMER SIGNATORE	PLEA THIS				

WARRANTY COPY

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oct 08 09 01:Sip Turan Foley Service

07/23/09 238171 28947 280 331 W 38CVZ INTERIOR TRIM		00000	231		SERVICE HISTORY											
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COMMENSE SERVICES SERVICE SER	Ň			7							,	120012	- JU	UCK/DATCH/3		
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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



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CELL: INVOIÇE DA E INVOICE NO. TAG NO. CUSTOMER NO. 16799 280 07/27/09 CVCS238209 8424 JOHN COMPTON LICENSE NO. MILEAGE STOCK NO. LABOR RATE COLOR 29.019 SILVSTONE M 4065 DELIVERY MILES YEAR / MAKE / MODEL DELIVERY CATE 01/3 L/08 308 08/CHEVROLET/MALIBU/4DR SDN LT GULFPORT, MS PRODUCTION DATE VEHICLE J.D. NO 1 G 1 Z H 5 7 B X 8 F ET.E.NO. 0. NC 07/24/09 COMMENTS BUSINESS PHONE LABOR & PARTS CUST STATES THE FRONT & REAR FLOORBOARDS GET WET CHECK FOUND PASSENGER FLOORBOARD WET FRONT AND REAR AND EVAPORATOR DRAIN PLUG CLOGGED WITH DEBRIS REMOVED A/C DRAIN PLUG AND REPLACED CARPET PADDING AS NEEDED ALL EXPRESSED WARRAN-TIES, IF ANY, BY A MANU-FACTURER OR SUPPLIER ARE THEILS, NOT THEIR DEALERS, UNLESS OTHERWISE PRO-VIDED IN WRITING AND FUR-PARTS ----- QTY --- FP-NUMBER ---JOB # 1 1 462233 INSL ASM 12.980 WARRANTY NISHED TO THE BUYER BY JDB # 1 TOTAL PARTS 0.00 THE DEALER. MISSISSIPPI'S IMPL ED WARRANTY LAW JOB # 1 TOTAL LABOR & PARTS 0.00 MAY GIVE THE BUYER COMMENTS -ADDITIONAL RIGHTS. WAITING TOTALS TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX..... Wai ranty coverage passenger 0.00 THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL. PLEASE CALL YOUR SERVICE ADVISOR 0.00 c; rs and light duty trucks Dealer installed- 12 months or 0.00 12,000 miles, whichever occurs 228-388-8000 0.00 first, f om date of installation. 0.00 PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE_LIMITED_LIFETIME_SERVICE_GUARANTEE **TOTAL INVOICE \$** 0.00 APPLIES FOR CUSTOMER PAY REPAIRS An asterisk (*) next to a part *********** number indicates that this part is covere i under good wrench service CASH [] C/CARD [] CHARGE [] CHECK [# plus warranty. CUSTOMER SIGNATURE

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11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532 CVW/S238209



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2008 Chevrolet Malibu | Malibu (VIN Z) Service Manual | Document ID: 2195:L97

#PIC4896A: White Plug/Cap In The HVAC Case (Evaporator Drain) - keywords condensation core drain evap floor heater odor passenger water wet -(Sep 23, 2008)

Subject: White Plug/Cap In the HVAC Case (Evaporator Drain)

Models: 2008-2009 Chevrolet Malibu 2008-2009 Pontiac G6 2008-2009 Saturn Aura



This PI was superseded to update the removal of the drain plug and to update recommendation. Please discard PIC4896.

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

Condition/Concern:

This PI was created to inform service Technicians of a white plug/cap that is installed into the end of the evaporator/HVAC housing drain nipple. This plug/cap is part of the production design and intended to be on the HVAC drain for the life of the car. Its purpose is to prevent airflow directly into the HVAC case and aids in part of the "quiet car" initiative.

The HVAC/evaporator drains now through an opening in the bottom of the drain tube rather than at the end of the tube, as it has been previously.

This change was on any Saturn Aura, Pontiac G6 built since October 2007. The new 2008 Chevrolet Malibu since start of production will also have this plug/cap.

Recommendation/Instructions:

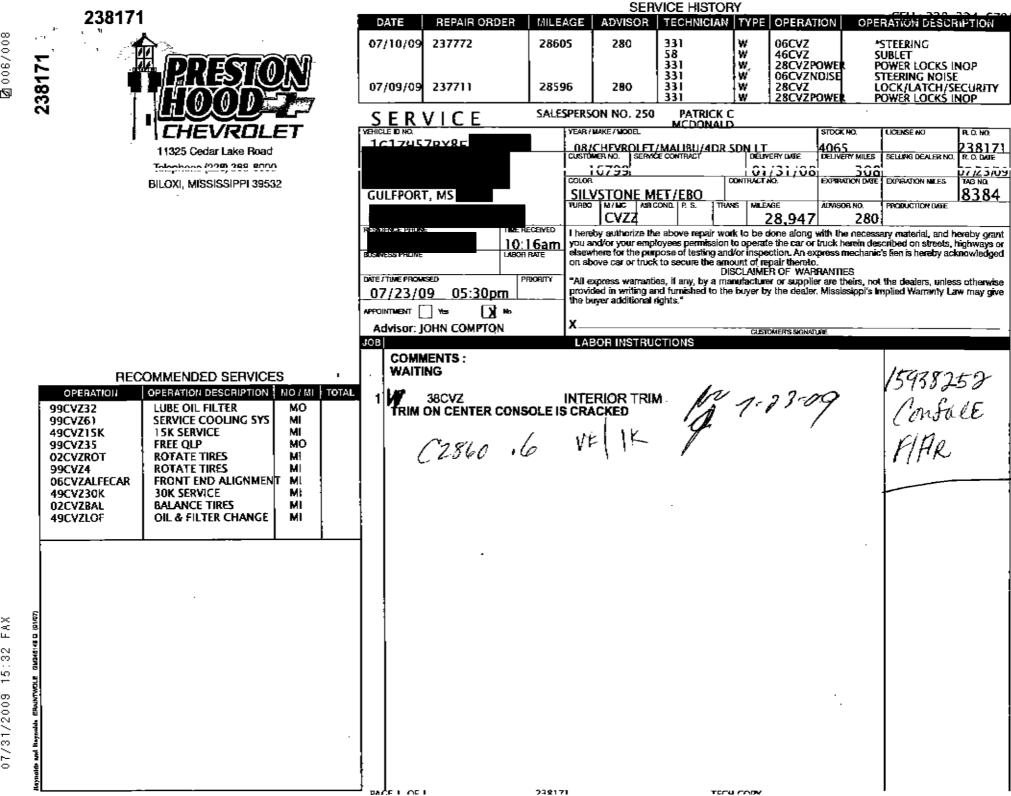
If there is water on the passenger side front floor area, check the operation of the drain. Make sure that small debris is NOT plugging it up. If so please "REMOVE" the white plug and discard it, to prevent any future reoccurrence of the drain plugging up.

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.

0# 23820

GM builetins 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 knowhow to do a job properly ond safety. If a condition is described, DO NOT assume that the builetin 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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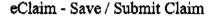
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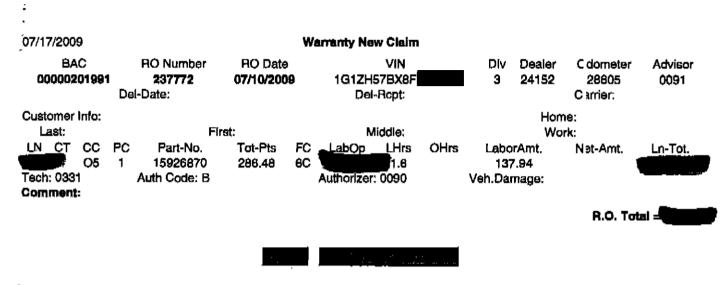
FORM PAP-D5A-115-3 (2 PARTS) REV. (5/02) PORM PAP-D5A-115-4 (4 PARTS) REV. (5/02) FORM PAP-D5A-115-4 NC (4 PARTS CARBONLESS) REV. (5/02)

. By ____

Ro# 2399912

Page 1 of 1





7.20-09 LIpaid # 024

Lo#237972



PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



				CELL:	
CUBTOMBR NO. 16799		JOHN COMPTON	280 8053	07/15/09	CVWS237772
		LÁBOR RATE LICENBE NO.	MILEAGE 28,60		4065
GULFPORT, MS		YEAR / MAKE / MODEL 08/CHEVROLET/MALIB	U/4DR SDN LT	01/31/08	OELIVERY MILES
		UEHICLE LD. NO. 1G1ZH57BX		SELLING D ALERINO.	PRODUCTION DATE
		F. T. E. NO.	P. O. NO.	R. O. DATE 07/10/09	
a ana plona	LUBINEBO PHONE	COMMENTS			
EOD EOD WARRANTY CLAIM DETAIL TOTA	\LS	R/0 R/0	TAX 0.0 TOTALS 1129.0		BY A MANU- SUPPLIER ARE HEIR DEALERS, ERWISE PRO-
CLAIM# TOTAL 1129.02				NISHED TO TH	E BUYER BY
CLAIM TOTALS 1129.02				THE DEALER, IMPLIED WAR MAY GIVE ADDITIONAL R	RANTY LAW
APPROVED BY SIGNATUR					
07/15/2009 1407 RO NUMBER R 237772 07 CUSTOMER NAM LAST:	0 DATE VIN 71072009 1G12H57BX8F E: FIRST:	3 24152 28605 NIDDLE: D PHONE;WORK:	ER SERVICE ADVISOR # XXX-XX-5880 HOME: HOME: RS NET-AMT, LAB-TOT,	<u>c.urs and ligh</u> Deale installed 12,000 miles, w first, from date of An asterisk (*)	12 months or hichever occurs installation.
LN JOB CT CC LN JOB CT CC COMMENTS: 10 COMMENTS: 10	4.42 TECH SSN: PC PART-NO. TOT-F	AUTH CODE: PTS FC LABOP LHRS ON	137.94 AUTH. AUTHOR.: RS NET-AMT. LAB-TOT. 148.00 AUTH. AUTHOR.: 0090	number indicates covered under goo plus warranty. 7-1609	od wrench service
LN-TOT:	1 20760509 6: TECH SSN:	AUTH CODE:	RS NET-AMT, LAB-TOT, 86.21 AUTH, AUTHOR.:	L2 P	two ed 4023
UN JOB CT CC	PC PART-NO. TOT-F 1. 25805894 333 TECH \$\$N:	ADTH CODE: B	RS NET AMT. LAB TOT. 51.73 AUTH. AUTHOR.: 0090	246	nel Horz
		R.O. T	DTAL: 1129.02	<u> </u>	······
LN TYP CC CNT F 01 05 001 1 LINE-TOT AUTH-C 424.42 CA *** RELATED REPA	IR - DIFFERENT REP	DIV BMD ODOMETER S. 13 24152 28,605 FC LABROP LHRS OHRS 6C E7680 1.6 0.0 CLE # 023 AIR ORDER - E7700 CM- 989 DLR- 132	TÊCH # NET-ITM 0.00	189	
PAGE 2 OF 2	WARRANTY COPY-W	[END	OF INVOICE] 02:07pm	1	Reynolds and Reynolds RAINTINVE 8F818921 Q (11/00)

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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



)		N .	280 80	53	07/15/09	CVWS23777
		LABOR RATE	LIDENAE NO.	MILEAGE		COLOR	атоск но. 4065
		YEAR / MAKE / MODEL			,	DELIVERY I ATE	DELIVERY MILES
GULFPORT, MS		VEHICLE J.D. NO.				01/31/08 SELLING OF ALER NO.	308 PRODUCTION DATE
		1 G 1 Z H 5		. NO.			
						07/10/09	
	BUSINESS PHONE	COMMENTS					
CUSTOMER OR NEUTRA WHEN IT Q CHECK FOU WHILE SIT STEERING HARD SPOT AND TEST PARTSQTYFP-NUMB JOB # 1 1592 JOB # 1 0 1593	ND NO DTC'S BUT FOUND TING STILL AND HARD SP COLUMN ASSEMBLY TEST D S STILL PRESENT-REPLAC DROVE-VEHICLE DROVE AS ERDESCR 6870 COLUM	SHAKES WHILE IN PARK D WHILE DRIVING STEERING COLUMN TWIT OTS WHILE DRIVING-RE ROVE VEH TWITCH GONE ED STEERING ASSIST M DESIGNED IPTIONU/COS N 6.518 204. LE 10.240 100. L ORDERED ** JOB # 1 COST TOTA	CHING PLACED BUT DTOR TE/COST 63 204,63 69 0.00	J/PRICE 286,48 140.97	286,48 0.00 286.48	ALL EXPRESS TIES, IF ANY, FACT JRER OR S THEIRS, NOT TH UNLESS OTHE VIDED IN WRIT NISHED TO TH THE DEALER. IMPL ED WAR MAY GIVE ADDIFIONAL RI	BY A MANU SUPPLIER AR ERIR DEALER ERWISE PRO ING AND FUI E BUYER B MISSISSIPPI RANTY LA THE BUYE
		JOB # 1 T	OTAL LABOR & PA	ARTS	424 . 42	Wa ranty cover	
		ursemmenter (kreines)	5 8 9,748,844,400,848,8	en and the druct of	alk o la do	<u>c; rs and light</u>	
RENTAL VE	HICLE		OTAL LABOR & P/		0.00	Dealer installed-	12 months
	omerandocksan Normania Ho					12,000 miles, w	
CUST STAT	es left rear door lock ND left rear door lock	INOP		a no nanana ang panganang mula ng		first, f om date of	installation.
REPLACED	DOOR LOCK ACTUATOR-VER	FIED REPAIR					
JOB # 3 1 2076	0509 LOCK	10,473 58,	14 58.14	81.40	81.40	An asterisk (*)	
		JOB # 3 COST TOTA JO	L 58.14 B#/3 TUTAL P/	ARTS	81.40	number indicates covere i under goo	
		JOB # 3 T	OTAL LABOR & PA		167.61	plus warranty.	u wichch serv)
1#144:0.60x2m2m38 ####################################	TEERONGANOUSERMANICHHO						
CUSTOMER	STATES STEERING WHEEL : L WILL BE ALL OVER THE	SHAKES WHILE IN PARK	en en en en de la de la company de la comp	ne o nary) nggingi gitanalani na "giru,	i na je n Na je na j		
WHEN IT O	CCURS						
WHILE SIT REPLACED : BUT HARD : AND TEST	ND NO DTC'S BUT FOUND TING STILL AND HARD SP STEERING COULMN ASSEMB SPOTS STILL PRESENT-RE DROVE -VEH DROVE AS DE	DTS WHILE DRIVING LY-TEST DROVE VEH TW PLACED STEERING ASSI SIGNED	ITCH GONE ST MOTOR				
PARTS ·····QTY ··FP · NUMB JOB # 4 1 2580	ERDESCR 5894 MOTOR	6.605 240.	90 240,90	J/PRICE 337.26 3	337.26		
		JOB # 4 COST TOTA JO	L 240.90		37.26		
			OTAL LABOR & PA		388.99		
			VINE LADUR & PA	wig 2			
	/END INV#-INV.DATE-DES(582072 07/15/09 REN				48.00		
			total - Sue	SLET 1	48.00		
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PAGE 1 OF 2							

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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532

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CVC:S237772 CHEVROLET



16799			280	8053	07/15/	'0 9	CVCS2377
	LABOR PATE	LICENSE NO.	MILEAGE	28,605	SILVST		
	YEAR / MAKE / MODEL 08/CHEVROL	ET/MALIBU/	4DR SDN	 L Υ	DELIVERY SATE 01/31/		DELIVERY MILES
LFPORT, MS	VEHICLE I.D. NO. 1 G 1 Z H				SELLING D FALE		PRODUCTION DATE
	F.T. E. NO.	<u> </u>	F. O. NO.		1.0.DATE	00	REPRINT#
	COMMENTS				077107	05	
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		TOTAL LA	BOR	0.00	TIES, II	ANY;	BY A MAN
K YOU FOR YOUR BUSINESS OU CANNOT RATE US "COMPLETELY SATISFIED"		TOTAL PA	RTS	0.00			SUPPLIER AI IEIR DEALER
HE SURVEY YOU WILL RECEIVE IN THE MAIL, SE CALL YOUR SERVICE ADVISOR		TOTAL G. TOTAL HI	0.G	0.00			ERWISE PR
		TOTAL MI TOTAL TA	SC DISC	0.00			'ING AND FU IE BUYER I
S DESIGNATED WITH AN ASTERISK (*) CATE LIMITED LIFETIME SERVICE GUARANTEE			VOICE \$				MISSISSIPP
IES FOR CUSTOMER PAY REPAIRS		IVIALI		0.00			RANTY LA
******* ************** ****************	******				MAY ADDITI(THE BUY: IGHTS.
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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 368-8000 BILOXI, MISSISSIPPI 39532



CELL: INVOICE NO. CUSTOMER NO. TAG NO. 16799 280 CVCS237772 JOHN COMPTON 8053 07/15/09 LICENSE NO. MILEAGE LABOR BATE CLOP RTTYCK M 4065 28,605 SILVSTONE M YEAR / NAKE / MODEL ELIVERY LATE DELIVERY MILES 08/CHEVROLET/MALIBU/4DR SDN LT 01/31/08 308 GULFPORT, MS SELLING DI ALER NO. VEHICLE I.D. NO. BODUCTION DATE 1 G 1 Z H 5 7 B X 8 F ET E NO P. O. N(O DATE 07/10/09 **REPRINT# 1** COMMENTS EBIDENCE PHONE BUSINESS FRONE LABOR & PARTS WINDERVICE STATES STEERING WHEEL SHAKES WHILE IN PARK OR NEUTRAL WILL BE ALL OVER ROAD WHILE DRIVING ALL EXPRESSED WARRAN-TIES, IF ANY, BY A MANU-FACTURER OR SUPPLIER ARE WHEN IT OCCURRS THEIR'S, NOT THEIR DEALERS. CHECK FOUND NO DTC'S BUT FOUND STEERING COLUMN TWITCHING WHILE SITTING STILL AND HARD SPOTS WHILE DRIVING-REPLACED STEERING COLUMN ASSEMBLY TEST DROVE VEH TWITCH GONE BUT HARD SPOTS STILL PRESENT-REPLACED STEERING ASSIST MOTOR UNLESS OTHERWISE PRO-VIDED IN WRITING AND FUR-NISHED TO THE BUYER BY AND TEST DROVE-VEHICLE DROVE AS DESIGNED THE DEALER. MISSISSIPPI'S IMPLED WARRANTY LAW PARTS-----QTY---FP-NUMBER-----UNIT PRICE-COLUMN 6.518 CONSOLE 10.240 JOB # 1 JOB # 1 15926870 15938252 MAY GIVE THE BUYER WARRANTY 1 ō WARRANTY ADDITIONAL RIGHTS. PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED ** 25805894 JOB # 1 WARRANTY 1 MOTOR 6.605 JOB # 1 TOTAL PARTS 0.00 Way ranty coverage passenger JOB # 1 TOTAL LABOR & PARTS 0.00 cars and light duty mucks Dealer installed- 12 months or RENTAL VEHICLE 12,000 miles, whichever occurs first, from date of installation. JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 An asterisk (*) next to a part 21# 3:280 CONTRACTOR AND A CONTRACT OF A CON number indicates that this part is covere i under good wrench service REPLACED DOOR LOCK ACTUATOR-VERFIED REPAIR plus w irranty. PARTS-----QTY---FP-NUMBER-----DESCRIPTION-------UNIT PRICE-JOB # 3 1 20760509 LOCK 10.473 1 20760509 LOCK 10.473 WARRANTY JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00 SUBLET ----- PO#------ VEND_INV#-INV.DATE-DESCRIPTION------JOB # 2 37657 682072 07/15/09 RENTAL CAR WARRANTY TOTAL - SUBLET 0.00 COMMENTS -----EOD



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Repair Order #: <u>327</u>	
Cust. Name:	Yr/Model OS Malile VIN(Last B) SF
Day car came in: Mor	n Tues Wed Thurs Frie Sat (Circle One)
Time in:_ <u>//;?4</u> 9	Number of Days Requested: Time returned;
Approved By:	Date:
Total Hours of Labor on	Repair Order:
	REASON FOR REQUEST
Parts Delay: Date C	Drdered <u>D / 2 / 29</u> Date received://
Method Ordered:	
	SPAC Case Date://
ГАС Сазе #:	Date Opened:// Closed/_/_/
JAT 1: <u>Republe for</u>	EXPLANATION OF DAILY SEQUENCE OF EVENTS: safe to dure steering enable
DAY 1: <u>Lerice in</u> DAY 2: <u>Saturday</u> DAY 3: <u>Sunday</u>	sole to drive steering erratie
DAY 1: <u>Len (Lo (M</u> DAY 2: <u>Satar ay</u> DAY 3: <u>Satar ay</u> lemember: PRIOR WHOLESAI luration. See GM SP&P Manue	LE AUTHORIZATION is required on any rental reimbursement four (4) or more days (
DAY 1: <u>Lenico</u> DAY 2: <u>Satar ay</u> DAY 3: <u>Satar ay</u> Remember: PRIOR WHOLESAN Juration. See GM SPEP Manue DAY 4: <u>Lenico</u> (LE AUTHORIZATION is required on any rental reimbursement four (4) or more days in al, Article 1.4.13 for details.
DAY 1: <u>Lenico</u> DAY 2: <u>Satura</u> DAY 3: <u>Suaday</u> Remember: PRIOR WHOLESAN Juration. See GM SP&P Manue DAY 4: <u>Lepico</u> DAY 5:	LE AUTHORIZATION is required on any rental reimbursement four (4) or more days in al, Article 1.4.13 for details. 20m plotted, Customer returned vehicle,
DAY 1: <u>Merrico (M</u> DAY 2: <u>Satar ay</u> DAY 3: <u>Satar ay</u> Remember: PRIOR WHOLESAN Juration. See GM SP&P Manue DAY 4: <u>Reprint</u> (DAY 5:	LE AUTHORIZATION is required on any rental reimbursement four (4) or more days in al, Article 1.4.13 for details. 20m Abtic. Customer returned rehicle.
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DAY 1: <u>Market of the second o</u>	LE AUTHORIZATION le required on any rental reimbursement four (4) or more days in al, Article 1.4.13 for details. 20m Altter, Customer returned Vehicle, cond 7:
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Page 1 of 1

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC, 8455 TENNESSEE AVE, GULFPORT, MS 39801 (228) 865-- 0097

RENTAL AGREEMENT	政策下が
682072	5M72QP

RENTER

GM WARRANTY

DATE & TIME OUT 07/11/2009 09:43 AM DATE & TIME IN 07/15/2009 08:07 AM

BILLING CYCLE 24-HOUR

VEH #1 2008 CHEY MALT 1174 VIN# 1G1ZH578X8F

BILL TO ACCOUNT# 593020 PRESTON HOOD CHEVROLET LLC ** ATTN: JEFF 11325 CEDAR LAKE RD BILOXI, MS 39532.

CLAIM INFO

SHOP: PRESTON HOOD CHEVROLET LLC== PHONE: (229) 388-8000 ATTN: JEFF

SUMMARY	OF	CHARGES
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Charge Description	Date	Quantity	r Per	Rate	Total
TIME & DISTANCE	07/11 - 07/15		DAY	\$37.00	\$148.00
	07/11 - 07/15				\$0.00
			Subtotali		\$148.00
Taxes & Surcharges MVR TAX <u>SALES TAX</u>	07/11 - 07/15 07/11 - 07/15			6% 5%	\$8.88 \$7.40
· · · · · · · · · · · · · · · · · · ·		Total	Charges:		6164.28
Bill-To / Deposits				•	
PRESTON HOOD CHEVROLET					
TIME & DISTANCE MVR TAX SALES TAX	07/11 - 07/15 07/11 - 07/15 07/11 - 07/15	4	DAY PERCENT PERCENT	6% 5%	1
		<u> </u>	Subtotal	- • •	(\$164.28)
Total Amount Due					\$0.00
PAYMENT INFORMATION AMOUNT FAID TYPE	c	REDIT CA	RD NUMI:E	R ·	-

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PO# 37657 or 14 pay 148.00 even

deluct Tax Por Mike Gt Enterprise 352 6368 7-15-09 8:17 GM

7/15/2009

237711	DATE REPAIR ORDER	S	ERVICE HISTORY R TECHNICIAN TY			RIPTION
PRESTON HOOD	06/09/09 236684 05/07/09 235666 03/24/09 234212	27712 16 25750 16 23232 91	331 W 331 C 331 W 244 C 244 W 192 W	28CVZPOW 49CVZGCC 31CVZ 02CVZ 30CVZ 30CVZ 30CVZ	ER POWER LOCKS	INOP I & GO I/LAMP NSTS.
	<u>SERVICE</u>	SALESPERSON NO. 2	50 PATRICK C			
11325 Cedar Lake Road Telephone (228) 388-8000	1G17H57BX8E			I	65 New HLES SELING DEALER AN 308	R:0. NO 23771 0. R:0. DATE 07/09/1
DILUAI, MISSISSIPPI 38332	GULFPORT, MS			ADT NO.		7899
		70 am I you and/or your (mployees permission to op purpose of testing and/or in ruck to secure the amount o	erate the car or inucl	280 the necessary material, and k herein described on streets s mechanic's tien is hereby a	henhwous
	DATE / TIME PROMISED PF 07/09/09 05:30pm APPOINTMENT Yes X No	RIGETY - "All express wan provided in writin the buyer additio	anties, if any, by a manufac g and furnished to the buye	the row or supplier and	nice 5 theirs, not the dealers, unle sissippi's Implied Warranty (ess otherwis aw may giv
	Advisor: JOHN COMPTON	X		AISTOMERTS SIGNATURE		
		EXPORT				-
OPERATIONOPERATION DESCRIPTIONMO / MITOTAL99CVZ32LUBE OIL FILTERMO99CVZ61SERVICE COOLING SYSMI49CVZ15K15K SERVICEMI99CVZ35FREE QLPMO02CVZROTROTATE TIRESMI99CVZ4ROTATE TIRESMI05CVZALFECARFRONT END ALIGNMENTMI	1 W * 28CVZ CUST STATES THE LEFT ONCE. OPERATING NOR N	RMAL NOW.	H/SECURITY K CYCLED SEVERA	L TIMES		
49CVZ30K 30K SERVICE MI 02CVZBAL BALANCE TIRES MI 49CVZLOF OIL & FILTER CHANGE MI	2 W * 28CVZPOWER CUST STATES THE LEFT Lock	POWERLOO TREAR DOOR LOCK Ditrated Ditrated	IS INOPERATIVE	rf —		
	3 - W 06CVZ CUST STATES THE STEP	*STEERING ERING IS HARD INTE	RMITTANTLY.			
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07/31/2009 15:35 FAX

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Telephone (228) 388-8000 BILOVI, MISSISSINDI 20002

DATE	REPAIR ORDER	MILEAGE		VICE HISTOR		ODEDUZIO		6611-22	2,224.62
			ADVISOR	TECHNICIAN	TYPE	OPERATIO	V OPE	RATION DES	SCRIPTION
06/09/09	236684	27712	16	331	W	28CVZPOW		OWER LOCK	
			}	331	C W	49CVZGCC 31CVZ		ioodwren(Ignal/Flas	
05/07/09	235666	25750	16	244	C	02CVZ	1 *	WHEEL/TIRE	S S
03/24/09	234212	23232	91	244 192	W	30CVZ 30CVZ	E	LECTRICIAL LECTRICIAL	INSTS.
SER			SON NO. 250	PATRICK C		30012	_16		101515.
rehikole id no.		YEAF	A MAKE / MODEL	MCDONALC	L	51	DCK NO.	LICENSE NO.	R.O.NO.
<u>1G1ZH5</u>	7 BX 8F2	08	CHEVROLET.	(MALIBU/4DR.) E contract	DN ET	40	165 Liver/ Jailes		23771
		cusi	IGNER NO. SERVIC	E CONTRACT		I			IND RO.DATE
			<u> </u>		101 Millioner (/31/08	308		<u>07,09/0</u> ∞) אונית
GULFPORT	, MS	SI	VSTONE M	ET/EBO 📜					 789 9
		IUH		IOND P.S. TRAU		[∞] 28.596	лзоя но. 280	PRODUCTION DA	TE
	Тың	ERECEIVED he	eby authorize the	a above repair wo	k to be o	one along with	the necess	arv material a	of boosby area
USINESS PHONE	08	K Juanni You	and/or your empi	oyees permission pose of lesting and	o operati	e the car or truc	k herein des	crihed on stree	ate hichwave o
		OUL SOLUTION	bove car or truck	to secure the arm	wint of rev	nair therefo		is lien is hereby	acionowiecige
ALLE / THE PROM	SED	PROPITY - All	express warrantia	as if any hy a ma	nufachee	R OF WARRAN	a thairs not	the dealers of	niess otherwis
07/09/0	<u>9 05:30pm</u>	DTON	ided in writing ar buyer additional r	id lumished to the	buyer by	the dealer. Mi	ssissippi's la	nplied Warrant	y Law may giv
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Advisor: J	HN COMPTON	X_		-	057	MERS SIGNATURE			
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07/31/2009 15:36 FAX

PRESTON HOOD CHEVROLET, LLC. 11325 CEDAR LAKE RD BILOXI, MS,34-532 (226) 388-000	
рате 7/9/05	тесн. NAME <u>Толу</u>
TECH. 2377/1	SERV. ADV. NAME
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	YEAR	MAKE MODEL	SERIAL NUMBER	TRIM NUMBER
	08	Mal	8F184109	

Dear Customer:

It was necessary for us to SPECIAL order the above item(s) for you.

As soon as they arrive you will be notified.

Thank You

FORM PAP-DBA-116-3 (8 PARTS) REV. (202) FORM PAP-DBA-115-4 (4 PARTS) REV. (502) FORM PAP-DBA-115-4 NC (4 PARTS CARBONLESS) REV. (502)

By _____

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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532 CVWS237711



			CELL:
CUSTOMER NO. 16799			INVOICE E ATE INVOICE NO. 07/1.0/09 CVWS237711
	LABOR RATE	LICENSE NO. MILEAGE 28,59	
		T/MALIBU/4DR SDN LT	DELIVERY DATE DELIVERY MILES
GULFPORT, MS	VEHICLE I.D. NO.	57 B X 8 F	SELLING LEALER NO. PRODUCTION DATE
	F.T.E.NO.	P.O. N	1.0. DATE
Press Business F	COMMENTS		017(5)(5)
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NORMAL OPERATING CHA COMMENTS LUNCH @ 2:30	JOB # 4	TOTAL LABOR & PARTS 0.0	An asterisk (*) next to a part number indicates that this part is cover d under good wrench service plus warranty.
Inter #07			
DAGE / OF /	RANTY COPY-W	[END OF INVOICE] 04:48pm	

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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532

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CVCS237711 CELL:

CUBTOMER NO. 16799	ADVISOR	TAG NO,		INVOICE NO.
10/99	LABOR RATE LICENBE NO.	280 7899	07/09/09	CVCS237711
		28,596		4065
GULFPORT, MS	08/CHEVROLET/MALIBU	/4DR SDN LT	01/31/08	308
	VEHICLE I.D. NO. 1G1ZH57BX	8 F	SELLING OF ALER NO.	PRODUCTION DATE
	. Т. Е. NO.	P. Q. NO.	07/09/09	
	COMMENTE		07705705	
TOTALS			ALL EXPRESS	ED WARRAN-
THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIE ON THE SURVEY YOU WILL RECEIVE IN THE MAIL PLEASE CALL YOUR SERVICE ADVISOR 228-388-8000 PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTE APPLIES FOR CUSTOMER PAY REPAIRS	D" TOTAL P. TOTAL S TOTAL S TOTAL M TOTAL M TOTAL M TOTAL T. E TOTAL I	ABOR 0.00 ARTS 0.00 UBLET 0.00 ISC CHG. 0.00 ISC DISC 0.00 AX 0.00 AX 0.00 AX	TIES, IF ANY, FACT JRER OR THEIRS, NOT TI UNLESS OTH VIDE J IN WRF. NISHIND TO TI THE DEALER. IMPL ED WAN MAY GIVE ADDI FIONAL R	BY A MANU- SUPPLIER ARE HEIR DEALERS, ERWISE PRO- TING AND FUR- HE BUYER BY MISSISSIPPI'S RRANTY LAW THE BUYER IGHTS.
CUSTOMER SIGNATURE			Dealer installed 12,000 miles, v first, f om date of	- 12 months or hichever occurs
			An asterisk (*) number indicates covere 1 under goo plus warranty.	that this part is
Ko# 231711				

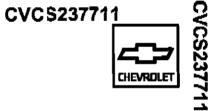
PAGE 2 OF 2

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PRESTON HOOD

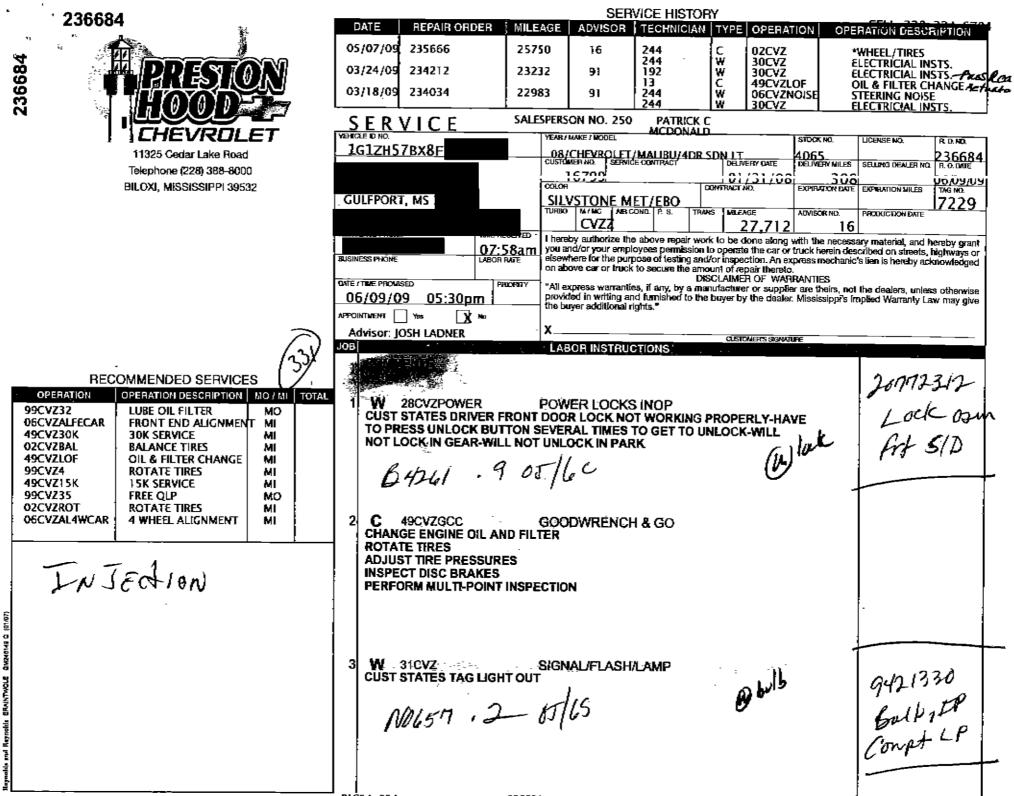
11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



			CELL:
CUSTOMER NO. 16799		280 <u>7899</u>	INVOICE DA E INVOICE NO. 07/03/09 CVCS237711
	VEAR / MAKE / MODEL	U/4DR SDN LT	01/31/08 308
GULFPORT, MS	1G1ZH57B>	(8 F	
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BUBINESS PHONE	COMMENTE		
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PARTSQTYFP-NUMBER	DESCRIPTIONJOB # 1 T	UNIT PRICE- OTAL PARTS 0.00	VIDED IN WRITING AND FU
	JOB # 1 TOTAL LAB	OR & PARTS 0.00	NISHED TO THE BUYER F THE DEALER. MISSISSIPPI
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PARTS QTY FP - NUMBER	DESCRIPTIONJOB # 4 T	UNIT PRICE- OTAL PARTS 0.00	
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COMMENTS LUNCH @ 2:30			

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CVWS236684



VWS236684

CELL: NVDICE NO. TAG NO ADVIBOR CUSTOMER NO CVWS236684 06/09/09 16799 16 7229 JOSH LADNER MILEAGE COLOR STOCK NO LICENSE NO. 27,712 SILVSTONE M 4065 DELIVERY MILES YEAR / MAKE / MODEL 308 RODUCTION DATE 01/3 L/08 08/CHEVROLET/MALIBU/4DR SDN LT GULFPORT, MS VEHICLE LD. 1 G 1 Z H 5 7 B X 8 F D DATE R 0. ETENO 06/09/09 CONMENTS SURINI 68 PHONE esidence phone ALL EXPRESSED WARRAN-DCS AUDIT SLIP TIES, IF ANY, BY A MANU-DCS DATA FILE: GMGMWF.538 06/09/2009 FACTURER OR SUPPLIER ARE WARRANTY NEW CLAIM THEIRS, NOT THEIR DEALERS. 0957 DEALER ODOMETER SERVICE ADVISOR # RO NUMBER RO DATE VIN DIV UNLESS OTHERWISE PRO-06/09/2009 1G1ZH578X8F з 24152 27712 236684 VIDED IN WRITING AND FUR-CUSTOMER NAME: FIRST: MIDDLE: D NISHED TO THE BUYER BY HOME : PHDNE ; WORK : LAST: THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW OHRS NET AMT. LAB TOT. TOT-PTS FC I AROD LURS. JOB CT CC PC PART NO. (80) 80) 80¥ MAY GIVE THE BUYER 77.59 20772312 83.34 6C -AUTH. AUTHOR.: IN STECH SSN: ÎN-TŎŤ: UTH CODE : ADDITIONAL RIGHTS. OHRS NET-AMT. LAB-TOT. JOB CT CC PC TOT-PTS FC PART-NO. 17,24 09421330 AUTH. AUTHOR .: LN-TOT: ECH SSN: Wai ranty coverage passenger cars and light duty trucks R.O. TOTAL: Dealer installed- 12 months or 611.09 12,000 miles, whichever occurs 1) paid #013 12 paid #013 first, f om date of installation. An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

PRESTON HOOD

Telephone (228) 388-8000

BILOXI, MISSISSIPPI 39532



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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532 CVWS236684



Reynolds and Reynolds ERAINTINVE \$F613221 Ct (11/25)

		AOVISOR		TAG NO.		INVÓICE NO.
	<u>9</u>	JOSH LADNER		7229	06/09/09	CVw\$236684
				27,712		
GULFPORT, MS		VEAR / MAKE / MODEL	MALIBU/4DR S	DN LT	DELIVERY LATE	
GOLFFORT, MS		I G I Z H 5			SELLING DE ALER NO.	PRODUCTION CATE
		F.T. E. NO.	P. O. NO.		A. O. DATE	·
H	BUSINESS PHONE	COMMENTS			06/03/09	
LABOR & PARTS					<u></u>	
UUST STA TO PRESS NOT LOCK LEFT FRC PERFORME JOB # 1 1 207	SIGNAUZEBASHZIMAMPIRINGHO	JOEK NOT WORKING PROPER TIMES TO GET TO UNLOCK X IN PARK OOOR LOCK/LATCH ASSY RIPTION 10.470 JOB # 1 COST TOTAL JOB JOB # 1 TOTAL	E/COSTU/PR 59.53 83 59.53 # 1 TOTAL PARTS AL LABOR & PARTS	ICE .34 83.34 83.34 160.93	THE DEALER. IMPLIED WAR	BY A MANU- SUPPLIER ARE IEIR DEALERS, ERWISE PRO- ING AND FUR- E BUYER BY MISSISSIPPI'S RANTY LAW THE BUYER
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PART5QTYFP-NUM JOB # 3 1 942	BERDESCR 1330 BULB	JOB # 3 COST TOTAL		CE .59 0.59 0.59	War ranty cover cars and light Dealer installed-	duty trucks
		ЈОВ # 3 ТОТ,	AL LABOR & PARTS	17.83	12,000 miles, wi first, from date of	
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			R/O TAX R/O TOTALS	0.00 178.76	An asterisk (*) numbet indicates	
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PAGE 1 OF 2	WARRANTY COPY-1			351 00:57		
			ANDED ON NEXT PA			Reynolds and Reynolds

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PRESTON HOOD

11325 Cedar Lake Rd." Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVCS236684

L6799		ADVIBÖR					INVOICE NO.
			LIGENBE NÖ		7229	06/09/09	CVCS236684
		<u>.</u>			27,712	SILVSTONE M	4065
			<u>_ET/MALIBU/4</u>	100 SON		01/31/08	
GULFPORT, MS		VEHICLE I.D. NO.				GELLING DI ALER NO.	PRODUCTION DATE
		<u>1 G 1 Z H</u> F.T.E.NO.	<u>578</u> ×8	F R.O. NO.		P. 0. DATE	
				I U NU		06/09/09	
	BUBINESS PHONE	COMMENTS				<u> </u>	
OTALS							
TALS	OMPLETELY SATISFIED" ECEIVE IN THE MAIL, ADVISOR ASTERISK (*) E SERVICE GUARANTEE REPAIRS ************************************		TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.O TOTAL MIS TOTAL MIS TOTAL TAX TOTAL INV	TS LET G C CHG. C OISC	18.00 21.95 0.00 0.00 2.80 42.75	ALL EXPRESS TIES, IF ANY, FACTURER OR THEILS, NOT THUNLESS OTHI VIDED IN WRIT NISHLD TO TH THE DEALER. IMPLIED WAR MAY GIVE ADDITIONAL RI Wai ranty cover ca(s and light Dealer installed- 12,000 miles, wi first, from date of An as erisk (*) number indicates covered under good plus w: rranty.	BY A MANU SUPPLIER ARI ER DEALERS ERWISE PRO ING AND FUR E BUYER BY MISSISSIPPI'S RANTY LAW THE BUYEF GHTS. age passenger duty trucks 12 months or hichever occurs installation.
GE 2 OF 2	SERVICE FILE COPY):30'am		

CHEVROLE

CVC S236684

CELL:



CVCS236684

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						CELL:	
CUBTOMBR NO. 16799	Ð	JOSH LADNER			29	INVOICE DA ÎË 06/09/09	CVCS236684
		LABOR RATE	LICENSE NO.		7,712	SILV STONE M	
GULFPORT, MS			T/MALIBU/4	ADR SDN LT		01/31/08	DELIVERY MILES
GOEFFORT, MS		VEHICLE LD. NO. 1G1ZH	57вх8	F		SELLING DI ALER NO.	PRODUCTION DATE
		, F, T. E, NQ.		P. O. NO.		06/03/09	
RESIDENCE PHONE	GUBINGBS PHONE	COMMENTE			I		
CUST STAT TO PRESS NOT LOCK LEFT FROM PERFORMED	DWERLEOCKS INOP IN THE INFORMATION OF LOC UNLOCK BUTTON SEVERAL TI IN GEAR-WILL NOT UNLOCK IT DOOR ACTUATOR FAULTY DIAGNOSIS - REPLACED DO UNDER	K NOT WORKING PRO MES TO GET TO UNL IN PARK OR LOCK/LATCH ASS IPTION	PERLY-HAVE OCK-WILL Y.	PRICE		TIES, IF ANY, FACTURER OR THEIRS, NOT TO UNLESS OTH VIDED IN WRIT	SED WARRAN- BY A MANU- SUPPLIER ARE HEIR DEALERS, IERWISE PRO- TING AND FUR- HE BUYER BY
JOB # 1 1 20	1772312 LOCK	10,470 J	08 # 1 TOTAL		RRANTY 0.00		MISSISSIPPI'S RRANTY LAW
		JOB # 1	TOTAL LABOR &	PARTS	0.00	MAY GIVE	THE BUYER
CHANGE EN ROTATE TI ADJUST TI INSPECT D PERFORM M CHANGED E	RE PRESSURES DISC BRAKES MULTI-POINT INSPECTION NGINE OIL AND FILTER, RO NISPECTED DISC BRAKES A	rated tires and a	DJUSTED		NK 1. 313.00	<u>cars and ligh</u> Dealen installed 12,000 miles, w	rage passenger <u>it duty trucks</u> - 12 months or vhichever occurs
JOB # 2 1 12	MBERDESCR 605566 FILTE 345615 OIL 50	R 1.836 /308 8.800 J	ob # 2 total	6.05 3.18 PARTS		first, from date of An asterisk (*)	next to a part
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PARTS QTY FP . NU	MBERDESCR: 21330 BULB (3.991 J	08 # 3 TOTAL	PARTS	RRANTY 0.00		
		J08 # 3 ⁻	FOTAL LABOR &	PARTS	0.00		
COMMENTS							
PAGE 1 OF 2							

PRESTON HOOD 11325 Cedar Lake Rd. Telephone (228) 388-8000

BILOXI, MISSISSIPPI 39532

PAGE 1 OF 2

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Telephone (226) 368-8000 BILOXI, MISSISSIPPI 39532	SERVICE VEHICLE ID NO. 1G12H57BX8F GULFPORT, MS EUSINESS PHONE DATE / TIME PROMOSED 05/07/09 05:30pm APPOINTMENT Yes X No. Advisor: JOSH LADNER UOE 1 C - 02GVZ= CUST STATES SLOW LEAD 2 W * 30CVZ=	SALESPERSON NO. 250 YEAR/MAKE/MODEL 08/CHEVROLET/A CUSTOMER NO. COLOR SILVSTONE ME TUREO MMC AR.COM OLOR SILVSTONE ME TUREO YOU and/or your employ elsewhere for the purpor on above car or truck to Provided in writing and the buyer additional right X *LABOR INSTRUCT *WHEEL/TIRES K IN LF TIRETIRE RO/	244 W 244 C 258 W PATRICK C MCDONALD MALIBU/4DR SDN LT OI CONTRACT	30CVZ ELECTRICIAL 00CVZMPVI MULTI-POINT 00CVZ GM ON A RO 4065 GM ON A RO 4065 SELUNG DEALER 31 / 08 308 A EXPIRATION DATE EXPIRATION DATE EXPIRATION ML E ADVISOR NO. PRODUCTION DATE PRODUCTION DATE 5,750 16 one along with the necessary material, a the car or truck herein described on street ion. An express mechanic's lien is hereby or supplier are theirs, not the dealers, u the dealer. Mississippi's implied Warrant UPPS SIGUALINE	INSTS. T INSPECT 11 7 0. H0 2 3 5666 7 H0. R. 0. DOTE 0 5 /07 /09 ES ING H0 6672 TTE Trd hereby grant ets, highways or y acknowledged Inless otherwise	
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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



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PRESTON HOOD

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVCS235666

		ADVISOR	TAG NO.			INVOICE NO.
16799		JOSH LADNER	MILEAGE	<u>672</u>	05/01/09	CVCS235666
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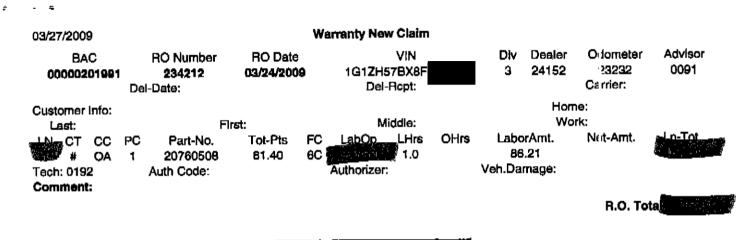
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Telephone (228) 388-8000 BILOXL, MISSISSIPPI 39532 CULFPORT, MS CULFPORT, MS <td>11325 Cedar Lake Road</td> <td>_<u>1G1ZH57BX8F</u></td> <td></td> <td>8/CHEVROLET</td> <td>/MALIBU/4DR</td> <td></td> <td>ERY DATE</td> <td>4065 Delivery Miles</td> <td>SELLING DEALER NO</td> <td>23421</td>	11325 Cedar Lake Road	_ <u>1G1ZH57BX8F</u>		8/CHEVROLET	/MALIBU/4DR		ERY DATE	4065 Delivery Miles	SELLING DEALER NO	23421
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TURBD M/MC ASTOND PRODUCTION DATE PRODUCTION DATE 11 PRODUCTION DATE 11 PRODUCTION DATE 11 PRODUCTION DATE 11 PRODUCTION DATE 07:50 am vou and/or your employees permission to operate the car or fruck herein described on streets, highways on elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledger on above car or truck to secure the anount of repair thereto. Disclaimer or suppler are thereto. Disclaimer or suppler are therets, not the dealers, unless otherwiss provided in writing and furnished to the buyer by the dealer. Mississippi's implied Warranty Law may give the buyer additional rights." X	BILOXI, MISSISSIPPI 39532	GULFPORT, MS	SI	LVSTONE M	ET/EBO	_				5637
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#### Page 1 of 1

### eClaim - Save / Submit Claim



3-3009 LI paid #991

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (229) 388-8000 BILOXI, MISSISSIPPI 39532



CVCS234212 ጊ ፟፟፟፟

			CELL:	
16799		91 5637	03/241/09	CVC523421
	LABOR RATE LICENSE NO.	MILEAGE	SILVSTONE M	5TOCK NO. 4065
	YEAR / MAKE / MODEL		DELIVERY D ITE	DELIVERY MILES
GULFPORT, MS	08/CHEVROLET/MALIBU	/4DR SDN LT	01/3 L/08 BELLING DE LLER NO.	308 PRODUCTION DATE
· · · ·	1 G 1 Z H 5 7 B X			
	F. T. E. NO.	P. O. NO.	03/2·1/09	
	COMMENTS		<u> </u>	
BOR & PARTS CUSTOMER STATES PASS LOCK WILL WILL INTERM INOP PART HERE CHECK FOUND FAULTY LOCK ACTUAT REPLACED PASS REAR DOOR ACTUAT		af en labor (alle factor <b>HABRANTY</b>	ALL EXPRESS TIES, IF ANY, FACTURER OR THEIFS, NOT TH UNLESS OTH	BY A MANU SUPPLIER AR IEIR DEALERS
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	JOB # 1 TOT/		THE DEALER.	MISSISSIPPI
	JDB # 1 TOTAL LABOR	& PARTS 0.00	IMPLIED WAR	
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FITTINGS CHANGED ENGINE OIL AND FILTER LUBRICATED CHASSIS GREASE FITT	TNGS		Wat ranty cover	age passenger
RT\$QTYFP-NUMBERDE	SCRIPTIONUN1	T PRICE-	cars and light	
B # 2 1 12605566 FI B # 2 5 12345615 0I	LTER 1.836 L 5W30B 0.800	6.05 6.05 3.38 16.90	Dealer installed-	12 months
	JOB # 2 TOTA	L PARTS 22.95	12,000 miles, w	
	JOB # 2 TDTAL LABOR	& PARTS 30.95	first, from date of	installation.
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30			An asterisk (*)	next to a pa
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ANK YOU FOR YOUR BUSINESS YOU CANNOT RATE US "COMPLETELY SATISFIED THE SURVEY YOU WILL RECEIVE IN THE MAIL.	" TOTAL PA TOTAL SU	RTS 22.95	plus warranty.	
THE SURVEY YOU WILL RECEIVE IN THE MAIL, EASE CALL YOUR SERVICE ADVISOR	TOTAL G.	0.G 0.00 SC CHG. 0.00		
8-388-8000	TOTAL MI TOTAL TA	SC DISC 0.00		
RTS DESIGNATED WITH AN ASTERISK (*) DICATE LIMITED LIFETIME SERVICE GUARANTEE				
PLIES FOR CUSTOMER PAY REPAIRS				
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234034	DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION OPERATION DESCRIPTION
RESTON HOOD	12/12/08         231190         18116         91         13         W         00CVZRECALL         RECALL           11/26/08         230698         17144         91         179         C         49CVZLOF         OIL & FILTER CHANGE           10/21/08         229471         15170         91         244         W         32CVZ         RADIO/SOUND
11325 Cedar Lake Road	Interviewer         Interviewer
Telephone (228) 388–8000 BILOXI, MISSISSIPPI 39532	Interview         Interview <t< td=""></t<>
	Description         The Received         I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repair thereto.           DATE / TARE PROVISED         PROGRITY         "All express warranties, if any, by a manufacturer or supplier are theirs, not the dealers, unless otherwise
	03/18/09       05:30pm       provided in writing and furnished to the buyer by the dealer. Mississippi's Implied Warranty Law may give the buyer additional rights."         APFOINTMENT       X ms       No         Advisor: JEFFREY TEBOR       X       Custometris standule
RECOMMENDED SERVICES OPERATION OPERATION MO/MI TOTAL	JOB     LABOR INSTRUCTIONS       1     W OBCVZNOISE       STEERING NOISE       CUSTOMER STATES BUMP NOISE FROM STEERING COLUMN WHILE       TURNING LEFT       249       E7100
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Dniver Rean Soonlock Admitan 1596-13-56 20160508 2Key Robs-	3 C 00CV2MPV1 MUETI-POINT INSPECT PERFORM MULTI-POINT VEHICLE INSPECTION
E Key Lobs-	4) Part 41 pedite 25000 MD/93 24.00 Not
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CUSTOMER CALLED BY	·		Ē	
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		PÁRTS	LABOR	SUB TOTAL
COSTOMER CALLED B)	t:			<u> </u>
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		 ]		Roff 234034
CUSTOMER CALLED 81	•			Do# 234034-
734章		TOTALE	STIMATE >	P ⁻

07/31/2009 15:41 FAX



- Back doot, driver's side: Lock sticks in any type of weather, even when other locks work. This happens when using Keyless enuty & buttons on doot.

AU locks are now either not locking e' unlocking when using keyless entry of when theydo lock, they all lock of unlock. on first press of button e antitheft (horn beeps) on first press not second. Must of the time, keyless will not respond on lock of unlock, but trunck week unlock has never malfurctioned

Sound when making shatp left turns ı.

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	PRESTON HOOD CHEVROLET, 1137 CEDAR LAKE RD BILOXI, MS 39532 (228) 368-8000	LLC.
	3 18-29	TECH. NAME KEUIN
+ ' ,	DATE TECH. or R.O. #34034	BERV. ADV. NAME
i	EMAIL or 863-379/	
	ADVISOR	
	то; —	
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	Gultpon	+, NS-
		, ,
		DESCRIPTION

08	cher as	1.60 C. 81	F 184109
YEAR	MAKE MODEL		
			3-5 0445
<u> </u>	0 2a 760	508 4	Lacie
			DESCRIPTION

Dear Customer:

It was necessary for us to SPECIAL order the above item(s) for you.

As soon as they arrive you will be notified.

		Thank You	21 [°]
FORM PAP-DSA-115-3 (3 PARTE) REV. (5/02) FORM PAP-DSA-115-4 (4 PARTE) REV. (5/02) FORM PAP-DSA-115-4 NC (4 PARTS CARBONLESS) REV. (5/02)	Ву		'
	-		

fot# 234034

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVWS234034

					CELL:	
	9		91	AG NO 5473	03/13/09	
					COLOR	атоск NO. 4065
		YEAR / MAKE / MODEL	· · · · · · · · · · · · · · · · · · ·		DELIVERY D ITE	DELIVERY MILLEG
GULFPORT, MS		08/CHEVROLET/M.	ALIBU/4DR SD	N LT	01/3 L/08 BELLING DE N.ER NO.	308 PRODUCTION DATE
		<b>1G1ZH57</b>	B X 8 F			
					03/18/09	
	BUGINESS PHONE	COMMENTE				
03/18// 1253 R0 NUM 23403- CUSTOM LAST: 101 LN-TOT 01 LN-TOT 02 LN-TOT 102 LN-TOT	TA FILE:       GMGMWF.994         2009       WARRANT         BER       RO DATE       VIN         4       03/18/2009       1G1ZH57BX8F1         ER       NAME:       FIRST:       1000000000000000000000000000000000000	3 24152 MIDDLE; D PHONE:WORK: PTS FC LABOR LHR 200 1D AUTH CODE: TS FC LABOR LHR 93 AUTH CODE:	5 AUTH, AUTHO S OHRS NET-AMT. 5 AUTH, AUTHO	LAB-TOT, 43.11 R.: LAB-TOT. 43.11 R.: LAB-TOT.	TIES, IF ANY, FACTURER OR THEIRS, NOT TH UNLESS OTHH VIDEI) IN WRIT NISHED TO TH THE DEALER, IMPLIED WAR	SUPPLIER ARE IEIR DEALERS, ERWISE PRO- ING AND FUR- E BUYER BY MISSISSIPPI'S RANTY LAW THE BUYER GHTS. age passenger duty trucks 12 months or hichever occurs installation. next to a part that this part is
PAGE 2 OF 2	WARRANTY COPY-W	í	END OF INVOICE	] 12:53pm		

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVWS234034

					CELL:	
LUBTOMER NO. 16799		JEFFREY TEBOR	91	α NO. 5473	03/1 3/09	CVWS234034
			BE NO. MILEA		SILVSTONE M	втоск NO. 4065
GULFPORT, MS		YEAR/MAKE/MODEL 08/CHEVROLET/M	ALIBU/4DR SD	N LT	01/3 L/08	DELIVERY MILES
GOLFFORT, MS		VEHICLE LD. NO. 1G1ZH57			SELLING DE ALER NO.	PRODUCTION DATE
		P. T. E. NO.	P. Ó. NÓ.		03/13/09	
P	BUSINESS PHONE	COMMENTE				
TURNING LEFT CHECK FOUND I REPLACED I-SH PARTSQTYFP-NUMBER JOB # 1 1 25962603	TES BUMP NOISE FROM ST (-SHAFT BINDING HAFT 	EERING COLUMN WHILE IONU/COST T 6.526 87.48 DB # 1 COST TOTAL JOB # 1 TOTAL JOB # 1 TOTAL	E/COSTU/PRIC 87.48 122.4 87.48 1 TOTAL PARTS - LABOR & PARTS	E 7 122.47 122.47 165.58	ALL EXPRESS TIES, IF ANY, FACTURER OR THEIFS, NOT THUS UNLESS OTHI VIDED IN WRIT NISHED TO TH THE DEALER. IMPLIED WAR MAY GIVE	BY A MANU- SUPPLIER ARE ERIT DEALERS, ERWISE PRO- ING AND FUR- E BUYER BY MISSISSIPPI'S RANTY LAW THE BUYER
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Ĵ#~4+00©VZ:∺~	AROLL		<b></b>	00.00	number indicates covered under goo	
PARTSQTYFP-NUMBER JOB # 4 2 22733524	·····DESCRIPT]				plus warranty.	
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MISCCODEDESCI JOB # 4 PD EXPED	RIPTION DITING PARTS	CDNT	ROL NO	26.00 26.00		
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CLAIM# TOTAL.,, 416.69 CLAIM TOTALS 416.69						
PAGE 1 OF 2	WARRANTY COPY-W	[CONT)	NUED ON NEXT PAGE	E) 12:53pm		Roycolds and Republic



# **PRESTON HOOD**

11325 Cedar Lake Rd. Telephone (229) 388-8000 BILOXI, MISSISSIPPI 39532



CVCS234034

LABOR RATE       LICENGE NO.       MILEAGE       COLOR       SILV STONE M       4065         ULFPORT, MS       YEAR/MAKE/MODEL       08/CHEVROLET/MALIBU/4DR SDN LT       DELIVERY MILES       DELIVERY MILES         VEHICLE ID NO.       1 G 1 Z H 5 7 B X 8 F       DELIVERY MILES       BUBINESS       PRODUCTION DATE         R.G. DATE       01/3 L/08       PRODUCTION DATE       PRODUCTION DATE       PRODUCTION DATE         ALS       TOTAL LABOR       0.00       R.G. DATE       03/1 3/09       REPRINT#         ALS       TOTAL LABOR       0.00       TIES, IF ANY, BY A MANT         YOU CANNOT RATE US "COMPLETELY SATISFIED"       TOTAL SUBLET       0.00       THEIR S, NOT THEIR DEALER         YOU CANNOT RATE US "COMPLETELY SATISFIED"       TOTAL G.G.G       0.00       THEIR S, NOT THEIR DEALER         YOU CANNOT RATE US "COMPLETELY SATISFIED"       TOTAL MISC CHG.       0.00       THEIR S, NOT THEIR DEALER         YOU CANNOT RATE US "COMPLETELY SATISFIED"       TOTAL MISC CHG.       0.00       THEIR S, NOT THEIR DEALER         YOU CANNOT RATE US "COMPLETELY SATISFIED"       TOTAL MISC CHG.       0.00       THEIR S, NOT THEIR DEALER         YOU CANNOT RATE US "COMPLETELY SATISFIED"       TOTAL MISC CHG.       0.00       THEIR S, NOT THEIR DEALER         YOU CANNOT RATE US "COMPLETELY SATIS	16799	JEFFREY TE	BOR	91 54	473	INVOICE DA		CVCS23403
VEAR AWARE MODE:       DELVERY ARE MODE:       DELVERY ARE MODE:       01/3 L/03       308         VERY AWARE MODE:       1 G 1 Z H 5 7 B X 8 F       01/3 L/03       01/3 L/03       308         VERY AWARE MODE:       1 G 1 Z H 5 7 B X 8 F       FELLING DE LET MALE BURGE       PRODUCTION DATE       308         SENCE BURNE       R.C. DATE       PRODUCTION DATE       R.C. DATE       PRODUCTION DATE       ALL       EXPRESSED       NAR AND         ALS       TOTAL LABOR       0.00       TITES, IF ANY, BY A MAND       TITES, IF ANY, BY A MAND         NK YOU FOR YOUR BUSINESS       TOTAL CABOR       0.00       TITES, IF ANY, BY A MAND         YOU CANNOT TARE US "CORPETELY SATISFIED"       TOTAL SUBLET       0.00       TOTAL SUBLET       0.00         YOU CANNOT WARE SERVICE ADVISOR       TOTAL SUBLET       0.00       TOTAL SUBLET       0.00         YOU CANNOT CARE USINESS       TOTAL SUBLET       0.00       TOTAL SUBLET       0.00       THEIR DEALER         YOU CANNOT CARE USINESS       TOTAL WISC CHICK ON SUPPLIER AB       TOTAL SUBLET       0.00       TOTAL SUBLET       0.00         TOTAL LABOR				MILEAGE		COLOR		STOCK NO.
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ALS- ALS- ALS- TOTAL DARKS MONTH ALS- TOTAL DARKS TOTAL DARKS TOT	ULFPORT, MS	VEHICLE I.D. NO.				SELLING DE	ALER NO.	
ALS							2/09	PEPRTNT#
NK YOU FOR YOUR BUSINESS YOU CANNOT RATE US COMPLETELY SATISFIED       TOTAL LABOR       0.00 TOTAL PARTS       TIES, IF ANY, BY A MANT FACTURER OR SUPPLIER AL TOTAL PARTS         TOTAL SUBJET       0.00 TOTAL MISC CHG.       TIES, IF ANY, BY A MANT FACTURER OR SUPPLIER AL THEIRS, NOT THEIR DEALER UNLESS OTHERWISE PR UNLESS OTHERWISE PR UNLESS OTHERWISE PR UNDERS OTHERWISE PR UNDERS OTHER WISE PR UNDERS OTHERWISE PR UNDERS OTHER PAY REPAIRS WAIRANTY LA MAY GIVE THE BUYER ADDITIONAL RIGHTS.         ************************************		COMMENTS				03/1	,,,,,	
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ILLES FOR CUSTOMER PAY REPAIRS       IOTAL INVOICE \$       U.U       IMPLIED WARRANTY LA         MAY GIVE THE BUYE       ADDITIONAL RIGHTS.       MAY GIVE THE BUYE         // CUSTOMER // SIGNATURE       IMPLIED WARRANTY LA         May ranty coverage passenger       C is is and light duty trucks         Dealer installed- 12 months       12,000 miles, whichever occu         first, from date of installation.       An asterisk (*) next to a parnumber indicates that this part covere i under good wrench servition.	TS DESIGNATED WITH AN ASTERISK (*)			•				
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H [ ] C/CARD [ ] CHARGE [ ] CHECK [# ]       Wai ranty coverage passenger         CUSTOMER & IGNATURE       Signature         Wai ranty coverage passenger       Signature         Dealer       installed- 12 months         12,000       miles, whichever occur         first, from date of installation.         An asterisk (*) next to a particulate that this part         covere i under good wrench servition	******	*****						
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## **PRESTON HOOD**

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



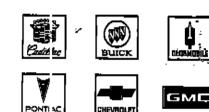
CVCS234034

GULFPORT, MS       LABOA HATE       LICENGE NO.       MILEAGE       COLOA       SILV STONE M       406         YEAR/MAKE/MODEL       08/CHEVROLET/MALIBU/4DR SDN LT       01/3 L/08       DELIVERV CATE       DELIVERV       DELIVERV	5
GULFPORT, MS       22,983       SILVSTONE M       406         OBLIVERY CATE       DELIVERY CATE       DELIVERY CATE       DELIVERY CATE         OBLIVERY CATE       01/3 L/08       DELIVERY CATE       DELIVERY CATE       DELIVERY CATE         OBLIVERY CATE       01/3 L/08       DELIVERY CATE       DELIVERY CATE       DELIVERY CATE       DELIVERY CATE         VEHICLE LD.NO.       1 G 1 Z H 5 7 B X 8 F       PAC. DATE       PAC. DATE       PAC. DATE         BUBINESS PHONE       COMMENTS       COMMENTS       PAC. DATE       PAC. DATE         ABOR & PARTS       COMMENTS       TECH(S). 244       ALL EXPRESSED V         TIES, IF ANY, BY A       TIES, IF ANY, BY A         CUSTOMER STATES BUMP NOISE FROM STEERING COLUMN WHILE       MARRANTY	
GULFPORT, MS       O8/CHEVROLET/MALIBU/4DR SDN LT       O1/3 L/O8         VEHICLE LD NO.       1 G 1 Z H 5 7 B X 8 F       BELLING DE ALEA NO.         NTE NO.       PO.NO.       PO.NO.         BUBINESS PHONE       COMMENTS         ABOR & PARTS       COMMENTS         ABOR & PARTS       COMMENTS         ABOR & TECH(S). 244       ALL EXPRESSED V         TIES, IF ANY, BY A         CUSTOMER STATES BUMP NOISE FROM STEERING COLUMN WHILE	
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JOB # 1 TOTAL PARTS 0.00   THE DEALER. MISS	SISSIPPI
JOB # 1 TOTAL LABOR & PARTS 0.00 IMPLIED WARRAN	TY LAV
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JOB # 4 TOTAL LABOR & PARTS 0.00	
COMMENTS	

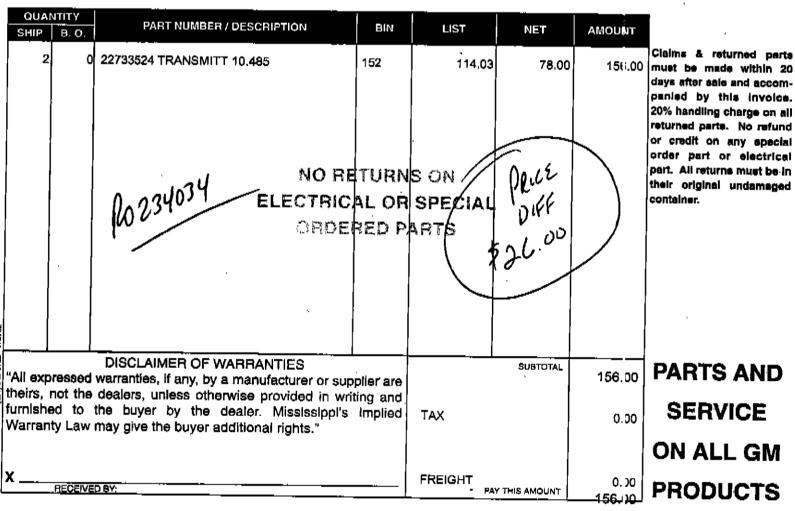


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	HAVE YOU HEARD????????? MANDAL AUTOMOTIVE IS NOW YOUR VOLKSWAGEN DEALER, FOR VW PARTS CALL HOPE OR STEPHANIE (228)392-1515									
CUST, NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE			
2430	0 0	36687		CHARGE	LEE FARNER	()3/18/09	87186 PNW			
6                 	PRESTON HOOD CI 11325 CEDAR LAKE BILOXI, MS 39532		3-8000	8 Н Р Т		•				



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OPERATION

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**RECOMMENDED SERVICES** 

10			SER	VICE HISTOR	Y				
, , , , , , , , , , , , , , , , , , ,	DATE REPAIR ORDER	MILEAG	GE ADVISOR	TECHNICIAN	TYPE	OPERAT	ION ] OPE	RATION DESC	RIPTION
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	SERVICE	SALESP	ERSON NO. 250	PATRICK C					
	IG1ZH57BX8F		EAR / MAKE / MODEL				STOKAK NOL	license No.	R. O. NO.
11325 Cedar Lake Road	IGIZHJ/BABE		<b>08/CHEVROLET</b>	<u>/MAYIBU/4DR 9</u> Se contract		'ERY DATE	4065 Delivery Miles	SELLAG DEALER NO	231190
Telephone (228) 388-8000		Ľ	16799		01	/31/08			2/12/08
DILOXI, MIGGIGGIPPI 39552	GULFPORT, MS		SILVSTONE M				CALEND AND LODE	CATEGORY DE ES	3394
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	BUSINESS PHONE LABOR	<u>43am  </u> 9	ou and/or your employed and sewhere for the pure	toyees permission t pose of testing and	o operat /or insoe	e the car or l clion. An ex	truck herein des oress mechanic	cribed on chaete	bioburne or
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COMMENDED SERVICES	₩ 1 • • • • • • • • • • • • • • • • • • •	· · in-		wh ( ou	<u>_ [[</u>	11400		MADID	101
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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 368-8000 BILOXI, MISSISSIPPI 39532



VWS23119

CELL: CUSTOMER NO NVOICE DA E TAG NÓ. VQIÇE NQ. 16799 DEFFREY TEBOR 91 12/12/08 CVWS231190 3394 LICENSE NO. LABOR DATE MIEAGE COLOR TOCK NO 18,116 SILVSTONE M 4065 YEAR / MAKE / MODEL DELIVERY MILER DELIVERY CATE 01/3 1/08 SELLING OF ALER NO. 08/CHEVROLET/MALIBU/40R SDN LT 308 GULFPORT, MS RODUCTION 1 G 1 Z H 5 7 B X 8 F FT. S. NO 12/12/08 COMMENTS BUBINEAS PHONE ALL EXPRESSED WARRAN-TIES, IF ANY, BY A MANU-**RECALL 08102** PERFORMED RECALL - REMOVED AND REPLACED HUB CAPS FACTURER OR SUPPLIER ARE OTY--FP-NUMBER-----Parts---Job # 1 -DESCRIPTION-----U/COST --- E/COST ---- U/PRICE THEIFS, NOT THEIR DEALERS, 188.80 188.80 4 9596921 COVER 5.858 47.20 264.32 66.08 UNLESS OTHERWISE PRO-JOB # 1 COST TOTAL 1 TOTAL PARTS VIDED IN WRITING AND FUR-JOB # 264.32 NISHED TO THE BUYER BY JOB # 1 TOTAL LABOR & PARTS 297.25 THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW COMMENTS -WAIKT MAY GIVE THE BUYER ADDI JIONAL RIGHTS. 0.00 297.25 R/O TAX **R/O TOTALS** WARRANTY CLAIM DETAIL TOTALS Warranty coverage passenger CLAIM# TOTAL cars and light duty trucks 297.25 Dealer installed, 12 months or CLAIM TOTALS 297.25 12,000 miles, whichever occurs first, from date of installation. APPROVED BY SIGNATURE An as:erisk (*) next to a part DCS AUDIT SLIP---numbe indicates that this part is DCS DATA FILE: GMGMWF.398 12/12/2008 covered under good wrench service WARRANTY NEW CLAIM 1142 plus warranty. RO NUMBER RO DATE VIN 231190 12/12/2008 1G1ZH57BX8F DIV DEALER ODOMETER SERVICE ADVISOR # з 24152 18116 XXX-XX-2974 CUSTOMER_NAME:_FIRST: MIDDLE: D LAST: PHONE : WORK : HOME : TOT-PTS JOB CT CC PC PART-NO. FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 09596921 2015017 SSN MΔ 264.32 96 32.93 LN-TOT: AUTH CODE : AUTH. AUTHOR.; R.O. TOTAL 12-1508 LI paid #961

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CELL: CUSTOMER NO. ADVISOR NVOICE C/ FE NVOICE NO. AG NO 16799 91 3394 12/12/08 CVC5231190 JEFFREY TEBOR MILEAGE COLOF TTTTY NO 18,116 SILVSTONE M 4065 YEAR / MAKE / MODEL DELIVERY ( ATE DELIVERY MILES 01/31/08 **O8/CHEVROLET/MALIBU/4DR SDN LT** 308 GULFPORT, MS VÉHICLE I.D. NO. TODUCTION DATE ELLING DI ALER NO. 1 G 1 Z H 5 7 B X 8 F ET.E.NO. P O NO 0.041 12/12/08 REGIOENOS PHONE **BUSINEBA PHONE** COMMENTS LABOR & PARTS WHENOOCVZRECADE CONTRACT AND A CONTRACT AND THE CHARACTER AND A CONTRACT AND A CO ALL EXPRESSED WARRAN-TIES, IF ANY, BY A MANU-FACT JRER OR SUPPLIER ARE PARTS------QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-JOB # 1 4 9596921 COVED 5 868 THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PRO-WARRANTY VIDED IN WRITING AND FUR-JOB # 1 TOTAL PARTS 0.00 NISHED TO THE BUYER BY JOB # 1 TOTAL LABOR & PARTS 0.00 THE DEALER. MISSISSIPPI'S IMPL ED WARRANTY LAW COMMENTS MAY WAIKT GIVE THE BUYER ADDITIONAL RIGHTS. TOTALS------TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... 0.00 THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL. PLEASE CALL YOUR SERVICE ADVISOR 0.00 Wai ranty coverage passenger 0.00 TQTAL G.O.G.... cars and light duty trucks 0.00 TOTAL MISC CHG. TOTAL MISC DISC 0.0Ŏ Dealer installed- 12 months or 0.00 TOTAL TAX ..... 0.00 12,000 miles, whichever occurs PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS first, from date of installation. **TOTAL INVOICE \$** 0.00 An asterisk (*) next to a part CASH [ ] C/CARD [ ] CHARGE [ ] CHECK [# number indicates that this part is ----covere i under good wrench service plus warranty. CUSTOMER SIGNATURE

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OPERATION



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11325 Cedar Lake Road Telephone (228) 388–8000			/CHEVROLET/ OMERING SERVIC	MALIBU/4DI Econtract			065 DELIVERY MLES	SELLING DEALER NO	
BILOXI, MISSISSIPPI 39532		COLD			01   00	<u>/31/08</u> NO.	308 EXPIRATION DATE	EXPORATION MELES	11/26/08 Trag NO.
	GULFPORT, MS	SIL TURE		T/EBO	FRANS	AGE 7.144	ADVISORINO. 91	PRODUCTION DATE	<u>B028</u>
	RESIDENCE PHONE	08:21 am you	reby authorize the and/or your emplo	above repair (	work to be	done along wi	ith the nocessa	<b>ary material, and I</b> oritized as simple	ereby grant
	EUSINESS PHONE	CARCH HATE CAR	bove car or truck	to secure the a	Incortinspe Incort of re DISC1 ATUR	apair thereto. Dia main thereto.	RESS MECHANIC"	's ben is hereby ac	knowledged
	DATE / THE PROMISED 11/26/08 05:3	Рязовлу *АШ Юрт разу	express warrantie ided in writing an	is, if any, by a i id furnished to :	manufacture the buyer b	er or supplier ly the dealer, )	are theirs, not Mississippi's in	the dealers, unles oplied Warranty La	s otherwise w may give
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	Advisor: JEFFREY TE				as	OVERS SOUTH	E		
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SERVICE HISTORY

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PRESTON HOOD CHEVROLET, 11325 CEDAR LAKE RD BILOXI, MS 39532 (299) 388-6000	LLC.
DATE 11/20/08 TECH. 230698 email of PHONE #	TECH. NAME
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Dear Customer:

It was necessary for us to SPECIAL order the above Item(s) for you.

As soon as they arrive you will be notified.

Thank You

FORM PAP-DBA-116-3 (3 PARTÉ) RÉV. (8/02) PORM PAP-DBA-116-4 (4 PARTÉ) RÉV. (8/02) FORM PAP-DBA-115-4 NC (4 PARTE CARBONLÉSÉ) RÉV. (5/02)

By_

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532 CVWS230698



CVWS230698

GUL FPORT, MS       Identified frame       Identified frameIdentified frame       Identifi	16799				INVOICE D TE	
GULFPORT, MS           GULFPORT, MS         Variation Concentration         DB/CHEVROLET/MALIBU/4DR SDN LT         DL/25/108         DB/CHEVROLET/MALIBU/4DR SDN LT         DL/25/108         BULWERV VIES         BULWERV VIES         BULWERVELT	<u>107_</u> 55			MILEAGE	COLOR	
GULFPORT, MS       08/CHEVROLET/MALIBU/4DR SDN LT       01/31/08       30         I G I Z H 5 7 B X 8 F       RG.M.						
IDENCE PROM       RIGING       RIGING </td <td>SULFPORT, MS</td> <td></td> <td>08/CHEVROLET/MALIBU</td> <td>4DR SON LT</td> <td>01/31/08</td> <td>308</td>	SULFPORT, MS		08/CHEVROLET/MALIBU	4DR SON LT	01/31/08	308
Indexed Proces       Submerse       II/26/08         OR & PARTS       RECALL 08102       ALL EXPRESSED WARRA         THES, IF ANY, BY A MAN       RECALL 08102       COMMENTE         OR ORDERD PART       DESCRIPTION       U/COSTE/COSTU/PRICE         S# 2       0       S96921       COVER 5.868         JOB # 2       TOTAL PARTS       0.00         JOB # 2       TOTAL PARTS       0.00         JOB # 2       TOTAL LABOR & PARTS       0.00         MENTS       JOB # 2       TOTAL LABOR & PARTS       THE DEALER         MENTS       JOB # 2       TOTAL LABOR & PARTS       0.00         MENTS       JOB # 2       TOTAL LABOR & PARTS       0.00         MENTS       JOB # 2       TOTAL LABOR & PARTS       0.00         MENTS       JOB # 2       TOTAL LABOR & PARTS       0.00         MENTS       JOB # 2       TOTAL LABOR & PARTS       0.00         MENTS       JOB # 2       TOTAL LABOR & PARTS       0.00         MENTS       JOB # 2       TOTAL LABOR & PARTS       0.00         MAY GIVE THE BUY       ADDITIONAL RIGHTS.       MAY GIVE THE BUY         ADDITIONAL RIGHTS       An asterisk (*) next to a p       p         MUMBER Inditage of the th			1 G 1 Z H 5 7 B X 8			PRODUCTION DATE
IDENNAL THERE       DURINESS PHONE       COMMENTS         IDENNAL THE DECALL       RECALL 05102         RECALL 05102       COVER 5.858         VIDENCURRESAMING       COVER 5.85			F. T. E. NQ.	P. O. NO.		
RECALL 08102 RECALL 08102 RTS0TT'-FP-KUMBER- 09506221 COVER 5.658 47.20 0.00 66.08 0.00 ** QUANTITY 4 IS SPECIAL ORDERED ** JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 MMENTS- ITER MEANS MARCH TIES SI F ANY, BY A MAN FACT JRER OR SUPPLIER A THEDIS, NOT THEIR DEALES UNLL'SS OTHERWISE PP VIDE JN WRITING AND FU NISHED TO THE BUYER : THE DEALER. MISSISSIPP INPLIED WARRANTY L/ MAY GIVE THE BUY ADDIFIONAL RIGHTS. Wa Tanty coverage passenger <u>GITS and light duty trucks</u> Dealer installed- 12 months 12,000 miles, whichever occ first, f om date of installation. An asterisk (*) next to a p number indicates that this part cover 1 under good wrench serv		BLIGINESS PHONE	COMMENTS			
	E 2 ODCWZRECALL 081 RECALL 081 ORDERED PAI ARTSQTYFP-NUMBE JB # 2 0 959693 **	02 RT RDESCRIPT 21 COVER 5.	FIONU/COSTE/COST 858 47.20 0.00 RDERED ** JOB # 2 TOTAL	U/PRICE 66.08 0.00 PARTS 0.00	TIES, IF ANY, FACT JRER OR S THEIRS, NOT TH UNLESS OTHE VIDE D IN WRIT NISH 3D TO TH THE DEALER. IMPLIED WAR MAY GIVE ADDI FIONAL RI Wa Tanty covern <u>cits and light</u> Dealer installed- 12,000 miles, wi first, f om date of An asterisk (*) number indicates covere 1 under good	BY A MANU SUPPLIER AR EIR DEALERS RWISE PRO ING AND FUF E BUYER B' MISSISSIPPI' RANTY LAY THE BUYE GHTS. age passenger duty trucks 12 months of hichever occur installation.



**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532 CVC;S230698



CVCS230698

16799		DEFFREY TE	BOR	91	3028	INVOICE D.		CVCS23069
	<b>—</b>			MILEAGE		COLOR	_	STOCK NO.
		YEAR / MAKE / MODEL			17,144		STONE M	4065 DELIVERY MILES
ULFPORT, MS		08/CHEVROL	ET/MALIBU/4	DR SDN L	.т	01/3	1/08	308
			57вх8	F		SELLING O	ALER NO.	PRODUCTION DATE
		P. T. E. NO.		0. NO.		R. O. DATE		
IDENCE PROVE		GOMMENTE				11/2	6/08	
TALS ANK YOU FOR YOUR BUSINESS YOU CANNOT RATE US "COMPLE THE SURVEY YOU WILL RECEIV EASE CALL YOUR SERVICE ADVI RTS DESIGNATED WITH AN ASTE DICATE LIMITED LIFETIME SER PLIES FOR CUSTOMER PAY REPA SH E 1 C/CARD [ ] CHARGE	TELY SATISFIED" E IN THE MAIL. SOR RISK (*) VICE GUARANTEE IRS		TOTAL LABO TOTAL PART TOTAL SUBLE TOTAL G.O.U TOTAL MISC TOTAL MISC TOTAL TAX	S ET G CHG. DISC	8.00 22.95 0.00 0.00 0.00 2.17 <b>33.12</b>	TIES, FACT THEI UNLE VIDE NISH THE IMPL MAY ADDI	IF ANY, JRER OR S, NOT TH SS OTH D IN WRIT ED TO TH DEALER. ED WAF GIVE TIONAL R	ED WARRAN BY A MANU SUPPLIER AR HEIR DEALERS ERWISE PRO TING AND FUR HE BUYER B' MISSISSIPPI' RANTY LAN THE BUYEJ IGHTS.
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PAGE 2 OF 2



## **PRESTON HOOD**

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532





CVCS230698

16799		TEBOR	91 3028	11/26/08	
	LABOR PATE	LICENBE NO.		COLOR	8TOCK NO. 4065
UL FRORT ME		DEL' ROLET/MALIBU/4		DELIVERY : ATE 01/31/08	DELIVERY MILES
ULFPORT, MS	VEHICLE LD. NO,	н 57 в х 8		SELLING DI ALER NO.	PRODUCTION DATE
	KT. E. NO.		P. O. NO.	R. O. DATE 11/26/08	, ,
	COMMENTS			11/20/08	
BOR & PARTS CHANGE ENGINE OIL AND FILTE FITTINGS CHANGED ENGINE OIL AND FILT LUBRICATED CHASSIS GREASE F TSQTYFP-NUMBER	R & LUBRICATE ANY C ER ITTINGS -DESCRIPTION FILTER 1.836 OIL 5W30B 8.800 JOB #	JOB # 1 TOTAL 1 TOTAL LABOR &	PRICE- 6.05 6.05 3.38 16.90 PARTS 22.95 PARTS 30.95	THE DEALER.	BY A MAN SUPPLIER AR ERIT DEALER SRWISE PRO ING AND FUI E BUYER B MISSISSIPPT RANTY LAT THE BUYE
ORDERED PART TSQTYFP-NUMBER # 2 0 9596921 PART ON SPECIAL ORDER ** QUANTITY 4 IS SPI	COVER 5.858	JOB # 2 TOTAL	WARRANTY PARTS 0.00	Dealer installed-	duty trucks 12 months of hichever occur
SMOODMEMROANDINANSIMULADINGOANDININSPEOD PERFORM MULTI-POINT VEHICLE PERFORMED INSPECTION TSQTYFP-NUMBER	DESCRIPTION	h¢Sdeldf29edachadhartanaa	REFERENCE - 0.00	An asterisk (*) numbet indicates covered under good plus warranty.	that this part
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OPERATION

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RECOMMENDED SERVICES

71			SEI	RVICE HISTOR	RY		CELL.	
	OATE REPAIR ORDER 10/08/08 229107 08/26/08 227511	MILEAGE 14413 12390	ADVISOR	TECHNICIAN 244	TYPE OPER W 32CV2 C 02CV2	RADIO	RATION DESCRIPTION 0/SOUND IT & BAL 1 TIRE	
PRESTON	08/25/08 227444	12361	16	58 13 13 13	C 02CV2 C 02CV2 C 49CV2 C 02CV2 C 02CV2 C 00CV2	LOF OIL &	EL/TIRES FILTER CHANGE EL/TIRES	
	SERVICE		RSON NO. 25		с <b>ии</b>		-POINT INSPECT	
11325 Cedar Lake Road Telephone (228) 388-8000	1G1ZH57BX8F	08	ATMAKET NODEL 8/CHEVROLE 500MEA NOL SEA 16799	F/MALIBU/4DR INCE CONTRACT	DELIVERY DATE		UCENSE ND. R. O. HO. 229471 SELLING DEALER ND. R. D. DATE	
BILOXI MISSISSIPPL 39532	GULFPORT, MS					8 308	10/21/08 2177 PROUCTICA DATE	
	07:4	Erved The	areby authorize t	i be above recair wo	15,17	0 91	ary material, and bereby grant is cribed on streets, highways or	
	BUSINESS PHONE LABOR PA	ATE ELSE ON 4	above car or true	irpose of leating and % to secure the am Di	d/or inspection. An coult of repair there SCI Alivers OF W/	express mechanic to. ap annes	's lien is hereby acknowledged	
	10/21/08 05:30pm	prov	l express warran wided in writing a buyer additional	ano minisneo lo m	mutacturer or supp e buy <del>e</del> r by the deal	dier are theirs, not er. Mississippi's la	the dealers, unless otherwise oplied Warranty Law may give	
	Advisor: JEFFREY TEBOR	X_	ABOR INSTRU	ICTIONS	CUSTOVET'S SIGN	ATLRE		
	COMMENTS COMMENTS 1 W 32CVZ CUST STATES RIGHT REA (SPORD)		DIO/SOUN		avsple	lolula	B RAMAIL 19	
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CUSTOVER CALLED BY	· ·			
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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVWS229471

		ADVIBOR		TAG NO.		INVOICE NO.
<u> </u>		JEFFREY TEBOR		91 2177	10/21/08	CVW5229471
			ENSÉ NO.	MILEAGE 15,170	SILVSTONE M	4065
		VEAR / MAKE / MODEL 08/CHEVROLET/			DELIVERY ATE	DELIVERY MILES
GULFPORT, MS		VEHICLE I.D. NO.			SELLING D IALER NO.	PRODUCTION DATE
		<u>1 G 1 Ż H 5</u> атело.	<u>/ B X 8 F</u>	o	R. O. DATE	· · · · · · · · · · · · · · · · · · ·
				<u> </u>	10/21/08	ļ
		CLIMMENTE				
(SPORD) REPLACED PA PARTSQTYFP-NUMBER JOB # 1 1 227194	RIGHT REAR SPEAKER         SSENGER REAR SPEAKER         19         SPEAKE         19         SPEAKE         TALS	SOUNDS DISTORTED AND VERIFIED REPAIR (PTIONU/COST- IR 9.665 16.45 JOB # 1 COST TOTAL JOB # 1 COST TOTAL JOB # 1 TOT	E/COSTU/ 16,49 16.49 # 1 TUTAL PAR AL LABOR & PAR R/O TAX R/O TAX	PRICE 23.09 23.09 FS 23.09	ALL EXPRESS TIES, IF ANY, FACT JRER OR THEIRS, NOT THUNLESS OTH VIDE D IN WRIT NISHED TO TH THE DEALER IMPL ED WAR MAY GIVE ADDI FIONAL R Wa tanty cover <u>C: IS and light</u> Deale: installed- 12,00( miles, w first, f om date of	BY A MANU- SUPPLIER ARE IEIR DEALERS, ERWISE PRO- ING AND FUR- IE BUYER BY MISSISSIPPI'S RANTY LAW THE BUYER IGHTS. age passenger t duty trucks 12 months or hichever occurs
APPROVED BY SIGNAT DCS AUDIT SLIP DCS DATA FI 10/21/2008 1040	ILE: GMGMWF.087	NTY NEW CLAIM			An asterisk (*) number indicates covere i under goo plus warranty.	that this part is
RÖNUMBER	RO DATE VIN L0/21/2008 1G1ZH578X8	F. DIV DEALER 3 24152	ODDMETER SERV 15170	TCF ADVISOR #		
CUSTOMER N/	ME: FIRST:	MIDDLE:   PHONE;WORK:				
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LN-TOT:		-PTS FC LABOP 11 23.09 6C AUTH CODE:	AUTH. AU	MT. LAB-TOT. 115.25 THOR.:		
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PAGE 1 OF 1	WARRANTY COPY-W		[ END OF INVO	ICE   10:40am		

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532

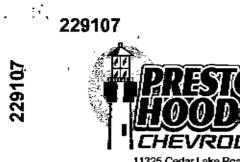


CVCS22947

			CELL:	
CUSTOMER NC. 16799		91 2177	10/21/08	CVCS229471
	LABOR RATE LICENSE NO.	MILEAGE 15,170	SILVSTONE M	атоск ND. 4065
GULFPORT, MS	VEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR	SDN LT	01/31/08	DELIVERY MILES
	IGIZH 57 BX8 F			PRODUCTION DATE
		— —	10/21/08	
			·	
LABOR & PARTS CUST STATES RIGHT REAR SPEAKER SOU (SPORD) REPLACED PASSENGER REAR SPEAKER AND PARTSQTYFP-NUMBERDESCRIJ	NDS DISTORTED D VERIFIED REPAIR		ALL EXPRESS TIES, IF ANY, FACT JRER OR THEIRS, NOT TH UNLESS OTHE	BY A MANU- SUPPLIER ARE IEIR DEALERS,
JOB # 1 1 22719419 SPEAKE	R 9.665 JOB # 1 TOTAL PAR	WARRANTY	NISHED TO TH	E BUYER BY
	JOB # 1 TOTAL LABOR & PAR	TS 0.00	THE DEALER. IMPL ED WAR	
COMMENTS				THE BUYER
TOTALS				
THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL, PLEASE CALL YOUR SERVICE ADVISOR	TOTAL LABOR TOTAL PARTS TOTAL SUBLET. TOTAL G.O.G TOTAL MISC CH TOTAL MISC DI TOTAL TAX	0.00 0.00 0.00 Ġ. 0.00 SC 0.00	<u>Wa ranty cover</u> <u>c; rs and light</u> Deale: installed- 12,00( miles, w	duty trucks 12 months or
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL INVOI	•	first, from date of	installation.
CASH [ ] C/CARD [ ] CHARGE [ ] CHECK [#	******		An asterisk (*) number-indicates covere Lunder good plus wuranty.	that this part is
CUSTOMER SIGNATURE	<u> </u>			
PAGE 1 OF 1 SERVICE FILE COPY	[ END OF INVO	DICE ] 08:29am		Reynolds and Naraphia

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				C	49CVZAF REP	ACE AIR FILTER
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	IG12H57BX8F				STOCK NO.	UCENSE NO. R.O. MO.
11325 Cedar Lake Road Telephone (228) 388–8000			CUSTOMERINGI SERM		VERY DATE DEUNERY MILE	
DILONI, MISSISSIPPI 39552			16799	[01	<u>/31/08 30</u>	0/08/08
	GULFPORT, MS		SILVSTONE M	IET/EBO		1904
			TURBO M / MC AIR			PRODUCTION DATE
		TIME RECEIVED	hereby authorize th	he above renair work to be a	done along with the need	manufactorial and basebu anat
	BUSINESS PHONE	US:33am	you and/or your emp alsewhere for the pu	ployees permission to operat rpose of testing and/or inspe	te the car or truck herein ( action. An express mecha	escribed on streets, highways or nic's lien is hereby acknowledged
			on above car or truc	k to secure the amount of re DISCI ABAF	epair lhereto. 	
	001E / TIME PROMISED 10/08/08 05:30 pm		provided in writing a	lies, if any, by a manufactum and furnished to the buyer b	er or succeer are theirs u	not the dealers, unless otherwise s implied Warranty Law may give
			the buyer additional	rights."		
	Advisor: JOSH LADNER	1	X		CHER'S SIGNALRE	
	JOB		LABOR INSTRU	ICTIONS		
	COMMENTS WAIT					
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PRESTON HOOD CHEV 11325 CEDAR LAKE RD BILOXI, MS 39532 (228) 388-8000 ,	ROLET, LLC.
DATE TECH. or R.O. #229107 EMAIL or PHONE # ADVISOR	TECH. NAME <u>Juli</u> BERV. ADV. NAME <u>Jos 2</u> RECEIVED DATE BHIPPED DATE
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Dear Customer:

It was necessary for us to SPECIAL order the above item(s) for you.

As soon as they arrive you will be notified.

Thank You

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FORM PAP-DSA-115-3 (3 PARTS) REV. (5/02) FORM PAP-DBA-115-4 (4 PARTS) REV. (6/02) FORM PAP-D5A-118-4 NC (4 PARTS CARBONLESS) REV. (5/02)

Ву _____

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (226) 388-8000 BILOXI, MISSISSIPPI 39532



CVWS229107

				CELL:	
<u> </u>			16 1 <u>904</u>	INVOICE DA 6 10/03/08	CVW52291
		LABOR RATE LICENSE NO.	MILEAGE 14,413		4065
		VEAR / MAKE / MODEL 08/CHEVROLET/MALIB	1/4DR SDN IT		DELIVERY MILES
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		NT.B. NO.	R. Q. NQ.	B.O.DATE	
	BUBINESS PHONE	COMMENTS		10/08/08	
BOR & PARTS				ALL EXPRESS	C.C. 1974 D.D. 1
CUST STATES PART ORDERE RTSQTYFP-NUMBER 41 0 227194	RIGHT REAR SPEAKER D. DESCR	NRS STATECH(SX 244 SOUNDS LIKE IT'S BLOWN RIPTIONU/COSTE/COS (ER 9.665 16.49 0.1 )L ORDERED ++ JOB # 1 TO	U/PRICE 00 23.09 0.00	TIES, IF ANY, FACTURER OR THEIRS, NOT TH	BY A MAN SUPPLIER AI IEIR DEALER ERWISE PR
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		job # 1 Total Labor	R & PARTS 0.00	THE DEALER.	
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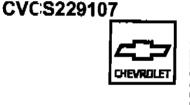
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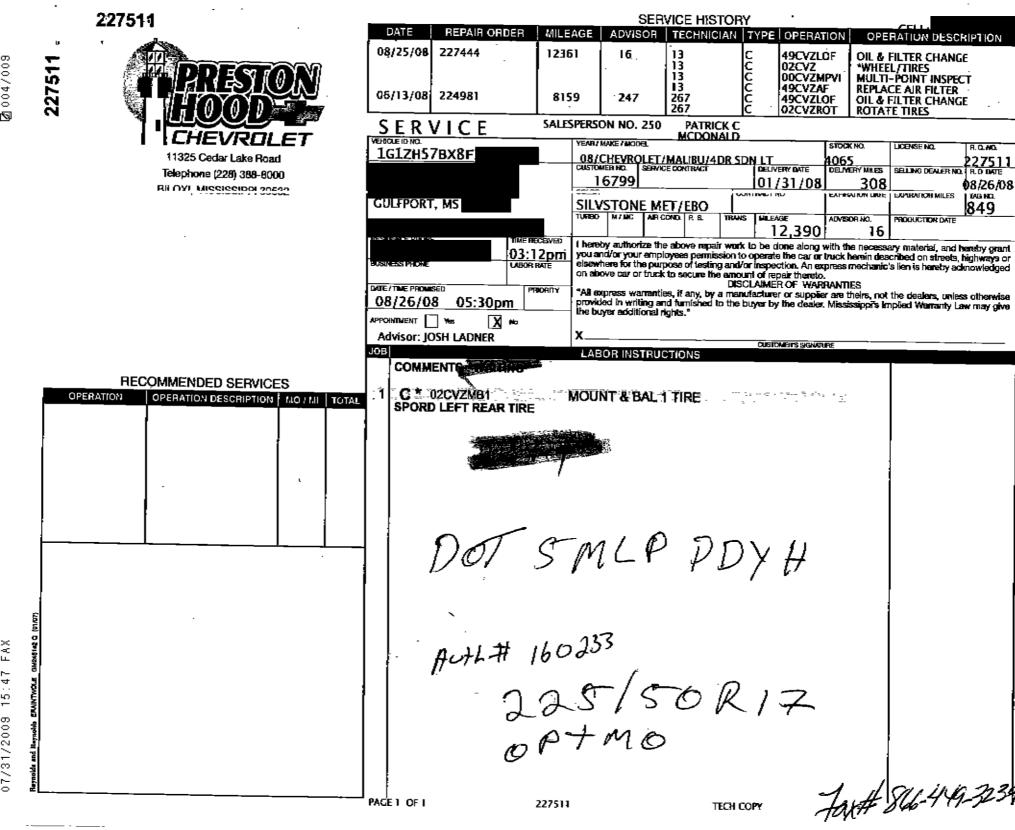


**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CELL: CURTOMER NO **ADVIBOR** TAG NO VOIÇE DA TE 16799 JOSH LADNER 10/03/08 16 1904 CVCS229107 LIGENSE NO COLOR TOOK NO 14,413 SILVSTONE M 4065 YEAR / MAKE / MODEL DELIVERY CATE DELIVERY MILES 08/CHEVROLET/MALIBU/4DR SDN LT 01/31/08 308 GULFPORT, MS VEHICLE SELLING DE ALER NO. **RODUCTION DATE** 1 G 1 Z H 5 7 8 X 8 F Ó DATE 10/03/08 THE NAME TO ALL EXPRESSED WARRAN-TIES, IF ANY, BY A MANU-FACTURER OR SUPPLIER ARE PARTS-----DESCRIPTION-----JOB # 1 0 22719419 SPEAKER 9.665 PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED ** THEIF S, NOT THEIR DEALERS. -DESCRIPTION------UNIT PRICE-SPEAKER 9.665 UNLESS OTHERWISE PRO-WARRANTY VIDEI) IN WRITING AND FUR-NISHED TO THE BUYER BY JOB # 1 TOTAL PARTS 0.00 THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW JOB # 1 TOTAL LABOR & PARTS 0.00 MAY GIVE THE BUYER COMMENTS ADDI JONAL RIGHTS. WAIT War tanty coverage passenger TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... 0.00 THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL, PLEASE CALL YOUR SERVICE ADVISOR 0.00 cats and light duty trucks 0.00 Dealer installed- 12 months or TOTAL G.O.G. TOTAL MISC CHG. 0.00 0.00 12,000 miles, whichever occurs TOTAL MISC DISC 0.00 first, from date of installation. TOTAL TAX..... 0.00 PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS **TOTAL INVOICE \$** 0.00 An asterisk (*) next to a part *********************** number indicates that this part is CASH [ ] C/CARD [ ] CHARGE [ ] CHECK [# ] covered under good wrench service plus warranty. CUSTOMER SIGNATURE



OPERATION DESCRIPTION

LICENSE NO.

BROOK CODE ONTE

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SELLING DEALER NO. R.O. DATE

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BiLOXI, MISSISSIPPI 39532



CVCS227511

CUSTOMER NO. 1CTOO	ADVISOR		( TAG NO.	INVOICE D. FE	
<u> </u>	JOSH LAD		16 849	08/26/08	CVCS22751
			MILEAGE 12,390	SILVSTONE M	4065
GULFPORT, MS		E OLET/MALIBU/4D	R SON LT	DELIVERY DATE 01/31/08	DELIVERY MILES
	VEHICLE I.D. NO.	<u>H 5 7</u> B X 8 F		01/31/08 SELLING DI ALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.C	D. NO.	8.0.DATE	
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HEVROLETP	11825 CEDAR LAKE ROAD BILOXI, MISSISSIPPI 39532-8494 TELEPHONE (288) 388-8000
DATE: 9-3-08 TIME:	
ATTENTION:	
NUMBER OF PAGES:	
OUR FAX #: 228-1702-3404	
Auth # 160233 for 183.71	
It you need any aditional Information Let me Know. Thanks Alina	

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- BILOXI AS 3952-4 228-389-8000	N HOOD		ſ	
lerm ID: 72123898 Ref #: 00115	)   CHEVROLET	•••	·	
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Jale	(228) 388-8000	, 	L	
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DISCOVER Entry Nethod: Manual	<i>.</i>		r.	1
otal: \$ 220.06	ADVISOR		CELL:	
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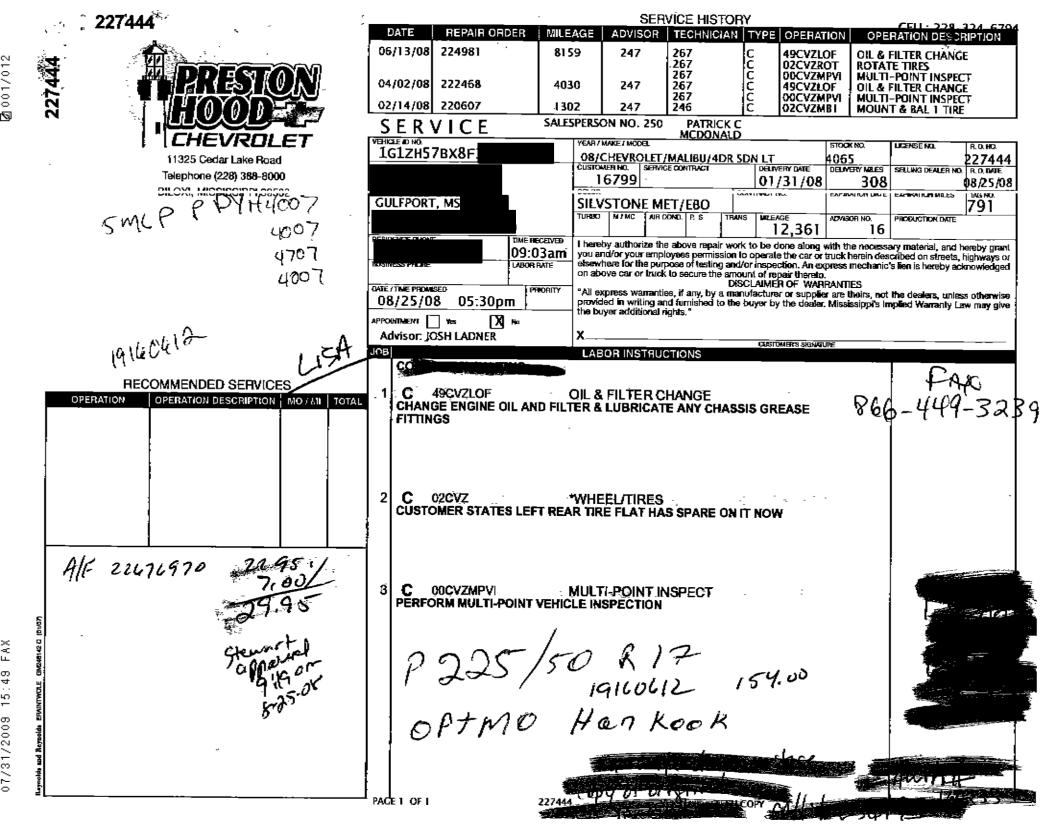
11325 Cedar Lake Road BILOXI, MS 39532 (228) 388-8000



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**PRESTON HOOD** 

11325 Cedar Lake Rd, Telephone (228) 388-8000 BiLOXI, MISSISSIPPI 39532





CVCS22744

CELL: CUSTOMER NO. ADVIGOR TAO NO. VOICE O, TE NVOICE NÓ 16799 JOSH LADNER 16 CVCS227444 791 08/25/08 LICENSE NO. MILEAGE OLOR 12.361 SILVSTONE M 4065 YEAR / MAKE / MODEL DELIVERY DELIVERY MILLER 08/CHEVROLET/MALIBU/4DR SON LT 01/31/08 GULFPORT, MS 308 VEHICLE I.D. NO. ELLING DI ALEA NO. RODUCTION DATE 1 G 1 Z H 5 7 B X 8 F R.T.E.NO. P. O, . O. DATE 08/25/08 REPRINT# 1 BUSINESS PHONE COMMENTS TOTALS -----ALL EXPRESSED WARRAN-TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... TIES, IF ANY, BY A MANU-15.00 THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL, PLEASE CALL YOUR SERVICE ADVISOR 228-388-8000 45.90 0.00 0.00 0.00 FACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC UNLESS OTHERWISE PRO-VIDED IN WRITING AND FUR-0.00 TOTAL TAX..... 4.27 NISHED TO THE BUYER BY PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS THE DEALER. MISSISSIPPI'S **TOTAL INVOICE \$** 65.17 IMPL)ED WARRANTY LAW MAY GIVE THE BUYER ****** ***** ADDI TIONAL RIGHTS. CASH [ ] C/CARD [ CHARGE [ ] CHECK [# **** Watranty coverage passenger cars and light duty trucks CUSTUMER STGNATURE Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation. An as erisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

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**PRESTON HOOD** 

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVCS227444

	. <u></u>						CELL:	
<u> </u>		OSH LADN			16 79		08/25/08	CVCS227444
		ABOR RATE	LICENS	E NO.	MILEAGE		SILVSTONE M	8TOCK NO. 4065
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GOEFFORT, MS	V	EHICLE I.D. NO.				_	SELLING DI ALER NO,	
1	a j	T. E. NO.	<u> </u>		5, NO.		R. O. DATE 08/25/08	REPRINT# 1
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PAGE 1 OF 2	SERVICE FILE COPY		[CONTIN	JED ON NEX	T PAGE] 09:54a	m		Unyunkia mai Nayundda



11325 Cedar Lake Road BILOXI, MS 39532 (228) 388-8000





51 - 51 - 5

CELL: NVOICE NO VOICE DATE AD3/15/00 OUSTOMER NO. 02/15/08 16799 247 CVCS220607 JOHN M MCCORMICK MILEAGE LICENSE NO. COLOR LABOR BATE 4065 1,302 SILVSTONE M DELIVET Y DATE DELIVERY MILEB YEAR / MAKE / MODEL 01/31/08 308 08/CHEVROLET/MALIBU/4DR SDN LT GULFPORT, MS SELLING DEALER NO. PRODUCTION DATE VEHICLE I.D. NO. 1 д 1 z н 5 7 в x 8 ғ 02/14/08 F. T. E. NO. BUSINESS PHONE COMMENTS LADUR & PARTS UF D OZCVZMBU CUSTOMER HAS A NAIL IN THE PASSENGER REAR TIRE TO CLOSE TO THE SIDE WALL TO REPAIR MOUNT AND BALANCED TIRE ALL EXPRESSED WARRAN-TIES, IF ANY, BY A MANU-FACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS. PARTS ------QTY...FP-NUMBER--------DESCRIPTION----------UNIT PRICE-JOB # 1 1 19160612 H2255017 5.880 144.20 UNLESS OTHERWISE PRO-144.20 VIL ED IN WRITING AND FUR-JOB # 1 TOTAL PARTS 144.20 NISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S JOB # 1 TOTAL LABOR & PARTS 159.20 CUSTOMER WANTS TO PURCHASE ROAD HAZARD ON ALL 4 TIRES IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDI-TIC NAL RIGHTS. DESCRIPTION-------42.96 10.74 JOB # 2 JOB # 2 TOTAL PARTS 42.96 Varranty coverage passenger 42.96 cars and light duty trucks job # 2 Total Labor/;& Parts .... Deiler installed- 12 months or, 1.50 12,000 miles, whichever occurs 2.00 firs, from date of installation. TOTAL - MISC 3.50 à c TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG TOTAL MISC DISC TOTAL MISC DISC ور بن المراجع TOTALS-----15.00 An asterisk (*) next to a part 187.16 nur iber indicates that this part is 0.00 covered under good wrench service THANK YOU FOR MOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL, PIFASE CALL YOUR SERVICE ADVISOR 3.50 plu; warranty. 11 14.40 TOTAL TAX PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIEETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS TOTAL INVOICE \$ 220,06 ******* CASH [ ] C/CARD [ ] CHARGE [ ] CHECK [# 36 Months CUSTOMER SIGNATURE 36 Months Sonsio (866)282-3650 Sonsio 36 Monthe 36 Months (866)282-3660 Tire Road Hazard Program (866)282-3660 Sonsio Sonsio (866)282-3650 Tire Road Hazard Program Tire Road Hazard Program Tire Road Hazard Program R3-1013-0101 R3-1013-0102 The Repair and Replacement Ve for Thes Priced up to \$250,50 R3-1013-0100 R3-1013-0099 The Repair and Replacement Valid for Thes Priced up to \$355.99 The Repair and Replacement Valid for Tires Priced up to \$300.00 The Ropair and Replacement Valid for Thes Priced up to \$399.09 to for 30 months from the Date of Pu and lease the Date of Purch ter bit monitor from the Date of Puri

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	11325 Cedar Lake Road	Tatellar	CUSTOMERIND. SER		D65 224981 El Mery Miles Selling Dealer No. R. O. OATE
	Telephone (228) 388-8000 DiLOXI, MISSISSIPPI 39552		<u>16799</u>	01/31/08	308 06/13/08
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11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532 CVCS224981



CVCS224981

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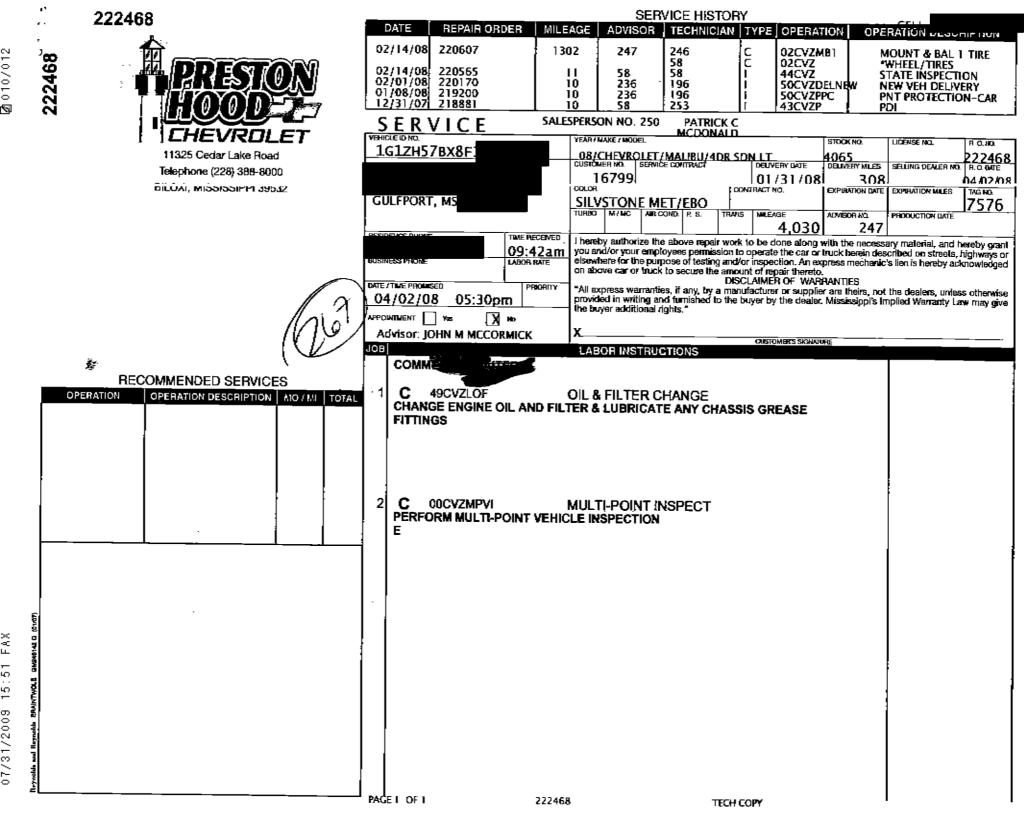
11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVCS224981

OUSTOMER NO.	16799	ADVISOR			ND		INVOIDE NO.
	<u>107,99</u>			247	<u>9273</u>	06/1 <u>3/08</u>	CVCS224981
						SILVSTONE M	4065
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**PRESTON HOOD** 

130 Main Street P.O. Box 1900 Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39533

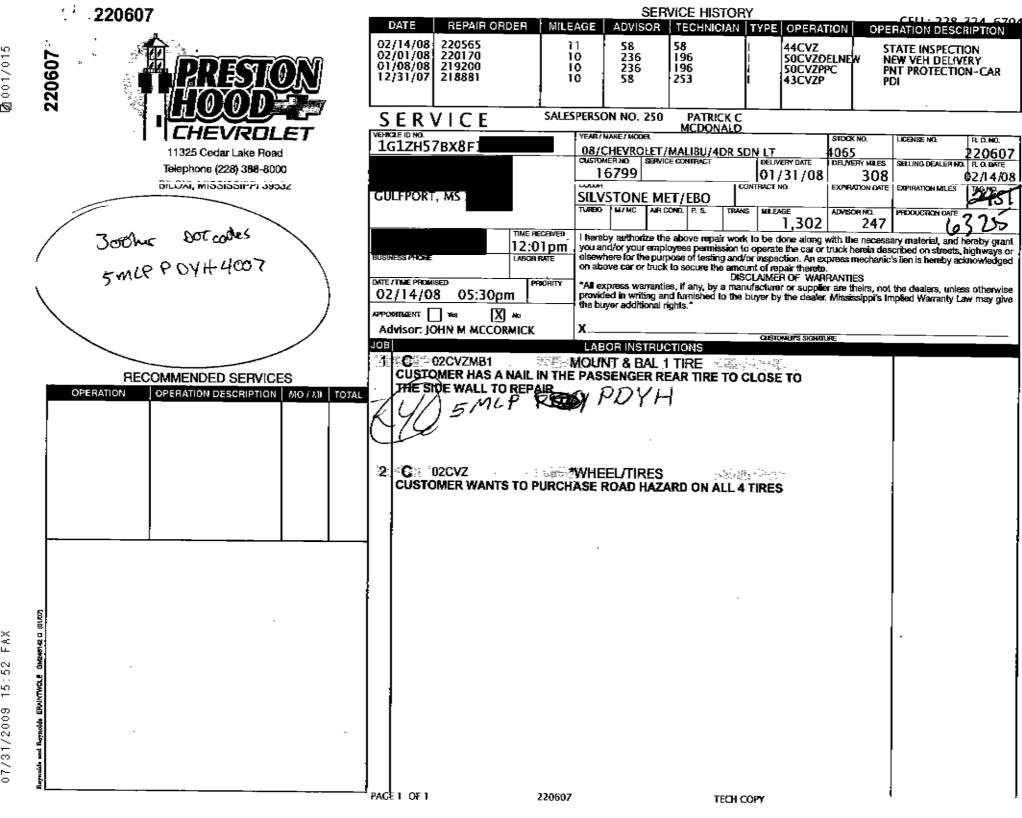


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#12.000VZMEXISHER MULTIE POINT DINSPECT PERFORM MULTI-POINT VEHICLE E PERFORMED INSPECTION					27.95	MAY GIVE ADDITIONAL RI	GHTS.
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ARTS DESIGNATED WITH AN ASTERISK (*) IDICATE LIMITED LIFETIME SERVICE GUARANT		т	OTAL TAX.		1.96		
DICATE LIMITED LIFETIME SERVICE GUARANT PLIES FOR CUSTOMER PAY REPAIRS	ΈĒ	ΤΟ	TAL INVO	DICE \$	29.91		
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DATE TECH. or R.O. #	SERV. ADV. NAME <u>An the</u>
EMAIL or PHONE #	RECEIVED DATE
advisor <u>863-379/</u>	SHIPPED DATE
то:	

QTY.		ITEM NUMB			DESCRIPTION
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YEAR	MAKE	MODEL	SE	RIAL NUMBER	

Dear Customer:

It was necessary for us to SPECIAL order the above item(s) for you.

As soon as they arrive you will be notified.

Thank You

FORM PAP-D\$4-116-3 (3 PARTS) REV. (502) FORM PAP-D54-115-4 (4 PARTS) REV. (502) FORM PAP-D54-115-4 NC (4 PARTS CARBONLESS) REV. (5/02)

By _____

07/31/2009 15:53 FAX



CVCS220607

CHEVROLET



CELL: CUSTOMIN NO ADVISOU TAG NO. NVOICE D TE INVOICE NO. 16799 JOHN M MCCORMICK 247 02/15/08 CVCS220607 LABOR BATE LICENSE NO. DOLOF BTOOK NO. 1,302 SILVSTONE M 4065 YEAR / MAKE / MODEL DELIVERY DATE EUVERY MILES **OB/CHEVROLET/MALIBU/4DR SDN LT** 01/31/08 308 GULFPORT, MS VEHICLE I.D. NO. BELLING D ALER NO. 1 G 1 Z H 5 7 B X 8 F ETE NO 10.1 02/14/08 OUSINESS PHONE COMMENTS LABOR & PARTS D#TINO20VZMEDINHUM MOUNTNE BALLILITIRE CUSTOMER HAS A NAIL IN THE PASSENGER REAR TIRE TO CLOSE TO THE SIDE WALL TO REPAIR THE SIDE WALL TO REPAIR ALL EXPRESSED WARRAN-TIES, IF ANY, BY A MANU-FACT JRER OR SUPPLIER ARE MOUNT AND BALANCED TIRE THEIRS, NOT THEIR DEALERS, PARTS------QTY---FP-NUMBER-------DESCRIPTION--------UNIT PRICE-JOB # 1 1 19160612 H2255017 5 890 UNLESS OTHERWISE PRO-1 19160612 VIDED IN WRITING AND FUR-H2255017 5.880 144.20 144.20 144.20 JOB # 1 TOTAL PARTS NISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S JOB # 1 TOTAL LABOR & PARTS 159.20 IMPLED WARRANTY LAW J# 2:02CVZ AND AND MUTCHINE TO PURCHASE ROAD HAZARD ON ALL 4 TIRES MAY GIVE THE BUYER ADDI FIONAL RIGHTS. TIRE ROAD HAZ 42.96 42,96 10.74 JOB # 2 TOTAL PARTS Wa ranty coverage passenger JDB # 2 TOTAL LABOR & PARTS 42.96 ci rs and light duty trucks Deale: installed- 12 months or  $1.50 \\ 2.00$ 12,000 miles, whichever occurs first, f om date of installation. TOTAL - MISC 3.50 TOTALS-----An asterisk (*) next to a part TOTAL LABOR.... 15,00 THANK YOU FOR YOUR BUSINESS IF YOU CANNOT RATE US "COMPLETELY SATISFIED" ON THE SURVEY YOU WILL RECEIVE IN THE MAIL, PLEASE CALL YOUR SERVICE ADVISOR 228-388-8000 187.16 number indicates that this part is 0.00 TOTAL SUBLET... covere 1 under good wrench service TOTAL G.O.G.... TOTAL MISC CHG. TDTAL MISC DISC 3.50 plus warranty. 0,00 TOTAL TAX ..... 14.40 PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAIRS **TOTAL INVOICE \$** 220.06 **** *** ****** ***** CASH [ C/CARD CHARGE C CHECK [# #____] ********** ***** CUSTOMER SIGNATURE

**PRESTON HOOD** 

Telephone (228) 388-8000

BILOXI, MISSISSIPPI 39533

P.O. Box 1900

130 Main Street



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Reports and Reports BRANTING SIZERIO (1983)

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11325 Cedar Lake Road BILOXI, MS 39532 (228) 388-8000

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	ADVISOR		TAG NO.		
<u>16799</u>	JOHN M MCCORN		47		CVCS22060
			<u>1,3</u> 02		4065
GULFPORT, MS	08/CHEVROLET	MALIBU/4DR	SDN LT	01./31/08	
	VENICLE LO. NO. 1 G 1 Z H 5 ET.E. NO.	7 B X 8 F	<u> </u>		PRODUCTION DATE
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(224) 888-8000         CELL:           01500/ER         Extry Method: Maual         CELL:           1021:         \$ 228.66         COMM M MCCORMICK 247         C7/13/08         CCYC2522           1021:         \$ 228.66         COMM M MCCORMICK 247         C7/13/08         CCYC2522           1021:         \$ 228.66         COMM M MCCORMICK 247         C/7/13/08         CCYC2522           1021:         \$ 228.66         COMM M MCCORMICK 247         C/7/13/08         CCYC2522           1021:         Common         COMM M MCCORMICK 247         C/7/13/08         CCYC2522           1021:         Common         CO/7/14/08         Co/7/14/08         Common		: <b>n</b> _	•		·	···
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**RECOMMENDED SERVICES** 

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CVIS220565

CHEVROLET

CVIS220565

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**PRESTON HOOD** 

Telephone (228) 388-8000

BILOXI, MISSISSIPPI 39533

P.O. Box 1900

130 Main Street

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OPERATION





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**RECOMMENDED SERVICES** 

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Telephone (228) 388-8000			CUSTOMER	NO. SERVIC	E CONTRACT			DELIVERY MILES	SELLING DEALER NO	
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**PRESTON HOOD** 130 Main Street P.O. Box 1900

0 Main Street P.O. Box 1900 Telephone (228) 388-8000 BiLOXI, MISSISSIPPI 39533



C synight © 1998 The Reynolds and Reynolds Company ERAINTINVE SF613021 Q (01/04)

CVIS220170

	KIMBERLY HARRELL 2	36	02/()4/08	
PRESTON HOOD CHEVROLET LLC 11325 CEDAR LAKE ROAD BILOXI, MS 39532-8494			COLOR SILVSTONE M DELIVERY DATE 01/31/08	10013220170 8Tock NO. 4065 DBLIVERY MILES 308
5110A1, M3 33332-0434	VEHICLE (,D, NO, <u>1 G 1 Z H 5</u> 7 B X 8 F E.T.E. NO,		R. O. DATE	
	0024004054		02/01/08	
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AGE 1 OF 1 SERVICE FILE COPY-(	[ END OF INVO	IGE ] 09:03am		unde rad Reynstein Compa

219200 SERVICE HISTORY DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION OPERATION DESCRIPTION 12/31/07 218881 10 58 253 43CVZP POL 219200 SERVICE SALESPERSON NO VEHICLE ID NO. STOCKNO LICENSE NO 8.0.NO 1G1ZHS7BX8F 08/CHEVROLET/MALIBU/4DR SDN_LT X4STOMER MOL | SERVICE CONTRACT | DELIN 19200 11325 Cedar Lake Road 4065 CASTONER NO. DELIVERY DATE SELLING DEALER NO. R. C. ONTE DELINERY MILES PRESTON HOOD CHEVROLET LLC Telaphone (228) 388-8000 10 01.08/08 BILOXI, MISSISSIPPI 39532 11325 CEDAR LAKE ROAD COLOR CONTRACT NO EXPERATION DATE EXPRATION MILES TAG HO BILOXI, MS 39532-8494 SILVSTONE MET/EBO TURED M/MC ARCONTLES TRUNG MEEAGE ADVISION NO. PRODUCTION DATE 10 236 RESIDENCE PHONE THE RECEIVED I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's tien is hereby acknowledged on above car or truck to secure the amount of repair thereto. 11:16am BUSINESS PHONE LABOR BATE 228-388-8000 DISCLAIMER OF WARRANTIES PRIORITY "All express warranties, if any, by a manufacturer or supplier are theirs, not the dealers, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's Implied Warranty Law may give 01/08/08 05:30pm the buyer additional rights." APPOINTMENT 🔲 🍋 ÎXI⊪ Advisor: KIMBERLY HARRELL X. O STOVETS SIGNATURE JOB LABOR INSTRUCTIONS 1 ľ 50CVZPPC PNT PROTECTION-CAR **RECOMMENDED SERVICES** PERFORM PAINT PROTECTION-CAR **OPERATION** OPERATION DESCRIPTION MO / MI TOTAL o e PACE I OF I 219200 TECH COPY

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**PRESTON HOOD** 

130 Main Street P.O. Box 1900 Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39533



CVIS219200

	KIMBERLY HARRELL 236	INVOICE LATE INVOICE NO. 01/08/08 CVIS21920
PRESTON HOOD CHEVROLET LL 11325 CEDAR LAKE ROAD BILOXI, MS 39532-8494	LABOR PATE LIDENSE NO. MILEAGE	
	1 G 1 Z H 5 7 B X 8 F	BELUNG ( EALER NO. PRODUCTION DATE
EBIDENCE PHONE 228-388-8000	0024004054	01/08/08
ABOR & PARTS PERFORM PAINT PROTECTION CAR COMPLETE MISCCODE	URSENTATECHOSSENSESSENSE TOTAL LABOR & PARTS 100.00 	ALL EXPRESSED WARRAN TIES, IF ANY, BY A MANU FACTURER OR SUPPLIER AR THEIRS, NOT THEIR DEALER UNLESS OTHERWISE PRO- VIDED IN WRITING AND FUR NISHED TO THE BUYER B THE DEALER. MISSISSIPPI' IMPLIED WARRANTY LAY MAY GIVE THE BUYE ADDITIONAL RIGHTS. Wa ranty coverage passenger Clus and light duty trucks Deale installed- 12 months of 12,000 miles, whichever occurs first, from date of installation. An atterisk (*) next to a par- number indicates that this part is covered under good wrench service plus warranty.
AGE 1 OF 1 SERVICE FILE COPY	-I [END OF INVOICE]04:16pm	C syright C 1003 The Reynolds and Reynolds Comp GRAINTINCE - BF813031-C (D)

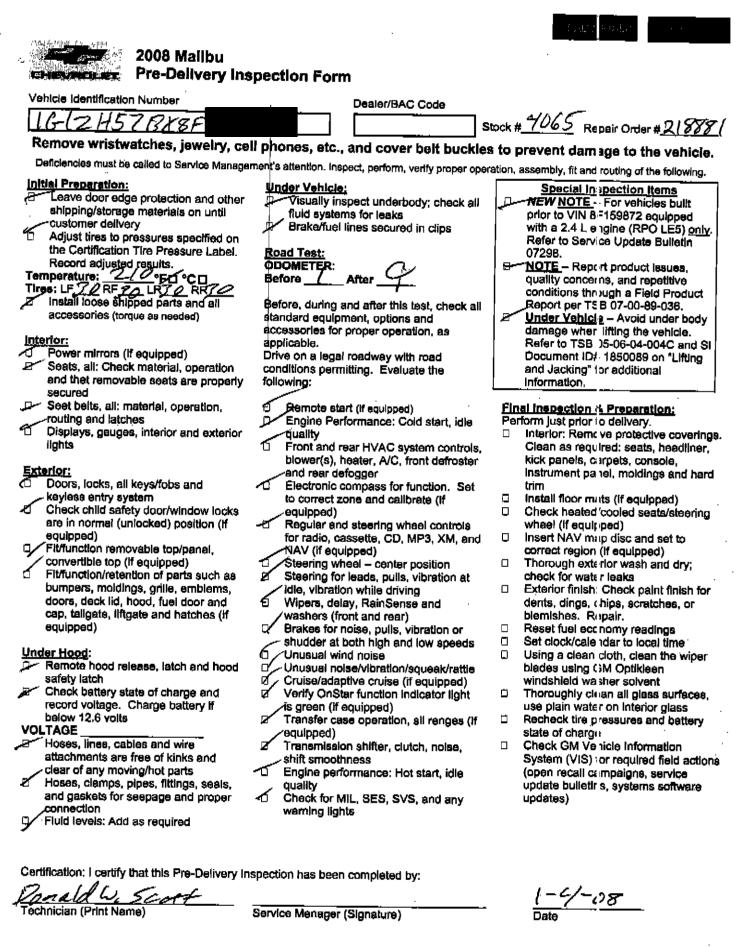
<b>`218881</b>		SERVICE HISTORY	
RESTON	PD	AGE ADVISOR TECHNICIAN TYPE OPERA	TION OPERATION DESCRIPTION
\CHEVROLET	VEHICLE ID NO.	SALESPERSON NO.	STOCK NO. LICENSE NO. R. O. HD.
11325 Cedar Lake Road	1G1ZH57BX8F	08/CHEVROLET/MALIBU/4DR SDN LT	4065 218881
Telephone (228) 388-8000	PRESTON HOOD CHEVROLET LLC	10	DELIVERY MILES SEELING DEALERING, R.O. DATE
BILOXI, MISSISSIPPI 39532	11325 CEDAR LAKE ROAD BILUXI, MS 39532-8494	COLOR CONTRACT NO. S(LVSIONE MET/EBO ] TURBO M/MC ANR CONTR. P. S. TRANS MULEAGE ] TURBO M/MC ANR CONTR. P. S. TRANS MULEAGE ]	EXPIRATION DATE EXPIRATION MILES TAG NO ADVISOR NO. PROBLICTION DATE
- MA	RESIDENCE PHONE         TWIE RECEIVED           07:52am         07:52am           PARSINESS PHONE         LABOR RATE           228-388-8000         PROMISED           DATE / TWIE PROMISED         PROMISED           12/31/07         05:30pm	I hereby authorize the above repair work to be done along you and/or your employees premission to operate the car or elsewhere for the purpose of testing and/or inspection. An et on above car or buck to secure the amount of repair thereta DISCLAIMER OF WAS "All express warranties, if any, by a manufacturer or suppli provided in writing and turnished to the buver by the deale	with the necessary material, and hereby grant r truck herein described on streets, highways or xpress mechanic's lien is hereby acknowledged o.
STATE REG# 3	APPOINTMENT YES X Ho	the buyer additional rights."	
	Advisor: WALT HIMEL	Х Сътоженъ зери	
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	PAGE 1 OF 1 218881	TECH COPY	i I

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File With Repair Order

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**PRESTON HOOD** 

130 Main Street P.O. Box 1900 Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39533



CVIP218881

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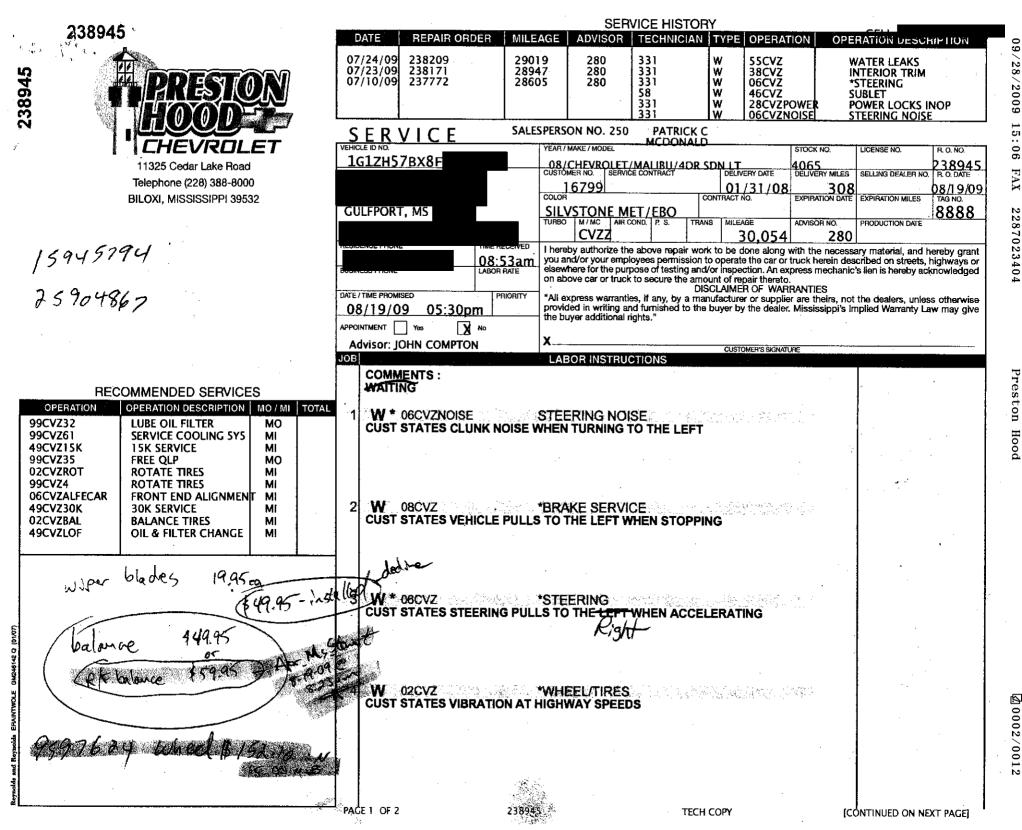
11825 CEDAR LAKE ROAD BILOXI, MISSISSIPPI 39582-8494

TELEPHONE (288) 388-8000

DATE: <u>9:28-09</u> FAX TO: <u>Whithey Ceasar</u> TIME: ATTENTION: FAX #: _ + 866-268-5526 NUMBER OF PAGES: 12 FROM: Proston food Chourdet Walt Himel OUR FAX #: 228- 702-3404 □ FOR YOUR REVIEW □ REPLY ASAP □ COMMENTS REMARKS: ۰.,

Preston Hood

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11325 Cedar Lake Road Telephone (228) 388-8000	CUSTOMER NO. SERVICE CONTRACT DELIVERY DATE DELIVERY MILES S	238945 SELLING DEALER NO. R. O. DATE
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·	on above car or truck to secure the amount of repair thereto.	lien is hereby acknowledged
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	BILÓXI, MS 39532 (229) 388-8000
3-19-09 TECH. NAME	
23 8945 SERV. ADV. NAME	012 100
863 - 379/ RECEIVED DATE	DATE 8700707 TECH. 238945 SERV. ADV. NAME JOhn or R.O. # 238945
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t was necessary for us to SPECIAL order the above Item(s) for you.	Dear Customer:
as they arrive you will be notified.	It was necessary for us to SPECIAL order the above item(s) for you.
Thank You	As soon as they arrive you will be notified.
A-115-9 (3 PARTE) REV. (502). A-115-4 (4 PARTE) REV. (502).	Thank You
A-115-4 NC (4 PARTS CARBONLESS) REV. (502)	FORM PAP-USA-115-3 (3 PARTS) REV. (5/02) FORM PAP-USA-115-4 (4 PARTS) REV. (5/02) FORM PAP-USA-115-4 NO (4 PARTS CARBONLESS) REV. (5/02)

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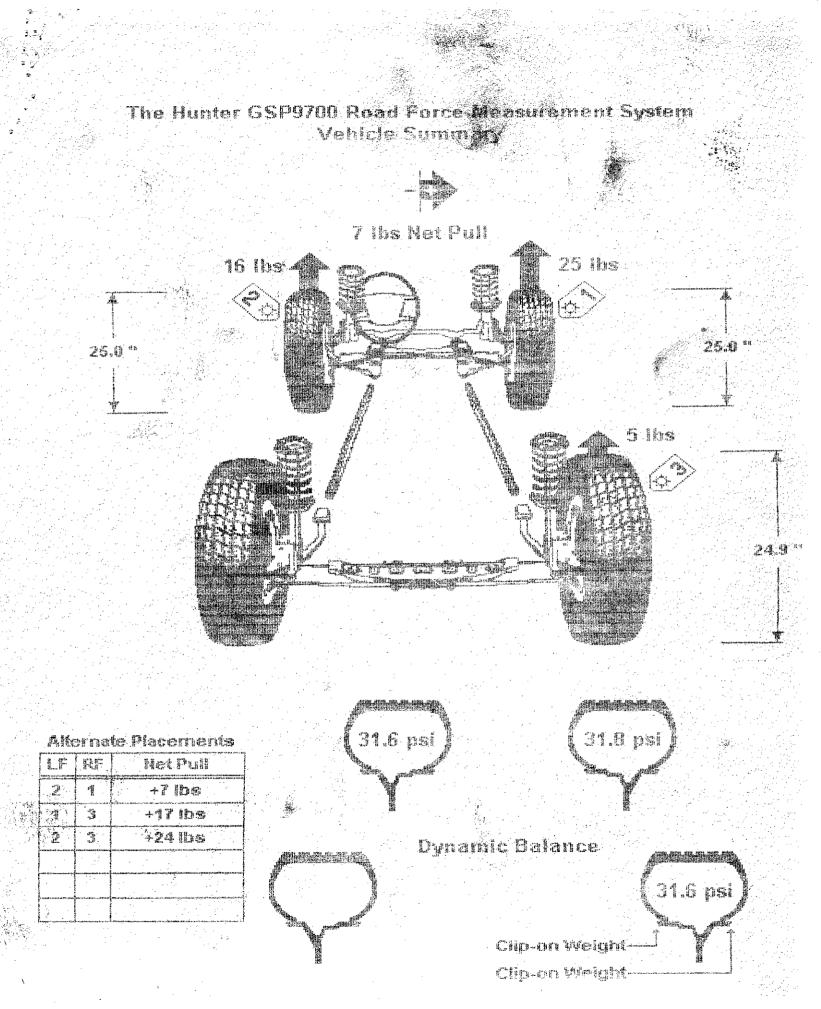
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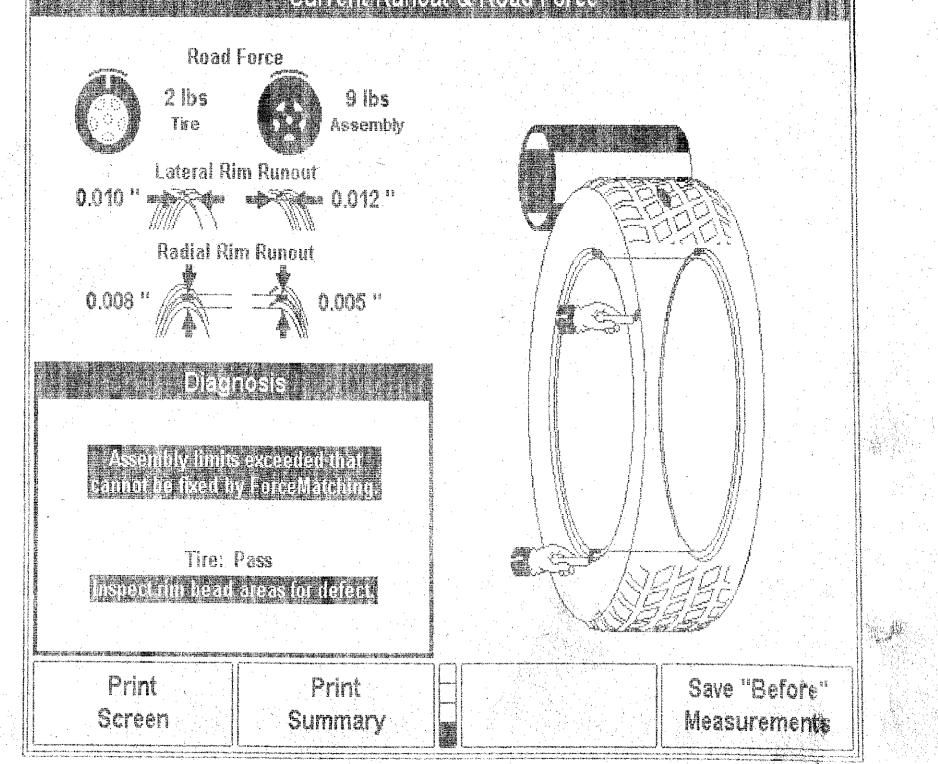


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Preston Hood

09/28/2009 15:08 FAX 2287023404

## Current Runnul & Road Force



Preston Hood

2287023404

28/2009 15:09 FAX

60

CVCS238945



PRESTON HOOD 11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVCS238945

	4018005			INVOICE NO.
STOMER NO. 16799	JOHN COMPTON	280 888	38 08/20/09	CVCS23894
	LABOR RATE LICENSE NO.		,054 SILVSTONE	м 4065
	YEAR/MAKE/MODEL 08/CHEVROLET/MALI		DELIVERY DATE 01/31/08	DELIVERY MILES
ULFPORT, MS	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	<b>1 G 1 Z H 5 7 B</b> ET.E.NO.	× ŏ F	R. Q. DATE:	1
BUSINESS PHONE	COMMENTS	· · · · ·	08/19/09	REPRINT#
RTSQTYFP-NUMBERDE 8 # 6 0 25904867 CC	SCRIPTION	-UNIT PRICE - WAF		SSED WARRAN
PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECI			ILD, IT AN	Y, BY A MANI R SUPPLIER AR
QUANTITY I IS SPEC	JOB # 6	FOTAL PARTS	0.00 THEIRS, NOT	THEIR DEALER
	JOB # 6 TOTAL LA	BOR & PARTS		HERWISE PRO
7402CVZRF THE ROAD FORCE BALANCE				THE BUYER B
ROAD FORCE BALANCE ALL 4 TIRES PERFORMED ROAD FORCE BALANCE A	5	· .	THE DEALE	R. MISSISSIPPI
VIBRATION FOUND 1 BENT RIM - 1	INSTALLED ON RIGHT REAR			ARRANTY LA THE BUYE
		INTE OFFICE	ADDITIONAL	
RTSQTYFP-NUMBERDE 3 # 7 1 9597624 wr	EEL 5.803	152.10 1	52.10	
	JOB # 7	TOTAL PARTS	.52.10 Wernetti or	
	JOB # 7 TOTAL LA	BOR & PARTS 2	12.031	verage passenger ght duty trucks
MENTS				d- 12 months
	н. Таба стала стал			whichever occu
TALS			first, from date	
ANK YOU FOR YOUR BUSINESS	ΤΟΤΑ ΤΟΤΑΙ		59.95 52.10	
YOU CANNOT RATE US "COMPLETELY SATISFIED	D" TOTA	SUBLET	0 00	•) next to a pa
THE SURVEY YOU WILL RECEIVE IN THE MAIL. EASE CALL YOUR SERVICE ADVISOR	TOTA	_ G.O.G MISC CHG.	0.00 number indicat	es that this part
	TOTA TOTA	_ MISC DISC _ TAX	14.001	ood wrench servi
RTS DESIGNATED WITH AN ASTERISK (*) DICATE LIMITED LIFETIME SERVICE GUARANTEE	TOTAL	INVOICE \$ 2	plus warranty.	
PLIES FOR CUSTOMER PAY REPAIRS				en de la construcción de la constru La construcción de la construcción d
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GE 2 OF 2 SERVICE FILE CO	DPY IEN	D OF INVOICE ] 09:11:	am I	

7100/6000

09/28/2009 15:10 FAX 2287023404

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8,	
	LINEVICULET

## **PRESTON HOOD**

11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVCS238945

•	•				CELL:	
CUSTOMER NO. 16799	JOHN COMPTON		280	8888	INVOICE DATE 08/20/09	INVOICE NO. CVCS238945
		LICENSE NO.	MILEAGE	30,054		
	VEAR / MAKE / MODEL 08/CHEVROLET	T/MALIBU/4	DR SDN	LT	DELIVERY DATE 01/31/08	DELIVERY MILES
GULFPORT, MS	VEHICLE I.D. NO. 1 G 1 Z H 5				SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		B. O. DATE 08/19/09	<b>REPRINT# 2</b>
RESIDENCE PHONE BUSINESS PHONE	COMMENTS					
LABOR & PARTS				MARRANTY	ALL EXPRESS	
CUST STATES CLUNK NOISE WHEN TURNI TEST DROVE WITH CUSTOMER - UNABLE	NG TO THE LEFT	•	and and all definitions of the development of the development	na na podena konzilovan konzilova.	TIES, IF ANY, FACTURER OR	
PARTS QTY FP - NUMBER DESCRI	PT TON		PRICE-		THEIRS, NOT THUNLESS OTH	
	JO	B # 1 TOTAL	PARTS	0.00	VIDED IN WRIT	ING AND FUR-
		OTAL LABOR &		0.00	NISHED TO TH THE DEALER.	
D# 2 OBCVZ	EFT WHEN STOPPING				IMPLIED WAR MAY GIVE	RANTY LAW
INSPECTED FOUND TIRE PULL SEE LINE		UNIT	DDICE		ADDITIONAL R	
PARTSQTYFP-NUMBERDESCRI	JO	B # 2 TOTAL	PARTS	0.00		
	J08 # 2 T	OTAL LABOR &	PARTS	0.00	Warranty cover	age passenger
U# 3 OGCVZ CUST STATES STEERING PULLS TO THE I	RIGHT WHEN ACCELE	331 RATING		WARRANTY	<u>cars and ligh</u> Dealer installed-	
CHECK FOUND NORMAL OPERATION OF VE	HICLE (TORQUE STE	ER)			12,000 miles, w	
PARTSQTYFP-NUMBERDESCRI	PTIONJO	UNIT B # 3 TOTAL	PRICE - PARTS	0.00	first, from date of	installation.
	JOB # 3 T	OTAL LABOR &	PARTS	0.00		
J# 4.02CVZ		<b>331</b> :00:00:00:00		WARRANTY	An asterisk (*) number indicates	
CUST STATES VIBRATION AT HIGHWAY SI SEE LINE 7	PEEDS .				covered under goo	
PARTSQTYFP-NUMBERDESCRI	PTION	UNIT B # 4 TOTAL	PRICE - PARTS	0.00	plus warranty.	
		OTAL LABOR &		0.00		
3#5 38072						
CUST STATES TRIM ON STEERING WHEEL ORDERED PART	IS NOT ALIGNED					
PARTS QTY FP - NUMBER DESCRI		UNIT	PRICE-			
JOB # 5 0 15945794 COVER 0 PART ON SPECIAL ORDER				WARRANTY		
** QUANTITY 1 IS SPECIAL O		B # 5 TOTAL	PARTS	0.00		
	J0B # 5 T	OTAL LABOR &	PARTS	0.00		
O# 6408CV2ROTOR	TECHORY	<b>21</b>		HARRANTY		
SHIMMY ON BRAKE APPLY CHECK FOUND FRONT ROTORS WARPED RESURFACED FRONT ROTORS VERIFIED						
NESUNTAGED FROM RUIDAS - VERTFIED						
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PAGE 1 OF 2 SERVICE FILE COPY		ONTINUED ON I		09·11am		
	[C	ON NOCU ON I		03.1180	•	Reynolds and Reynold

CVWS238945

CHEVROLE

PRESTON HOOD 11325 Cedar Lake Rd, Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532



CVWS238945

			CELL:	
CUSTOMER NO. 16799	ADVISOR	TAG NO.		INVOICE NO.
10733	JOHN COMPTON LABOR RATE LICENSE NO.	280 8888	08/20/09	CVWS238945 STOCK NO.
		30,054		4065
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU	ADR SON IT	DELIVERY DATE 01/31/08	DELIVERY MILES
GULFPORT, MS	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	<b>1 G 1 Z H 5 7 B X</b> ET.E.NO.	8 F	B. O. DATE	
			08/19/09	
RESIDENCE PHONE BUSINESS PHONE	COMMENTS	· · · · · · · · · · · · · · · · · · ·	· · ·	· · · · · · ·
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			FACTURER OR	
APPROVED BY SIGNATURE			THEIRS, NOT TH	
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DCS DATA FILE: GMGMWF.104 08/20/2009 WARRANT	Y NEW CLAIM		NISHED TO TH	
1024 RONUMBER RODATE VIN		R SERVICE ADVISOR #	THE DEALER.	
238945 08/19/2009 1G1ZH578X8F	3 24152 30054	A JERVICE ADVIJOR #	IMPLIED WAR	
CUSTOMER NAME: FIRST	MIDDLE: D			THE BUYER
LAST:	PHONE ; WORK :	HOME :	ADDITIONAL R	IGHTS.
LNLJOB CT CC PC PART-NO. TOT-P	TS FC AMAGE IN TS OHR	S NET-AMT. LAB-TOT.	-	
06	4N 1.6	137.94	Warranty cover	rage passenger
TECH SSN:	AUTH CODE: A	UTH. AUTHOR .:	cars and light	
	R.O. TO	TAL:	Dealer installed-	•
A20189			12,000 miles, w	the second se
0010		·	first, from date of	· · · ·
110ard #024				
B2409 LIpoid #034				
			An asterisk (*)	
			number indicates	
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	PF	RESTON HOC 11325 Cedar Lake Rd. Telephone (228) 388-8000 BILOXI, MISSISSIPPI 39532	<b>DD</b>	CVWS23894	
				CELL:	
CUSTOMER NO. 16799	· · · · · · · · · · · · · · · · · · ·	ADVISOR JOHN COMPTON 280	TAG NO.	INVOICE DATE 08/20/09	INVOICE NO. CVWS238945
		LABOR RATE LICENSE NO. MI	LEAGE 30,054	SILVSTONE M	stock но. 4065
GULFPORT, MS		YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR S	DN LT	DELIVERY DATE 01/31/08	DELIVERY MILES 308
GULFPORT, MS		LG1ZH57BX8F		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO. P. O. NO.		8.0. DATE 08/19/09	
BESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
CUST STATE TEST DROVE	S CLUNK NOISE WHEN TURNIN WITH CUSTOMER UNABLE T RAKE SERVICE S VEHICLE PULLS TO THE LE FOUND TIRE PULL SEE LINE	O DUPLICATE CONCERN JOB # 1 TOTAL LABOR & PARTS TECHOSI.331 FT WHEN STOPPING JOB # 2 TOTAL LABOR & PARTS	0.00	ALL EXPRESS TIES, IF ANY, FACTURER OR THEIRS, NOT TH UNLESS OTHI VIDED IN WRIT NISHED TO TH THE DEALER. IMPLIED WAR MAY GIVE	BY A MANU- SUPPLIER ARE IEIR DEALERS, ERWISE PRO- ING AND FUR- IE BUYER BY MISSISSIPPI'S RANTY LAW
0# 4:026VZ	S VIBRATION AT HIGHWAY SF	JOB # 3 TOTAL LABOR & PARTS TECHCS) 1331 EEDS	0.00	ADDITIONAL R	IGHTS. age passenger
		JOB # 4 TOTAL LABOR & PARTS	0.00	<u>cars and light</u> Dealer installed-	
CUST STATE ORDEREO PA PARTSQTYFP-NUMBE JOB # 5 0 15945	S TRIM ON STEERING WHEEL RT RDESCRIPTI	0NU/C0STE/C0STU/PR /58 13.84 0.00 19	.3B 0.00	12,000 miles, w first, from date of An asterisk (*) number indicates	hichever occurs installation. next to a part that this part is
	n Rotors Brake Apply	LINO TECHISI: 331	6883.2. 1 <b>37.9</b> 4	covered under goo plus warranty.	d wrench service
CHECK FOUN RESURFACED PARTSQTYFP-NUMBEI JOB # 6 0 25904 **	D FRONT ROTORS WARPED FRONT ROTORS - VERIFIED R	ONU/COSTE/COSTU/PR 58 17.25 0.00 24 DERED ** JOB # 6 TOTAL PARTS JOB # 6 TOTAL LABOR & PARTS	.15 0.00 0.00		
COMMENTS			••		
		R/O TAX R/O TOTALS	0.00 137.94	. * ·	
WARRANTY CLAIM DETAIL T	DTALS				
CLAIM#	94 		·		
PAGE 1 OF 2	WARRANTY COPY-W	[CONTINUED ON NEXT P/	AGE] 10:24am		Reynolds and Reynolds RAINTINVE SF613921 Q (11/05)



GENERAL MOTURS BLOUVERS RESOURCE CENTER

July 29, 2009

Walt Himel Preston Hood Chevrolet 11325 CEDAR LAKE RD BILOXI, MS 39532-8494

Re:

Siebel Request: 71-744475433 2008 Chevrolet Malibu VIN # 101ZH57BX3F

Dear Mr. Himel:

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 within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Regina Treviño GM BRC Customer Relationship Specialist Ph# 866-790-5700 Ext: 41376 FAX# 866-281-0327



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

**Customer Assistance Center** 

Saturn



PO Box 33173 Detroit, MI 48232-5173 08-17-09A08:26 RCVD NIXIE 641 00 08/12/09 RETURN SENDER 70 NOT DELIVERABL UNABLE T E. AS ADDRESSED FORWARD TO BC: 48232517373 *2585-10684-06-43 հետհուհուհուհուհերուհետուհերուհուհերին 86061 ς.'



Customer Assistance Center Saturn PO Box 33173 Detroit, MI 48232-5173 Telephone (800) 553-6000

August	6,	2009



Customer Did Not Receieve Letter From GM

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

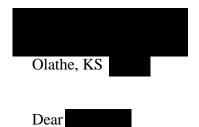
Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-745949916



April 26, 2011



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

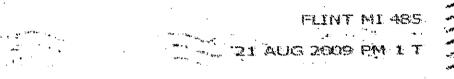
If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-745949916







RECEIVED AND OPENED IN ERROR BY IRS DETROIT COMPUTING CENTER

46232+5172

08-26-09A08:23 RCVD

General Motors Headquarters P. O. Box 33172 Detroit, MI 48232

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

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Columbiaville, MI August 21, 2009

General Motors Headquarters P. O. Box 33172 Detroit, MI 48232

RE: Power Steering Failure in a 2006 Pontiac G6

The power steering in my 2006 Pontiac G6 failed at 56,000 miles. It had failed intermittently for about a month and restarting the car seemed to correct it. However, in late July it failed three times in a 100 mile trip, all three times in the last 30 miles, a very dangerous situation in freeway traffic and local driving in heavy traffic.

I did some research on the internet and learned that there are several other owners of this automobile who have had, and are having, the same problem. One article mentioned that the National Highway Transportation Safety Administration has received several complaints also.

It appears the problem is caused by the power steering in the 2005 and 2006 models having an electric assist system. Apparently Pontiac Motors discovered early on this was a problem as the later models of the G6 have a pump in place of the electric assist system.

The local Pontiac dealer, Roberts Buick and Pontiac in Lapeer, diagnosed the problem in my car to be the power steering and replaced the column and motor; I paid \$959.07 to have it repaired. I contacted General Motors Customer Service and, although they appeared to be concerned and helpful, there was no resolution for a monetary settlement. Case number 71746761134 was assigned to my complaint by that office.

I hope you will determine you have a responsibility to reimburse me for the repairs on a product you produced with a defective system. I will appreciate a response from you as to whether or not there will be compensation available for this repair. I have enclosed copies of the bill for the repair.

Very truly yours,

Enclosure – 2 pages cc: National Highway Transportation Safety administration cc: State of Michigan Attorney General's Office, Consumer Protection



WE HONOR



DONTIAC

THE BETTER DEAL DEALER. www.robertsbuickpontiac.com 1491 S. Lapeer Road Lapeer, Michigan 48446 Lapeer (810) 667-2102 Toll Free (877) 937-2200 Fax (810) 667-0922

						STATE REG	ISTRATION F 130265
CUSTOMER NO. 7227	REPAIRS PROPERLY	COMPLETED & CHEC	S 2496	59 TAG NO	<b>)</b> .	INVOICE DATE 07/29/09	BUCS101313
	LABOR RATE	LICENSE NO.		MILEAGE	56,078	SILVER/	STOCK NO.
		AC/G6/4DR	SDN W/	/1sv		DELIVERY DATE	DELIVERY MILES
COLUMBIAVILLE, MI	VEHICLE I.D. NO. 1 G Z Z					SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.		P. O. N	0.		የርት/27/09	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
RESIDENCE PHONE	DMMENTS		ı				MILEAGE OUT
JOB# 1 CHARGES						INSURANCE CO.	
LABOR J# 1 45BUZ STEERING/SUSPENSION UN CUSTOMER STATES VEHICLE HAS LOS SCANED AND FOUND C0545 INPUT SI AND FOUND STEERING COLUMN FAIL OF COLUMN INTERNALLY SHORTED. ASSIST INTERMITTALY INOP REPLACEO COLUMN AND ASSIST MOT	SS OF POWERSTEER: ENSOR MALFUNCTION ING, SENSOR ON TH ALSO FOUND POWERS	ING N TESTED HE BASE STEERING			222.50	APPROVED BY	
PARTS QTY FP . NUMBER DE	SCRIPTION		-UNIT PRI	CE-		CLAIM NO.	
1 2000000 00	LUMN 6.518 TOR 6.605		402	.63	270.00 402.63		
JOB# 1 TOTALS		-	tal • Par	15	672.63	DEDUCTIBLE \$	
JUB# 1 TUTALS		LA	Bor		222.50 672.63	OTHER AMOUNT	RELEASES
100	1 JOURNAL PREF		RTS P# 1 TOT	- 41	895.13	SIGNATURES	
JOB# 2 CHARGES		IX DUCS JU	D# 1 101	AL			ellvery, ESTIMATES ARE FOR L IS EXTRA. Storage will be
LABOR J# 2 51BUZ BODY ELECTRICAL U CUSTOMER STATES SERVICE AIR BA SCANED AND FOUND ND CODES JOB# 2 TOTALS	NITS: TEC Ig light is on	H(S):4730			0.00	sible for loss or damage case of lire, theti, treezi beyond our control. An exp acknowledged on above co repairs thereto.	pairs are completed. Not respon- to cars or articles left in cars in ng, accident or any other cause ress garagekeper's lien is hereby ar or truck to secure the amount of
	2 JOURNAL PREF			TA1	0.00	That the undersigned do ROBERTS BUICK & PONTI	NOW ALL MEN THESE PRESENTS. Is hereby constitute and appoint AC my (our) true and lawful attorney
MISC CODE DESCRIPTION						to sign name, place and Insurance Checks or Drat	stead of the undersigned on any ts leaved by Insurance Company
JOB # A 2SS SHOP SUPPLIES			TAL - MIS		22.25 22.25	(ourselves) in whatever mai draft in a cashable position.	our) automobile authorized by myself nner is necessary to place check or
ESTIMATE						shall or may take by virtue h	onfirm whatever action said attorney ereof in the premises. Y AUTHORIZED AND CONDITIONS
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ⇔I ORIGINAL ESTIMATE OF \$960.00 (+1						AGREED TO AS OUTLINED	
COMMENTS				• • • • •			vere furnished in compliance with the
TECHNICIAN CERTIFICATION	CHAEL SAUK		236349			Michigan Motor Vehicle Str	
$\frac{1}{12} = \frac{1}{12} $	2 M 7 1 7 9 6 2 2 1 0 Griego, except atterna	とてら らっらい のよう enthet paction trifling	- ' <i>13</i> CC	⊬ )[₽	0-09 D	THE ONLY WARRAN PART(S) ARE THO FERED BY THE MAN DEALER HEREBY E WARRANTIES OF FITNESS FOR A PA NEITHER ASSUMES OTHER PERSON T LIABILITY IN CONNE THIS PART(S) AND/C NOT BE ENTITLED SELLING DEALER DAMAGES, DAMAGE FOR LOSS OF USE	NTIES APPLYING TO THIS SE WHICH MAY BE OF- UFACTURER. THE SELLING XPRESSLY DISCLAIMS ALL MERCHANTABILITY OR RTICULAR PURPOSE, AND O ASSUME FOR IT ANY O ASSUME FOR IT ANY CTION WITH THE SALE OF OR SERVICE. BUYER SHALL TO RECOVER FROM THE ANY CONSEQUENTIAL S TO PROPERTY, DAMAGES , LOSS OF TIME, LOSS OF COME OR ANY OTHER ES.



WE HONOR



THE BETTER DEAL DEALER. www.robertsbuickpontiac.com

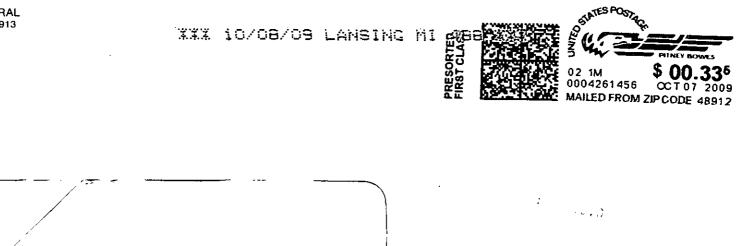
ONTIAC

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1491 S. Lapeer Road Lapeer, Michigan 48446 Lapeer (810) 667-2102 Toll Free (877) 937-2200 Fax (810) 667-0922

	1754 Cashecard					STATE R	EGISTI	RATION F 130265
ſ	CUSTOMER NO. 7227	REPAIRS PROP	ERLY COMPLETED & CHECKED BY THAMMAVONGS 2491	69	).	1NVOICE DATE 07/29/09		BUCS101313
ľ		LABOR RATE	LICENSE NO.	MILEAGE	56,078	SILVER/		STOCK NO.
ł		YEAR/MAKE/	MODEL	/1sv		DELIVERY DATE		DELIVERY MILES
	COLUMBIAVILLE, MI	VEHICLE LD N				SELLING DEALER NO.		
		F. T, E. NO.	P.O.N	10.		⁶ 07727/09		ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
}	RESIDENCE PHONE	COMMENTS				07727703		MILEAGE OUT
$\left  \right $	TOTALS					INSURANCE CO.		
ļ	***********	*	TOTAL LABOR		222.50			
	* [] CASH [] CHECK CK NO. []	k k	TOTAL PARTS TOTAL SUBLET.		672.63 0.00			
	* [] VISA [] MASTERCARD	k K	TOTAL G.O.G TOTAL MISC CH		0.00 22.25		•	
	* [] OTHER [] CHARGE	*	TOTAL MISC DI TOTAL TAX	ISC	0.00 41.69	APPROVED BY		
	* *************************************	*				CLAIM NO.		
	THANK YOU FOR YOUR BUSINESS!!				000.07	denia no.		
		<u>.</u>				s •		
	CUSTOMER SIGNATURE					OTHER AMOU	чт •	RELEASES
						SIGNATURES		
						LABOR ONLY, MAT charged 48 hours aft sible for loss or darm case of fire, theft, th beyond our control. An	ERIAL IS er repairs age to ca eezing, a n express	y, ESTIMATES ARE FOR 5 EXTRA. Storage will be are completed. Not respon- tiss or articles left in cars in ccident or any other cause garagekeeper's lien is hereby ruck to secure the amount of
6						POWER OF ATTORNE That the undersigned ROBERTS BUICK & PC to sign name, place Insurance Chocks or covering any repairs to (ourselves) in whatswe draft in a cashable poet I (we) heraby ratify a shall or may take by wir	does he DNTIAC my and stead Drafts iss my (our) as manner is ion, nd confirm lue hereof i REBY AUT	HORIZED AND CONDITIONS
Reynolds and Reynolds Company ERAINTSHAE CC626000 0 (11/03)	• •		COPY	·		Michigan Motor Vabled THE ONL PART(S) ARE T FERED BY THE N DEALER HEREBY WARRANTIES FITNESS FOR A NEITHER ASSUU OTHER PERSOF LIABILITY IN CON THIS PART(S) AN NOT BE ENTTL SELLING DEAL DAMAGES, DAMA	ANUFAC MANUFAC (EXPRI) DF ME PARTIC MES NO N TO A N TO A N NECTIO D/OR S ED TO ER AN GES TO	) THIS CTURER. THE SELLING ESSLY DISCLAIMS ALL ERCHANTABILITY OR ULAR PURPOSE, AND DR AUTHORIZES ANY SSUME FOR IT ANY SSUME FOR IT ANY ON WITH THE SALE OF ERVICE. BUYER SHALL RECOVER FROM THE VY CONSEQUENTIAL PROPERTY, DAMAGES
Ē	PACE GUOTINEE our service work for 12 mgnbt GMERO80 pre- replacement fails in normal service within that period, we'll fix i	s, except afte t free of char	ermarket parts, which ever opening ge - parts and labor.	võice" f	W1!988th or		INCOM	ss of time, loss of E or any other

MIKE COX ATTORNEY GENERAL Lansing, Michigan 48913



H-SYS51 48232

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#### STATE OF MICHIGAN DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30213 Lansing, Michigan 48909

MIKE COX ATTORNEY GENERAL

October 06, 2009

Refer to AG No.: 2009-0028500-A

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

Dear Sir/Madam:

Re:

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email2@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

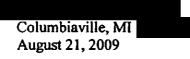
Sincerely yours,

MIKE COX ATTORNEY GENERAL

Consumer Protection Division (517) 373-1140 (877) 765-8388 - Toll Free in Michigan (517) 241-3771 - Fax

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AUG 2 4 2009 DIVISION

General Motors Headquarters P. O. Box 33172 Detroit, MI 48232

RE: Power Steering Failure in a 2006 Pontiac G6

The power steering in my 2006 Pontiac G6 failed at 56,000 miles. It had failed intermittently for about a month and restarting the car seemed to correct it. However, in late July it failed three times in a 100 mile trip, all three times in the last 30 miles, a very dangerous situation in freeway traffic and local driving in heavy traffic.

I did some research on the internet and learned that there are several other owners of this automobile who have had, and are having, the same problem. One article mentioned that the National Highway Transportation Safety Administration has received several complaints also.

It appears the problem is caused by the power steering in the 2005 and 2006 models having an electric assist system. Apparently Pontiac Motors discovered early on this was a problem as the later models of the G6 have a pump in place of the electric assist system.

The local Pontiac dealer, Roberts Buick and Pontiac in Lapeer, diagnosed the problem in my car to be the power steering and replaced the column and motor; I paid \$959.07 to have it repaired. I contacted General Motors Customer Service and, although they appeared to be concerned and helpful, there was no resolution for a monetary settlement. Case number 71746761134 was assigned to my complaint by that office.

I hope you will determine you have a responsibility to reimburse me for the repairs on a product you produced with a defective system. I will appreciate a response from you as to whether or not there will be compensation available for this repair. I have enclosed copies of the bill for the repair.

Very truly yours,



Enclosure – 2 pages cc: National Highway Transportation Safety administration

cc: State of Michigan Attorney General's Office, Consumer Protection





www.robertsbuickpontiac.com

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1491 S. Lapeer Road Lopeer, Michigan 48446 Lapeer (810) 667-2102 Toll Free (877) 937-2200 Fax (810) 667-0922

WE HONOR

				STATE REG	STRATION F 130265
CUSTOWER NO 7227	DUSTIN THAMMAV	CHECKED BY DNGS 24969	NO	07/29/09	BUCS101313
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COLOMBIAVILLE, MI	IGZZG55	8864		SELLING DEALER NO	PRODUCTION DATE
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PARTS ····· QTY ··· FP · NUMBER ····· DESCI	RIPTION	·····UNIT PRICE-		CLARA NO	
1 25805894 MOTO	1N 6.518 8 6.605	270.00 402.63 TOTAL - PARTS	270.00 402.63 672.63		
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ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$960.00 (+TAX	)				AUTHORIZED AND CONDITIONS
E COMMENTS				Signed	ere furnished in complance with the
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PAGE of LODER BOD OUT SERVICE WORK for 12 MODEST ON MERCINE	nn ers 174676 2 1020	3 - 6 / <i>1 3</i> 4 ) naiseonnearina	- 4 <i>-09</i> ІЕрөп! <del>го</del> дікоч	PART(S) ARE THOS FERED BY THE MAN DEALER HEREBY E) WARRANTIES OF FITNESS FOR A PAI NEITHER ASSUMES OTHER PERSON TO LIABILITY IN CONNE THIS PART(S) AND/O NOT BE ENTITLED SELLING DEALER DAMAGES, DAMAGES FOR LOSS OF USE.	ITIES APPLYING TO THIS SE WHICH MAY BE OF- UFACTURER. THE SELLING (PRESSLY DISCLAIMS ALL MERCHANTABILITY OR ATTICULAR PURPOSE, AND NOR AUTHORIZES ANY O ASSUME FOR IT ANY CTION WITH THE SALE OF R SERVICE, BUYER SHALL TO RECOVER FROM THE ANY CONSEOUENTIAL S TO PROPERTY, DAMAGES LOSS OF TIME. LOSS OF COME OR ANY OTHER





www.robertsbuickpontiac.com

1491 S. Lapeer Road Lapeer, Michigan 48446 Lapeer (810) 667-2102 Toll Free (877) 937-2200 Fax (810) 667-0922

WE HONOR

ALAR DADATA STATE REGISTRATION F 130265 CUSTÓWER NO REPAIRS PROPERLY COMPLETED & CHECKED BY TACL NO OICE N 7227 07/29/09 24969 QUSTIN THAMMAVONGS BUCS101313 LABOR RATE LICENSE NO MILEAGE STOCK NO co c 56,078 SILVER/ EAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES O6/PONTIAC/G6/4DR SDN W/1SV COLUMBIAVILLE, MI 1 G 2 Z G 5 5 8 8 6 4 SELLING DEALER NO PRODUCTION DATE F.T.E.NO 0 NO ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWASE ່ ດີ້ກີ່ / 27/09 RESIDENCE PHONE COMPENTS MILEAGE OUT TUTALS UNSURANCE CO TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... **** 222.50 672.63 0.00 [] CASH CHECK ГУ CK NO. [ TOTAL G.O.G.... TOTAL MISC CHG. 0.00 [] VISA * MASTERCARD 22.25 TOTAL MISC DISC 0.00 [ ] OTHER APPROVED BY [ ] CHARGE TOTAL TAX..... 41.69 ****************** **TOTAL INVOICE \$** 959.07 CLAIN NO THANK YOU FOR YOUR BUSINESS!! ATTENTION CASHIER DEDUCTIBLE ETTERMEN CUSTOMER SIGNATURE OTHER ABOILDE RELEASES SIGNATURES TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are correlated Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's Len is hereby acknowledged on above car or truck to secure the amount of repairs thoreto. POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint ROBERTS DUICK & PONTIAC my (our) true and loade storney to sign name, ptace and state of the undersigned on any Insulance Checks or Drats issues by Insulance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place choice or dialt in a cashable postion. I (we) hereby ratify and contum whatever action said attorney shall or may take by victue hereoi in the premise THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE: COCCERCIO O 111 034 All repairs and parts listed were turnished in compliance with the Michigan Motor X The Reynolds and Reynolds Company (RUUNTS)146 THE ONLY HIS PART(S) A DE-FERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER PAGE guo Brase our sorvice work for 12 mg (33) GM BAGO prives, except altermarket parts, which go many or the prive of the INCIDENTAL DAMAGES.



October 13, 2009

State of Michigan Office of the Attorney General Consumer Protection Division Attention: Mike Cox, Attorney General

Customer: Reference number: 2009-0028500-A} Service request: 71-746761134 Customer Relationship Specialist: Kay Reeves

Dear Mike Cox, Attorney General:

Thank you for your recent letter regarding Pontiac G6 and his request for assistance.

and the concerns he experienced with his 2006

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from Pontiac products. There are, however, many variables that affect the life of a vehicle's parts and appearance. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper to Bumper coverage on 2006 Pontiac G6 is for 36 months or 36,000 miles, whichever occurs first. Our records show that these warranty parameters have been exceeded by nine months and 20, 078 miles.

Unfortunately, this means we are unable to cover the cost of **second second** repair. At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand we must follow the warranty requirements of his vehicle.

If you have further questions, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

General Motors Company

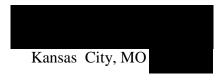
cc: FILE LC0017 V10022009

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

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In Service Date:	08/18/2009					
Schedule Type	GMPP Retail					
Promotion Code:						
Plan Type:	Smart Care Retail					
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VIN: 1G2ZH548754 Dealer Code: 32888 Transaction Date: 08/18/2009 Transaction Type: GM Protection Plan Transaction Messages: 1097 - GMPP sent to MIC	Status: Pending User ID: 1w3qhs User Role: Central Office Administrator Timestamp Date: 2009-08-25-16.01.51.12100	
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April 26, 2011



Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548754 The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

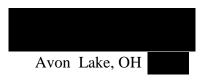
Sincerely,

Pontiac Customer Assistance Center Service Request: 71-749515391

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

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

April 26, 2011



Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Chevrolet your choice when you purchased your 2006 Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-750525253

#### Issued by: *Chevrolet*

Certificate No. 1G1ZU53816F

Issue Date: April 26, 2011

**Issued exclusively for:** 



Valid through: September 2, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00****

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

Fax Cover Sheet



Send to:	From:
General Motors	
Attention: ) shouthon Wilson	Date: 91 8 09
Office Location:	Office Location:
Fax Number: 866.834 3547	Phone Number:

- 🖞 Urgent
- C Reply ASAP
- Please comment
- **D** Please Review
- 🔏 For your Information

Total pages, including cover: Le Paqeo

**Comments:** 

I have enclosed the required documents ilf you need anything else please let me know Thank you for your assistance in this matter Reference #71-750528038

CUSTOMER #: 456383	680879 *INVOICE* Vandergri CHEVROLE 1200 West I-20 * Arlington, Texas 76017 (817) 557-1200 Metro (817) 784-2661				
ARLINGTON, TX HOME CONT:N/A BUS: CELL COLOR YEAR MAKE/MODEL		Mr. Goodu	wrench		
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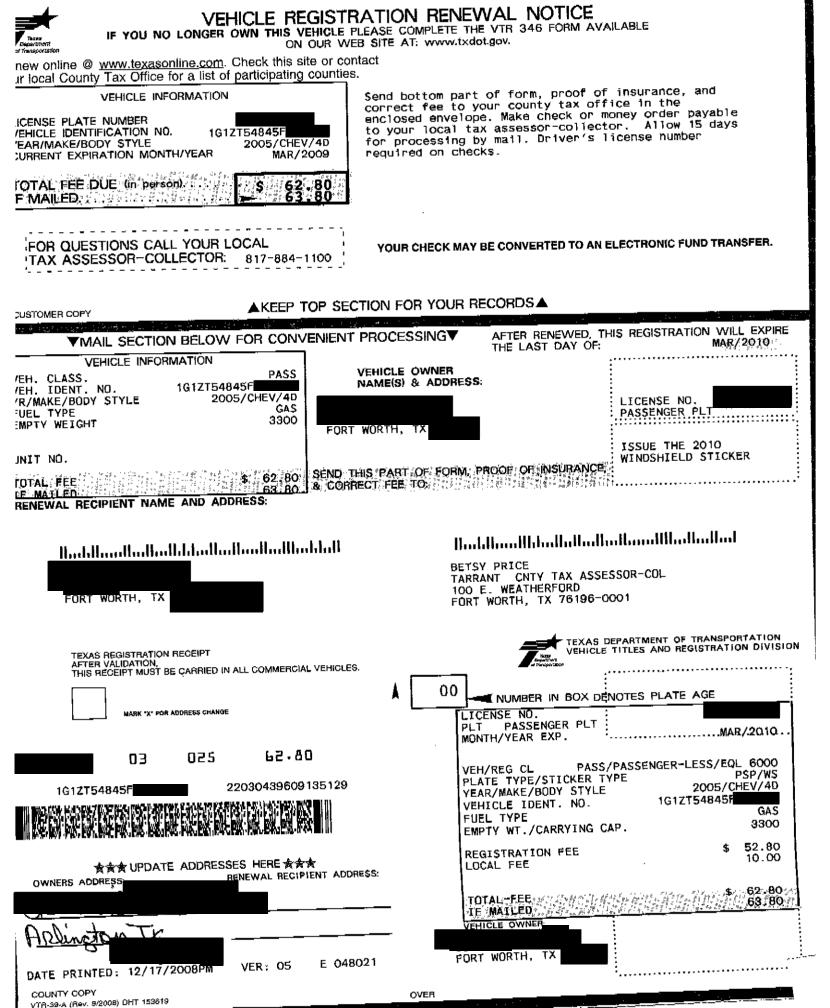
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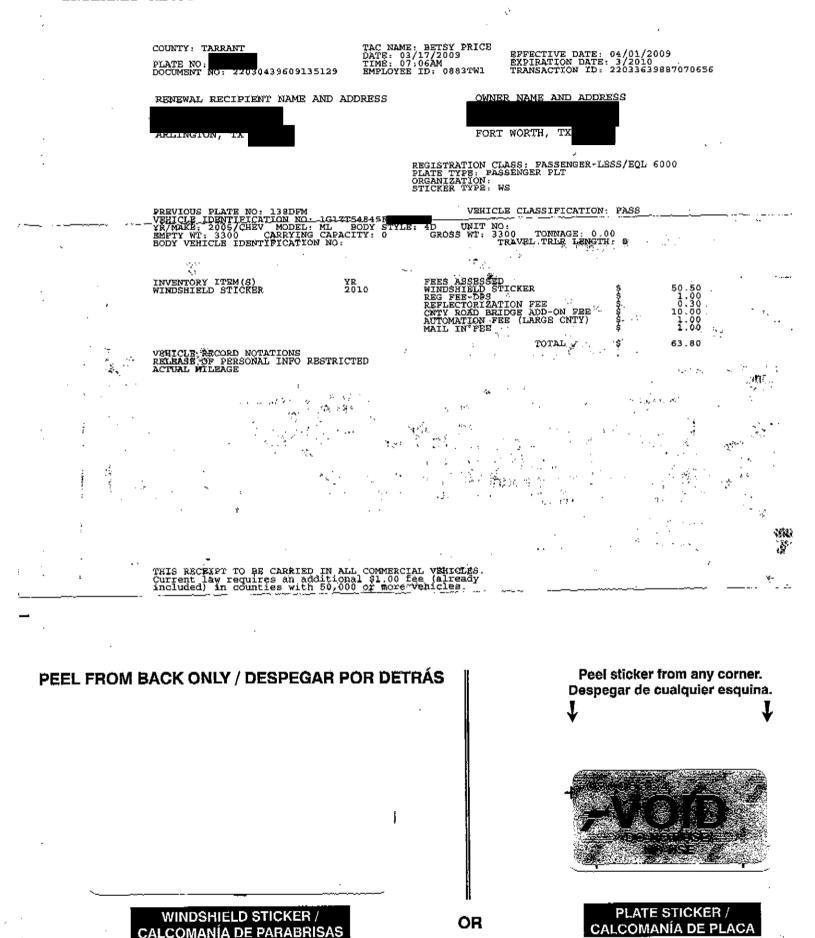
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STRUCT TOWARDS CODY



### Texas Department of Transportation INTERNET REGISTRATION RENEWAL



## Feedback Directive Form ²⁰⁰⁹

<b>Executive CRS</b>	Jonathan Wilson
Executive	
<b>Requestor(s)</b> Name	Scott Lawson
Detroit Requestor:	Christine Stein
Special Instructions from Detroit:	N/A

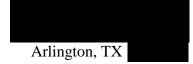
Closed Status:	Satisfied *Dissatisfied requires prior Detroit approval				
Dissatisfied Approved By:	Select Approver's Name Willing to Buy GM Again?: Select Yes or No				
Customer's Name					

		Case Highlights		
Service Request #	71-750528038			
Pre-existing File?	Yes	<b>Vehicle Concern:</b> Steering concern resulting in the locking up of the vehicle while drivinginability to turnthere is a		
Date Assigned	9/14/09	SP on similar vehs for the same concern but this vehicle was not included		
Email subject line	Re: Fw: 2005 Malibu Owner - received 9/14/09 - SR# 71- 750528038			
Date of Contact	9/14/09	Dealer/ DVM/ FSE/ CAM opinion(s): N/A		
Date Closed by agent	9/29/09	Final desistance 500% and assistance		
	1	Final decision: 50% cost assistance		
Year	2005	-		
Make	Chevrolet			

Model	Cobalt	
Mileage	75000	<b>Business Case/Rationale for the decision:</b> Based upon the diagnosis of the dealership, Customer value (previous GM
Type of Goodwill:	cost assistance	vehs ) and the fact that this is a concern with similar vehs I was able to provide 50% cost assistance
Goodwill Generated by?	CARS	
Dealer Name Contacted:	Vandergriff Chevrolet II, LP	<b>Customer's feedback regarding the decision:</b> Very pleased this action by Chevrolet reinforced their loyalty to GM
DVM Name Involved:	N/A	

North American Operation Seneral Motors Corporation Disbursements (2613) O Box 62530	ations		<u>GŇ</u>		снеск NO.	50-93; 213
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April 26, 2011



Service Request: 71-750528038

Dear

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$445.59. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

General Motors Executive Office

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

September 3, 2009

Keith Rose, Esq. The Rose Law Firm PLLC 501 New Karner Rd Ste 11 Albany, NY 12205

RE: v. General Motors Corporation Service Request: 71-750988939, GM Case #677395 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558764 Customer Relationship Specialist: Patricia Spacek

Dear Mr. Rose:

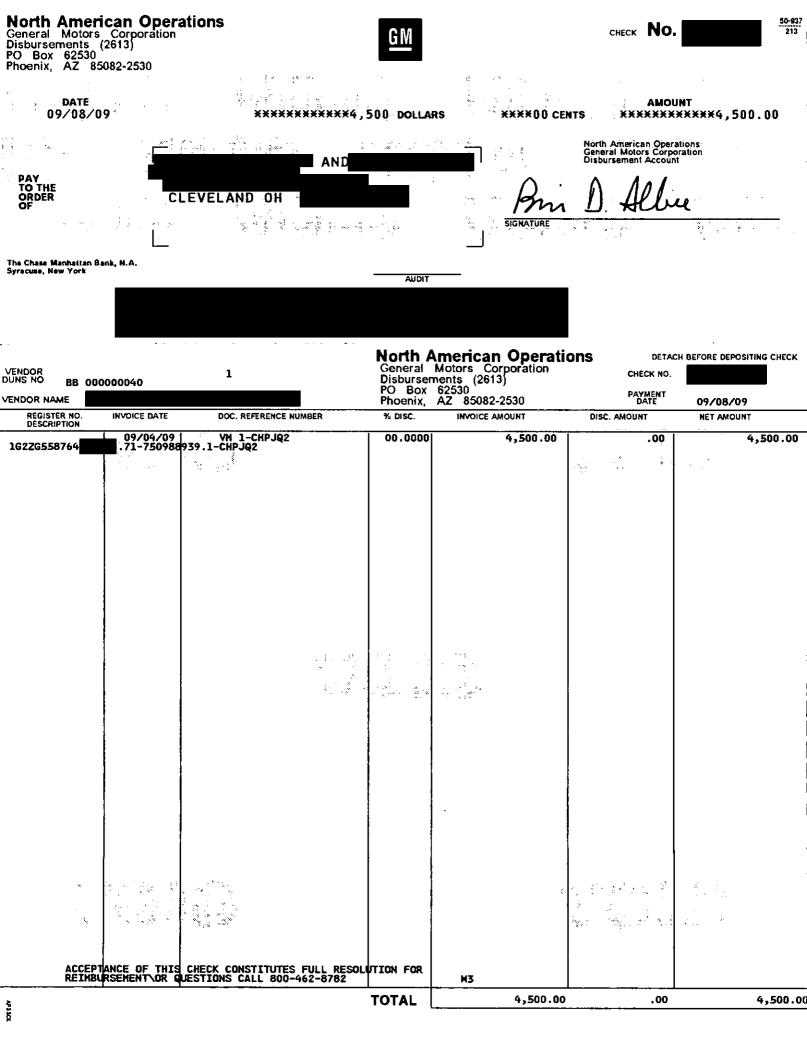
Enclosed please find a check in the amount of \$4,500.00 made payable to and , to settle the above-referenced case.

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





PONTIAC @ BLICK GME

# HENDRICK PONTIAC BUICK GMC 90 MACKENAN DRIVE CARY NC 27511

SERVICE PH: 919-388-4751 SERVICE FAX: 919-388-4739

ATTN:	Dianna Barber	
FAX:	866-554-4011	
RE:		
FROM:	Robert KuldEF	v
PAGES:	802	
DATE:	5-4-09	

URGENT REVIEW COMMENT REPLY BACK

	Rick Handhiab	& CARY	AUTO	MALL	20	0107	
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2 | 15CDZ3 NC STATE VEHICLE SAFETY INSPECTION N.C.S.I.

PAGE 1 OF 1

CUSTOMER COPY

#1753 P.004 /022

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PONTIAC SERVICE

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# **Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks**

Dealer/BAC Code

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# For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Stock #

28242

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

gusual noises/vibrations

Transfer case or TAPshift function

Cruise/adaptive cruise (if equipped)

QnStar for connectivity (if equipped)

🔀 Transmission shifter, clutch, noise, shift

Check for MIL, SES, SVS, and warning

Engine performance: Hot start.

Squeaks and rattles

(jf equipped)

empothness

jele quality

i T

# Initial Preparation:

- Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.
- AFTER: LE 30 BE 30 LB 30 BB 30
- Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as Reeded)
- Leave door edge protection and other shipping/storage materials on until customer delivery

# Accessories:

- Verify RPO and RPA options
- Install all accessories; check tit, finish and operation

# Road Test



Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

# **During Road Test:**

Drive on a legal roadway with road conditions permitting evaluation of the following:

- S Engine Performance: Cold start, idle quality
- HVAC system controls, blower(s); heater, A/C, front defroster and rear defogger
- 🗂 Radio, cassette and CD player (regular, steering wheel and rear controls)
- Steering wheel center position
- Steering for leads, pulls, vibration at idle, vibration while driving
- Wipers, delay and washers (front and rear)
- Stakes for noise, pulls, vibration or shudder at both high and low speeds
- Unusual wind noise

Printed in USA

Under Hoad: 1 Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

lights

### VOLTAGE DATE 1-12-04 INITIAL じんに

- Remote hood release, latch and hood safety latch
- -Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- Hoses, pipes, fittings, seals, gaskets
- and plugs for seepage
- Fluid levels: Add:as required.

# Body/Chassis:

- Doors, tocks, keys and keyless entry system.
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Neutral start safety switch (if equipped)
- Dever mirrors (if equipped)
- Born
- Electronic compass/temperature for function. Set compass to correct zone (if requipped)

Service Manager

Seats: Check operation and that removable seats are properly secured Seat beits: material, operation and latches.

Repair Order #

126169

- 🗔 Child Comfort Guide elastic cord visible (if equipped)
- Bemovable top/panel, convertible top.
- Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- Trunk safety release (if equipped) Fit/function/retention of parts such as
  - bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap; tailgate, tire carrier and hatches (if equipped)

# Under Vehicle:

- 2 Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages a<u>nd</u> hoses.
- Brake/fuel lines secured in clips Check all fluid systems for leaks

# Final Inspection & Preparation:

Perform just prior to delivery.

- Interior: Remove protective coverings. Clean as required: seats, headliner, kick Sanels, carpets, console, instrument panel, moldings and hard trim
  - Install floor mats (if equipped)
- Thorough exterior wash and dry; check or water leaks
- Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- Erase all messages on voice recorder if equipped)
- Reset fuel economy readings Bet clock/calendar to local time
- Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- Thoroughly clean all glass surfaces.

-18-66

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REFAICE DAITNOG

File With Repair Order

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Rick Marchick's CARY AUTO MALL

153384

153384

# MENDRICK CHEVROLET

## 100 AUTO MALL DRIVE CARY, NC 27511

# HENDRICK DODGE

81 MACKENAN DRIVE CARY, NC 27511 (919) 319-9225

## HENDRICK PONTIAC-BUICK-GMC

90 MACKENAN DRIVE CARY, NC 27511 (919) 380-8267

(919) 380-8821 RECOMMENDED SERVICES

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Such charge will be directly related to the antual amount of labor or parts involved LABOR RATE AUTHORIZATION IN THE INSTREMENT OF ANY OF A COLLECTION COST MAY BE ADDED IF COLLECTION PAST DUE ACCOUNT SECOMES NECESSARY. APPOINTMENT 1 YES EQU -D NO MILEAGE OUT MILEAGE IN TOTAL COLTONAL CUETOMER LET INATE Joist 🕾 🖉 (EXCLUDING 10THS) (EXCLUDING 10THS) STEERING/SUSPENSION 現象 * 49(202 🗍 WRO 🔲 RECALL 🗍 FREIGHT CUSTOMES STATES THAT STEERING FEELS STIFF AT TIMES 3 IN SERVICI @times. Engene MONTH I.C.F WARR RENTAL CAR OBIGINAL W * OICE 300 2 ESTIMATE VOE RENTAL FOR WARRANTY REPAIRS ADDITIONAL mes on. Engine trypt AUTHORIZED DISCLAIMER OF WARRANTIES The seller, hereby expressly discisions all warrantics, either express AMOUNT or implied, including any implied warranty of mercirentability or fitor for a particular purpose, and neither assumes nor authorizes any oil person to assume for it any liability in connection with the sale of s products. CUSTOMER: PLEASE READ AND INITIAL O YES - INTA Replaced parts are to be saved for inspection or return b. I waive my right to receive a written estimate. A storage fee of \$10.00 per day will be assessed a days after the customer has been notified that the readir work has been completed. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not. understand I am responsible for any diagnostic or repair charges for any non-wattantable repairs. d. t hereby authorize the repair work hereinefter set forth to be done along with the never meteral and agree that you are not responsible for loss or damage to vehicle or grinder and welicies in case of time, thet or any other cause beyond your control or for any delays cause vonicie in case of tire, their or any officir cause devolut your control of for any devise cause unavailability of parts or delays in parts shipments by the supplier of transporter. Thereby you and/or your amployees permission to operate the vehicle harete described on use highways or tasswhere for the purpose of trasting and/or inspection. An express theorie lagn is hereby acknowledged on showe vehicle to secure the amount of repairs thirdle. Another the secure of the consecure the amount of repairs thereto. Another the secure of the purpose of the secure the amount of repairs thereto. Another the secure of the purpose of the secure of the amount of repairs thereto. Another the secure of the purpose of the secure of the secur en formalisen formalisen Gran Versennen formalisen TECH COPY PAGE 1 OF 3 Sa74184010 a5:51 0005.40.YAM ZZO/ 6TO'A ESLT# PONTIAC SERVICE

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# <u>Coversheet</u>

Start Date: 08/20/09

SR#:	71-750988939, GM Case #677395
Customer:	
VIN:	1G2ZG558764
Year/Make/Model:	2006 Pontiac G6
State:	NC

Firm Name:	Kahn & Assoiciates
Attorney:	Rick McNeil, Esq.
Ph: 216-621-6101	Fax: 216-621-6006

Dealer:	BAC: 178465
HENDRICK PONTIAC-BUICK-GMC	
90 MACKENAN DR	
CARY, NC 27511-7911	
Svc Mgr: Robert Rudloff	PH#: (919) 380-8267
Svc Docs Rec'd: 04/29/09	FAX#: (919) 388-4739
DVM: Duff Marjorie	Node: 404082
marjorie.duff@gm.com	Mailbox: 8173
Sales Docs Rec'd: 04/29/09	

Acknowledgement	Acknowledgement	Acknowledgement
Date - DVM	Date - Svc Mgr	Date- Atty
08/20/09	08/20/09	08/20/09

15 day deadline:	
45 day deadline:	

Negotiator:



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

# VIA FAX ONLY

September 3, 2009

Keith Rose, Esq. The Rose Law Firm PLLC 501 New Karner Rd Ste 11 Albany, NY 12205

RE: OM Case number: 677395 Service Request: 71-750988939 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558764 Customer Relationship Specialist: Patricia Spacek

Dear Mr. Rose:

General Motors Corporation has settled this case as outlined below.

A cash settlement in the form of one check in the amount of \$4,500.00 made payable to and the settle the above-referenced case.

Please prepare the Release and Stipulation of Dismissal with Prejudice. A copy of the signed settlement agreement is attached.

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

LG0084 V07092007















"Rick McNeil" <RMcNeil@kahnandassociat es.com>

09/02/2009 03:48 PM

- To <patricia_spacek@gmexpert.com>
- cc "Jon Waldorf" <JWaldorf@theroselawfirm.com>

bcc

Subject RE: v. GM

Patricia,

Thank you very much for getting back to me so promptly. **Mathematical** has authorized me to accept GM's offer of \$4,500 inclusive. Please notify local counsel to prepare a release.

Based on the settlement, we will also consent to an indefinite extension on the Answer or any responsive pleading until the voluntary dismissal with prejudice is filed. The Rose Law Firm is also aware that I will be out from 9/3 - 9/12. I will try and get the release executed promptly upon my return.

We greatly appreciate your assistance.

Sincerely,

Rick McNeil, Esq. Kahn & Associates (919) 827-0371

From: Rick McNeil Sent: Wednesday, September 02, 2009 12:36 PM To: 'patricia_spacek@gmexpert.com' Subject: CM

Patricia,

Thank you for presenting GM's offer of \$3,200 inclusive. After further discussion with been authorized to issue a counter-demand of \$5,200 inclusive.

l have

As per my voice message, I will be out of the office for approximately 10 days after today and would like to try and tie this up if possible. Please feel free to call me if you have an opportunity.

Thanks!

Sincerely,



Rick A. McNeil, Esq. | Kahn & Associates | Attorney Profile

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6/5544011 Page: 1

Date: 8/24/2009 8:59:36 AM

v. GM

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# FACSIMILE TRANSMITTAL COVER PAGE

If there is a problem with transmission or if all pages are not received, please call 1-888-536-6671 for retransmission.

August 24, 2009

Attn: Dianna Barber

Re: Service Request: 71-720509674, GM Case # 677395

Pages including coversheet: 6

Please find attached a copy of the documents requested in a fax received on August 20th.

Thank you,

2

Victoria M. Eck | Kahn & Associates | Assessment Paralegal Corporate Headquarters | 55 Public Square | Suite 650 | Cleveland, Ohio 44113 Additional Offices | Please Click State Link Below for More State Office Locations P 888 536 6671 | F 888 868 6671 | www.kahnandassociates.com

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From: Kahn & Associates, L.L.C.	To: 1866554401	1 Page: 2/6 Date: 8/24/2009 8:59:36 AM
MACKENAN AUTOHOTIVE COMPANY DBA HENDRICK PONTIAC BUICK GMC 90 MACKENAN DRIVE		PURCHASEA STATE UUB' JACK LEE UKALLT
CARY, NC 27511		STREET ADDRESS
(919)380-8267		
THIS BUYERS ORDER IS FOR THE FOLLOW		RESIDENCE PROVESPRINGS WAKE NC
		E.MA
OLINES .		
MILEAGE COLOR TRIM MODEL	GG SEDAN	TRADE-IN RECORD
STOCK NO. VUN. #	VEH. WEIGHT	YEAR MAKE MODEL TYPE COLOR
P4220336 1G2ZG558764	Ven. Weight	VIN # 2006 MITSUBISHI ECLIPSE 2 DOOR HE SILVER
PRICE OF VEHICLE	<b>\$</b>	
DEALER ACCESSORIES:	<u> </u>	10 TAG # STATE STICKER # INSPECTION 39016
		BALANCE OWED \$17903.33(Good Until)
		BALANCE OWED TO
	-	ADD'L TRADE 2 YR MAKE MODEL
		ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR
		SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT
		DEALER'S. ONLY SUCH MANUFACTURER OR OTHER
		SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER
		SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER
		WITH A SEPARATE WRITTEN WARRANTY OR SERVICE
SUB-TOTAL	<u> </u>	O CONTRACT MADE BY DEALER ON ITS OWN BEHALF DEALER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO
EXTENDED SERVICE AGREEMENT	1600.0	O ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE
		SALE OF ANY PRODUCTS.
······································		
		UNLESS DEALER MAKES A WRITTEN WARRANTY ON ITS OWN BEHALF, OR ENTERS INTO A SERVICE CONTRACT
		WITHIN 90 DAYS FROM THE DATE OF THIS AGREEMENT,
		DEALER MAKES NO WARRANTIES, EXPRESS OR IMPLIED
		WANHANNES OF WENCHANTABILITY UN FILNESS FUR A
		PARTICULAR PURPOSE. THIS PROVISION DOES NOT
		AFFECT ANY WARRANTIES COVERING THE VEHICLE THAT THE MANUFACTURER OR SUPPLIER MAY PROVIDE.
· · · · · · · · · · · · · · · · · · ·		NOTICE PROVIDED IN ACCORDANCE WITH N.C.G.S. 20-101.2
		Dealer may receive a fee, commission or other compensation for
		providing, procuring or arranging financing for the retail purchase or
		lease of a motor vehicle, for which Buyer may be responsible.
TOTAL DELIVERED PRICE		DEALER ADMINISTRATIVE FEE
	<u>18600.0</u>	The Dealer Administrative Fee represents Dealer costs such as administrative services, notary services, courier expense and cleaning,
TRADE-IN ALLOWANCE(S)	16000.00	inspecting and adjusting new and used vehicle inventories as well as
CASH PRICE OR TRADE DIFFERENCE	2600.00	
PLUS: HIGHWAY USE TAX		NEGATIVE FOULTY
PLUS: TAG, TITLE, AND REGISTRATION FEE	<u> </u>	Buyer is aware the balance owed on Buyer's trade-in exceeds the
	64.30	I rade-in allowance offered by Dealer, Accordingly, Buyer
		understands that1003.32
PLUS: PAYOFF ON TRADE VEHICLE(S)	1 1	) and this amount is included when computing the "balance due."
	17903.33	
TOTAL BALANCE	21055.63	Customer initials:
LESS INITIAL PAYMENT/CASH DOWN	1600.00	TERMS OF PAYMENT OF BALANCE DUE:
LESS REBATE/FACTORY INCENTIVE	1	
	NONE	
BALANCE DUE	\$ 19455.63	LIENHOLDER

From: Clinsys Fax System Page: 8/9 Date: 4/21/2009 11:58:15 AM

I	·	<del>-</del>	THE REPORT OF A COMPANY AND A DESCRIPTION OF A DESCRIPA DESCRIPTION OF A DESCRIPTION OF A DESCRIPTION OF A D
			NOTICE PROVIDED IN ACCORDANCE WITH N.C.G.S. 20-101.2 Dealer may receive a fee, commission or other compensation for providing, procuring or arranging financing for the retail purchase or lease of a motor vehicle, for which Buyer may be responsible.
TOTAL DELIVERED PRICE	1000	0 00	DEALER ADMINISTRATIVE CCC
TRADE-IN ALLOWANCE(S)		<u>u.uu</u>	The Dealer Administrative Fee represents Dealer costs such as
CASH PRICE OR TRADE DIFFERENCE	<u>1600</u> 260	0.00 0.00	administrative services, notary services, courier expense and cleaning, inspecting and adjusting new and used vehicle inventories as well as additional Dealer profit.
PLUS: HIGHWAY USE TAX			
PLUS: TAG, TITLE, AND REGISTRATION FEE	<u>3(</u>		Buyer is aware the balance owed on Buyer's trade in evene de the
PLUS: OPTIONAL EXPEDITED TAG SERVICE FEE PAID TO DEALER			trade-in allowance offered by Dealer. Accordingly, Buyer understands that1903_33 will be paid off co
PLUS: PAYOFF ON TRADE VEHICLE(S)	<u> </u>	9.00	and this amount is included when computing the "balance due."
TOTAL BALANCE	<u>17903</u> 21055		I certify that I took delivery of this vehicle on <u>07/03/08</u> Customer initials:
LESS INITIAL PAYMENT/CASH DOWN			TERMS OF PAYMENT OF BALANCE DUE:
LESS REBATE/FACTORY INCENTIVE	<u>1600</u>	ONE	TRETAIL INSTALLMENT CONTRACT
BALANCE DUE	19455		LIENHOLDER
For your protection, request a receipt for at			

For your protection, request a receipt for all payments you make.

This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative.

If Buyer is buying this Vehicle in a credit sale transaction evidenced by a retail installment sale contract or is leasing this Vehicle, this Agreement is binding when the retail installment contract or lease is signed, but will not remain binding if a third party finance source does not agree to purchase the retail installment contract or lease executed by Buyer and Dealer based on this Agreement on the terms as submitted. See Second

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises; together with any retail installment sale contract or lease the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that Buyer has read and exclusive the terms of has received a true copy of this Agreement.

BUYER SIGNS X	i v er inte sigraementi,
	DATE07/03/2008
CO-BUYER SIGNS X	
	DATE
MANAGER'S APPROVAL	
(Must Be Accepted By An Authorized Representative of the Dealer)	
	DATE 07/03/2008
FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR	ueu, as to content da I own legal counsel.

To: 18665544011

Page: 4/6 Date: 8/24

Date: 8/24/2009 8:59:37 AM

# CONSUMER RETAIL INSTALMENT SALE CONTRACT

**GMAC FLEXIBLE FINANCE PLAN** 

Dealer	lumber	Contract Number	r	
Buyer (and Co-Buyer) - Name and address (include county ar	nd zip code)	Creditor (Seller name	and address)	
90 M			IOMOTIVE CONFANY C PONTLAC BUICK UML DRIVE	
under the agreements on the front and back of this contract. Y payment schedule shown below. We will figure the Finance Charg	'ou acree to pay	$\prime$ us the Creditor the $\ell$	ing this contract, you choose to buy the vehicle on credit Amount Financed and Finance Charge according to the	
New or Used Year Make and Model		dentification No.	Primary Use for Which Purchased	
USED PORT GE SEDAN SE-1	ų <b>–</b> 11 – 11 – 11 – 11 – 11 – 11 – 11 –		D péréonal, family, or household Dagricultural	
	<u>1627655</u>		🗆 business 📃	
TOORT HITOUBL		<u>ECT IPSE</u>		
PERCENTAGE         CHARGE         Financed         The           RATE         The dollar         The amount of         will if           The cost of your         amount the         credit provided to         you           credit as a yearly         credit will cost         you or on your         p	I of Payments a amount you have paid after have made all ayments as scheduled 22020,00	Total Sale Price The total cost of your purchase on credit, including your downpayment SC_U_U_UU	Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.	
Your Payment Schedule Will Be:			describe the terms and conditions.	
Number         Amount         When Payme Are Due           of Payments         of Payments         Are Due	nts 18/2504	Or as Follows	Check the insurance you want and sign below: Optional Credit Insurance.	
Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. The charge will not exceed \$6 if you bought the vehicle primarily for personal, family, household, or agricultural use.       □ Credit Disability (Buyer Only)         Prepayment. If you pay off all your debt early, you will not have to pay a penalty.       ○ Credit Disability (Buyer Only)         Security Interest. You are giving a security interest in the vehicle being purchased.       ◎ / A         Additional Information: See this contract for more information including information about       ◎ / A				
nonpayment, default, any required repayment in full before the s	scheduled date, a	and security interest.	(Home Office Address )	
<ul> <li><u>enet trade-in \$ 0.00 + cash \$</u></li> <li><u>+ other (describe) N/A \$</u></li> <li><u>3 Unpaid balance of cash price (1 minus 2)</u></li> <li>4 Other charges including amounts paid to others on your behakeep part of these amounts.):</li> <li>A Cost of optional credit insurance paid to the insurance company or companies</li> </ul>	17903, 33 1600,00 N/A	\$( <u>0043)</u> \$ <u>17030(49)</u>	Credit life insurance and credit disability insurance are not required to obtain credit. Your credit disability insurance will not be a ractor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.	
Disability     \$     N/A_s       B     Other insurance paid to the insurance company     \$       C     Official (see paid to government agencies)     \$       NANS=35_001NSY=3_30     \$       O     Government taxes not included in cash price	N/A N/J 123,30 N/A		Dther Insurance.       D     N/A	
G Other charges (Seller must identify who is paid and describe purpose.) to HENDAG INC for 60 M0/10000Q M to NACKENAN AU1(for DLR AU4IN Fist:	N/A.		(Home Unice Address) I want the insurance checked above. X Buyer Signature Date X	
to N/A for N/A s_	N/A_		Co-Buyer Signature Date	
to N/A for N/A s	<u></u>		ANY INSURANCE REFERRED TO IN THIS	

Fror	n: Kahn & Associate	es, L.L.C. To	: 18665544011	Page: 5/6	Date: 8/24/2009 8:59:37 AM	
Disability	<u>\$</u>	<u>N/A_</u> \$	<u>N/B</u>	1	Type of Insurance	Term
B Other insurance pai	id to the insurance con	pany\$	<u>N/A</u>		61 a R	
	government agencies		123.30		Premium \$	
N/A	not included in cash pr		<u>114</u>		(Insurance Company)	
Government licens	e and/or registration fe	es\$	<u>M/A</u>		Home Office Address)	
F Government certific (includes \$	Aspourity interest reco	rding fee) \$	<u>N/A</u>		(Home Office Address) I want the insurance checked above.	
G Other charges (Sel	ller must identify who is	s paid and _.			X	
describe purpose.)		<u></u>	1600-08		Buyer Signature Da	1e
to HENDAG		10/100000 M	1 <u>1600.00</u> _399.00		X	<u> </u>
to MALKEN		ADMIN FISE			Co-Buyer Signature Da	te
to N/A	forN/A	\$	<u>B/A</u>			
to N/A	tor N/A	\$	<u>N/A_</u>		I LANT INSURANCE HELENCE .	O IN THI
<u>to N/A</u>	tor N/A	\$	<u> </u>		CONTRACT DOES NOT INCLUDE	COVERAG
to N/A	for N/A	\$	<u>A/M</u> 303.33		FOR PERSONAL LIABILITY AND	PROPERT
Total other charges a	ສ <u>ິຕິບໍ່ ສາກອຸພາເລ ອູລະບາບ ບ</u>		<u></u>	19455 675		
5 Amount financed (3	+ 4)					
	T CAN BE CHANGE	This contract o	ontairle the entire a	agreement betwee	in you and us relating to this contract. Ar	iy change to
W THIS CONTRAC	I VAN DE GRANGEI	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
yer Signs X			Go	o-Buyer Signs X		heut locing fi
Jor ordina w				etrain from enforcil	ng any of our rights under this contract wit	tioni tosing u

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

See back for other important agreements.

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

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled in copy when you signed it.

	and the second Co-Buyer Signs X	Date
Buyer Signs X 1	07/03/2004 Colocities the entire debt An C	ther owner is a person whose name is on the title to
Buyer Signs X Co-Buyers and Other Owners - A co-buyer is a person w Other owner signs here X	ho is responsible for paying the entire door while div	ven to us in this contract.
Other owner signs here A	Y	Title
Creditor Signs UBA HENDRICK PONTIAC REPER	<u>к 07/03/2008</u> Ву Х	

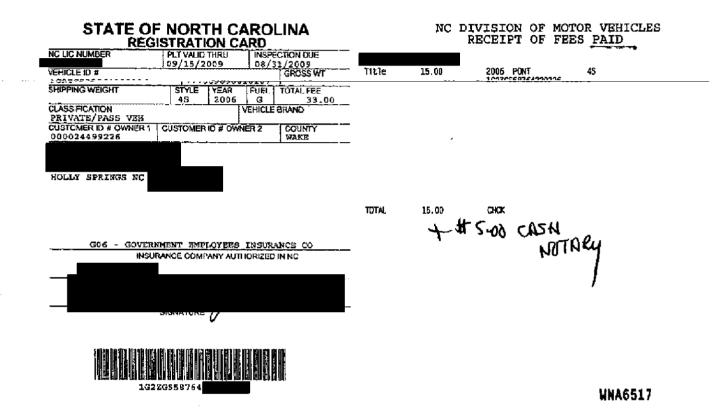
Z109 FR-NC 9/2006 (For use in the State of North Carolina) (1 of 4) Copyright 2006 GMAC. All Rights Reserved.

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Notice: See Other Side

DUPLICATE ORIGINAL - BUYER'S COPI





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# Service of Process Transmittal 08/17/2009 CT Log Number 515291665

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

### RE: Process Served in Ohio

FOR: General Motors Company (Domestic State: DE)

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

TITLE OF ACTION:	, Pltf. vs. General Motors Company, Dft.		
DOCUMENT(S) SERVED:	Summons, Return form, Complaint		
COURT/AGENCY:	Wake County Superior Court, NC Case # 09CVS15826		
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on a 2006 Pontiac G6, VIN: 1G2ZG558764		
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Cleveland, OH		
DATE AND HOUR OF SERVICE:	By Certified Mail on 08/17/2009 postmarked on 08/14/2009		
APPEARANCE OR ANSWER DUE:	Within 30 days after you have been served		
ATTORNEY(S) / SENDER(S):	Richard Anthony McNeil Kahn & Associates, L.L.C. 4030 Wake Forest Road Suite 300 Raleigh, NC 27609 888-536-6671		
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 791237239610 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail		
SIGNED: PER: ADDRESS: TELEPHONE:	C T Corporation System Ronnie Strickland 150 Fayetteville St. Box 1011 Raleigh, NC 27601 919-821-7139		

### Page 1 of 1 / RS

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

		0'9CV0158	
STATE OF NORTH CAROLINA	Fi	le No.	
WAKE County	1	In The General Court Of	
WAKE County		District Superior Court D	
Name of Plaintiff I		<u> </u>	
Address	CIV	IL SUMMONS	
		AND PLURIES SUMMONS	
City, State, Zip			
Holly Springs, NC VERSUS	:	G.S. 1A-1, Ru	
Name of Defendant(s)	Date Original Summons Issued	1	
GENERAL MOTORS COMPANY			
	Date(s) Subsequent Summons(	es) Issued	
To Each of The Defendant(s) Named Below: Name And Address of Defendant I	Name And Address of Defenda	int 2	
GENERAL MOTORS COMPANY	Nume Ana Adaress of Defenda	ini 2	
c/o CT Corporation System			
150 Fayetteville Street, Box 1011			
Raleigh, NC 27601			
plaintiff's last known address, and			
<ol> <li>File the original of the written answer with the Clerk of Superior</li> <li>If you fail to answer the complaint, the plaintiff will apply to the C</li> </ol>	-		
2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C	ourt for the relief demand	ed in the complaint.	
2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff) Richard Anthony McNeil, Esq. (NC# 35441)	ourt for the relief demand Date Issued 8 -10 -09		
2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff) Richard Anthony McNeil, Esq. (NC# 35441) 4030 Wake Forest Road, Suite 300	ourt for the relief demand	ed in the complaint.	
2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff) Richard Anthony McNeil, Esq. (NC# 35441)	ourt for the relief demand Date Issued 8 -10 -09 Signature	ed in the complaint.	
2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff) Richard Anthony McNeil, Esq. (NC# 35441) 4030 Wake Forest Road, Suite 300 Raleigh, NC 27609	ourt for the relief demand Date Issued 8 -10 -09 Signature	ed in the complaint.	
<ul> <li>2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)</li> <li>Richard Anthony McNeil, Esq. (NC# 35441)</li> <li>4030 Wake Forest Road, Suite 300</li> <li>Raleigh, NC 27609</li> <li>ENDORSEMENT</li> </ul>	ourt for the relief demand Date Issued 8 -10 -07 Signature Deputy CS $\Box$ As	ed in the complaint. Time DODE AM DOPM Sistant CSC Clerk Of Superior Court	
<ul> <li>2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)</li> <li>Richard Anthony McNeil, Esq. (NC# 35441)</li> <li>4030 Wake Forest Road, Suite 300</li> <li>Raleigh, NC 27609</li> <li>ENDORSEMENT</li> <li>This Summons was originally issued on the date indicated above</li> </ul>	ourt for the relief demand Date Issued 8 -10 -07 Signature Deputy CS $\Box$ As	ed in the complaint.	
<ul> <li>2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)</li> <li>Richard Anthony McNeil, Esq. (NC# 35441)</li> <li>4030 Wake Forest Road, Suite 300</li> <li>Raleigh, NC 27609</li> <li>ENDORSEMENT</li> </ul>	ourt for the relief demand Date Issued 8 -10 -09 Signature Deputy CS As Date Of Endorsement	ed in the complaint.	
<ul> <li>2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)</li> <li>Richard Anthony McNeil, Esq. (NC# 35441)</li> <li>4030 Wake Forest Road, Suite 300</li> <li>Raleigh, NC 27609</li> <li>ENDORSEMENT</li> <li>This Summons was originally issued on the date indicated above and returned not served. At the request of the plaintiff, the time</li> </ul>	ourt for the relief demand Date Issued 8 -10 -07 Signature Deputy CS As Date Of Endorsement Signature	ed in the complaint.	
<ul> <li>2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)</li> <li>Richard Anthony McNeil, Esq. (NC# 35441)</li> <li>4030 Wake Forest Road, Suite 300</li> <li>Raleigh, NC 27609</li> <li>ENDORSEMENT</li> <li>This Summons was originally issued on the date indicated above and returned not served. At the request of the plaintiff, the time within which this Summons must be served is extended sixty</li> </ul>	ourt for the relief demand Date Issued 8 -10 -07 Signature Deputy CS As Date Of Endorsement Signature	ed in the complaint.	
<ul> <li>2. File the original of the written answer with the Clerk of Superior If you fail to answer the complaint, the plaintiff will apply to the C Name And Address Of Plaintiff's Attorney (If None, Address Of Plaintiff)</li> <li>Richard Anthony McNeil, Esq. (NC# 35441)</li> <li>4030 Wake Forest Road, Suite 300</li> <li>Raleigh, NC 27609</li> <li>ENDORSEMENT</li> <li>This Summons was originally issued on the date indicated above and returned not served. At the request of the plaintiff, the time within which this Summons must be served is extended sixty</li> </ul>	ourt for the relief demand Date Issued Signature Date Of Endorsement Signature Deputy CS As Date Of Endorsement Signature Deputy CS As As THON programs in which more a trial. The parties will be	ed in the complaint.	

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I Certify that this Summons and a copy of the complaint were received and served as follows:				
		DANT 1		
Date Served	Time Served	Name Of Defendant		
By delivering to the defendan	it named above a copy of the sumn	nons and complaint.		
By leaving a copy of the summons and complaint at the dwelling house or usual place of abode of the defendant named above with a person of suitable age and discretion then residing therein.				
As the defendant is a corporation, service was effected by delivering a copy of the summons and complaint to the person named below.				
Name And Address Of Person With Whom	m Copies Left (if corporation, give title of p	verson copies left with)		
Other manner of service (spec	cify)			
Defendant WAS NOT served	for the following reason:			
	DEFEN	DANT 2		
Date Served	Time Served	Name Of Defendant		
By delivering to the defendar	nt named above a copy of the summ	nons and complaint.		
By leaving a copy of the summons and complaint at the dwelling house or usual place of abode of the defendant named above with a person of suitable age and discretion then residing therein.				
As the defendant is a corporation, service was effected by delivering a copy of the summons and complaint to the person named below.				
Name And Address Of Person With Whom Copies Left (if corporation, give title of person copies left with)				
Other manner of service (specify)				
Defendant WAS NOT served for the following reason:				
Service Fee Paid \$		Signature Of Deputy Sheriff Making Return		
Date Received		Name Of Sheriff (Type Or Print)		
Date Of Return	U., U.,	County Of Sheriff		

AOC-CV-100, Side Two, Rev. 10/01 © 2001 Administrative Office of the Courts

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# NORTH CAROLINA WAKE COUNTY

Holly Springs, NC Plaintiff,

VS.

3:

GENERAL MOTORS COMPANY c/o CT Corporation System 150 Fayetteville Street, Box 1011 Raleigh, NC 27601 Defendant.

# IN THE GENERAL COURT OF JUSTICE

# **COMPLAINT** ·

(Jury Demand Endorsed Hereon)

Now comes Plaintiff, Tara Johnson, by and through undersigned counsel and states as follows:

# BACKGROUND

Plaintiff, 1. , is an adult individual citizen and legal resident of the State of North Carolina, residing at Holly Springs, NC 2. Defendant, General Motors Company, is a business corporation qualified to do and regularly conducting business in the State of North Carolina, with its principal place of business located in Michigan and can be served at its local residence c/o CT Corporation System, 150 Fayetteville Street, Box 1011, Raleigh, NC 27601.

On or about July 3, 2008, Plaintiff purchased or leased a 2006 Pontiac G6, manufactured and warranted by Defendant, from Hendrick Pontiac-Buick-GMC (90 Mackenan Drive, Cary, North Carolina 27511), bearing the Vehicle Identification Number 1G2ZG558764 (hereinafter the "vehicle"). The vehicle was purchased or leased in the State of North Carolina and is registered in North Carolina.

The price of the vehicle and/or the total of payments is approximately \$21,055.63. Plaintiff states that as a result of the ineffective repair attempts made by Defendant, through its authorized dealer(s), the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and hence, the vehicle is worthless and/or substantially impaired.

 In consideration for the purchase of the above vehicle, Defendant issued to Plaintiff one or more written warranties on particular items.

Plaintiff notified the Defendant and/or its Authorized Dealer(s) on one or more occasions, and/or formally notified the Defendant by letter of Plaintiff's present intention to revoke acceptance of the vehicle and requested the return of all funds paid toward the vehicle.

#### COUNT I MAGNUSON-MOSS FEDERAL TRADE COMMISSION ACT

9. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.

10. Plaintiff is a "Consumer" as defined by 15 U.S.C. § 2301(3).

- 11. Defendant is a "Supplier" and a "Warrantor" as defined by 15 U.S.C. § 2301(4) &
  (5).
- 12. The vehicle is a "Consumer Product" as defined by 15 U.S.C. § 2301(1).

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- 13. One or more of the warranties given to Plaintiff by Defendant was a "Written Warranty" as defined by 15 U.S.C. § 2301(6).
  - 14. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the written warranty by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.
- 15. Plaintiff states that Defendant has been afforded a reasonable opportunity to cure the vehicle's nonconformities pursuant to 15 U.S.C. § 2310 (e).
- 16. Section 15 U.S.C. § 2310 (d) (1) provides:

Subject to subsections (a)(3) and (e) of this section, a consumer who is damaged by the failure of a supplier, warrantor, or service contractor to comply with any obligation under this chapter, or under a written warranty, implied warranty, or service contract, may bring suit for damages and other legal and equitable relief....

17. As a direct and proximate result of Defendant's failure to comply with

Defendant's express written and implied warranties, Plaintiff has and continues to suffer damages.

- 18. If Defendant maintains a qualified Informal Dispute Resolution Mechanism,
  Plaintiff has resorted to it at least forty (40) days prior to filing this Complaint
  and/or has pursued that process to its completion, as required by 15 U.S.C. § 2310
  (a) and rules promulgated thereunder.
- Pursuant to 15 U.S.C. § 2310 (d)(2), plaintiff seeks all Costs, including attorney's fees and expert witness fees.

WHEREFORE, Plaintiff respectfully demands:

- 1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. For such other relief as this court deems just and proper.

#### COUNT II NORTH CAROLINA UNIFORM COMMERCIAL CODE

- 20. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
- 21. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual and statutory obligations of Defendant, including, but not limited to, the following:

a. Express Warranty.

- 22. At the time delivery of the vehicle to Plaintiff and at all times subsequent thereto, Plaintiff has justifiably relied on Defendant's express warranties, obligations and representations with regard to the vehicle.
- 23. At the time of delivery of the vehicle and at all times subsequent thereto, Defendant was aware that Plaintiff was relying on Defendant's express warranties, obligations and representations with regard to the vehicle.
- 24. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach and failure to honor its express warranties, obligations and representations with regard to the vehicle.

25. Plaintiff has incurred damage as a direct and proximate result of the failure of essential purpose of Defendant's express warranties, obligations and

representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

2.

3.

- 1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
  - Costs, including expert witness fees and reasonable attorney's fees; and
  - For such other relief as this court deems just and proper.

Respectfully submitted,

KAHN & ASSOCIATES, L.L.C.

Richard Anthony McNeil / (NC Bar # 35441) Attorney for Plaintiff

#### JURY TRIAL

A trial by jury in the within action is hereby demanded on all issues except the determination of reasonable attorney's fees and costs, which are reserved for determination by the Court in the event that Plaintiff prevails at a trial on the merits.

KAHN & ASSOCIATES, L.L.C.

Bichard Anthony McNeil / (NC Bar # 35441) Attorney for Plaintiff

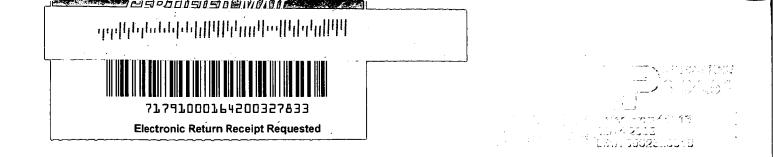
## Dated: 8509

Kahn & Associates, L.L.C. Richard Anthony McNeil / (NC Bar # 35441) 55 Public Square, Suite 650 Cleveland, Ohio 44113 Ph.: (216) 621-6101 Fax: (216) 621-6006

And

Kahn & Associates, L.L.C. Richard Anthony McNeil / (NC Bar # 35441) 4030 Wake Forest Road, Suite 300 Raleigh, NC 27609 Ph: (888) 536-6671 Fax: (888) 868-6671

**Please send copies of all items to both addresses.



General Motors Company c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601



21

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

#### VIA FAX ONLY

August 20, 2009

Richard McNeil, Esq. Kahn & Associates 55 Public Square Suite 650 Cleveland, OH 44113

RE:

Service Request: 71-720509674, GM Case #677395 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558764 Customer Relationship Specialist: Dianna Barber

Dear Mr. McNeil:

This is to advise that General Motors is in receipt of the above referenced case dated August 17, 2009. 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 an 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: {Other}  $\boxtimes$ 

Finance agreement Buyer's agreement

General Motors Corporation ATTN: BRC Legal P.O. Box 33170 Detroit, MI 48232

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









POLINY PROPERTY OF





#### cc: THE ROSE LAW FIRM

KEITH B. ROSE











NUMPERPRESE





taiss to the target



### **RELEASE OF LIEN INFORMATION**

Ι	,
I (Client's Name)	
hereby authorize	
hereby authorize(Lien holder Name)	
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regarding my los	an account #
	(Account Number)
with	
with(Lien holder Name)	
to General Motors Corporation, including but not l loan payoff amount, and per diem information.	limited to a complete payment history of my account, a
Date	
VEHICLE I	NFORMATION
The current vehicle mileage is	_ Date mileage read:
Signature S	ignature













71-720509674	Ref No.	Goodwill	BRC Type Legal
Kahn and Associates Attys. at Law	Site Tx	GW SubType	Bus. Unit BRC
	First Name	Approval Not Initiated	Area Legal
	Evening #	UCC Steering - General	Sub-Area NISM
	City Holly Springs	Involved Dir Mackenan Automotive Company	Safety No
NC ZipCd	Con Acct	Source White Mail	Updated 5/11/2009 11:10:16 AM
1G2ZG558764	Model Year 2006	Priority Medium License # PONTIAC	Owner
Pontiac	Warr. Start 02/08/2006	Status Closed	<b>Opened</b> 4/28/2009 04:19:30 PM
G6	Mileage 46599	Sub-Status Dissatisfied	Closed 5/11/2009 11:09:51 AM
NC BRC Legal ER NISM			
	Kahn and Associates Attys. at Law NC <b>ZipCd</b> 1G2ZG558764 Pontiac G6	Kahn and Associates Attys. at Law     Site     Tx       First Name     Evening #       Evening #     City     Holly Springs       NC     ZipCd     Con Acct       1G2ZG558764     Model Year     2006       Pontiac     Warr. Start     02/08/2006       G6     Mileage     46599	Kahn and Associates Attys. at Law       Site       Tx       GW SubType         First Name       Approval       Not Initiated         Evening #       UCC       Steering - General         Involved Dir       Mackenan Automotive Company         NC       ZipCd       Con Acct       Source         IG2ZG558764       Model Year       2006       Priority       Medium       License # PONTIAC         Pontiac       Warr. Start       02/08/2006       Status       Closed       Closed         G6       Mileage       46599       Sub-Status       Dissatisfied

Customer This is a BRC Legal Case. Do not assume case. Forward any attorney inquires to Emily Butler at x11331. If caller is a customer, refer them to their attorney. Description

### **Pre-PAR**

PAR Notifier	Incident Date/Time	Injuries # Other Veh #	People in Veh Road	1 Surface	Road Cond	Fire Report#	Police Report#
I AIX NOUNCI	Incluent Date/ Infle			Uunace	Road Cond.		
Driver Last Nam	e	Driver First Name	Height	DOB	Disabilities		
Insurance Agent	Last Name	Insurance Agent First Na	ame Phone #		Insurance Agen	су	
Incident				Incident			
Loc				Desc			
Component							
				Damage			
Vehicle				Desc			
Loc				Add'l Info			
Emgcy Svc Names				Maint Loc			
PAR Deta	il						
Collision	Non Collision	Property Damage	Thermal Evt	Sp	ec Equip		
Vehicle Speed		Weather Condition		Pre	op Owner		Property Type
Last Service Date		Loc Last Service			operty cation		Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer			op Damage scription		
Primary Veh Use		Inspection Type		Ins	spected By		Inspection Date/Time
Veh Damage Description				Ex	plain Other		

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2009 11:09:50 AM	BUTLEREM	BUTLEREM	SR Closed - Dissatisfied		Done	5/11/2009 11:09:51 AM	Service Request has been Closed
Contact Last Name		Contact First	t Name	Account		BAC Code	Dissatisfied.
				Kahn and Associates Att	ys. at Law	Tx	
Comments							
Confidential Comments							

#### Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description BUTLEREM BUTLEREM Outbound Email DVM/CAM/Field DVM Marjorie Duff 5/11/2009 11:06:34 AM Done 5/11/2009 11:07:19 AM Contact Last Name Contact First Name Account BAC Code Kahn and Associates Attys. at Law Τх Comments Sent DVM resolution email Emily Butler/brc/atx/11331 **Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2009 11:00:54 AM	BUTLEREM	BUTLEREM	SR Opened		Done	5/11/2009 11:00:54 AM	SR in Status of Closed has been Re-
Contact Last Name	act Last Name Contact First Name		Account	Account		Opened by BUTLEREM	
			Kahn and Associates Atty	Kahn and Associates Attys. at Law			
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2009 08:22:51 AM	BUTLEREM	BUTLEREM	SR Closed - Dissatisfied		Done	5/11/2009 08:22:51 AM	Service Request has been Closed
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Dissatisfied.
				Kahn and Associates Att	ys. at Law	Тх	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2009 08:20:59 AM	BUTLEREM	BUTLEREM	BRC LEGAL	Closed- Denied	Done	5/11/2009 08:21:43 AM	Closing
Contact Last Name		Contact First	Name	Account		BAC Code	
				Kahn and Associates Attys	s. at Law	Тх	
Comments							
Empowered							
Faxed to PC							
Emily Butler/BRC/ATX/11	331						
Confidential Comments							
Denied							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2009 08:20:24 AM	BUTLEREM	BUTLEREM	Correspondence		Done	5/11/2009 08:20:24 AM	Fulfilled:BRCLEG_LG0007. SR#71-
Contact Last Name		Contact First	Name	Account		BAC Code	720509674
McNeil		Rick		Kahn and Associates Attys	s. at Law	Тх	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2009 08:09:52 AM	BUTLEREM	BUTLEREM	Correspondence		Done	5/11/2009 08:09:52 AM	Created:BRCLEG_LG0007. SR#71-
Contact Last Name		Contact First	Name	Account		BAC Code	720509674
				Kahn and Associates Att	ys. at Law	Тх	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 02:26:23 PM	BOOTHE1	CASHAPR2	GM PreApproval	GM PreAppd	Done	5/8/2009 02:26:54 PM	Empowered
Contact Last Name		Contact First	Name	Account		BAC Code	
				Kahn and Associates Attys	. at Law	Тх	
Comments							
Empowered							
Confidential Comments							
Agree with denial decision	on.						
Elizabeth Martin Legal Coordinator South East and South C General Motors Legal St Ext #69748							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 02:26:05 PM	BOOTHE1	BUTLEREM	Notify CRM	Case Review Complete	Done	5/11/2009 08:07:39 AM	Case Review Complete
Contact Last Name		Contact First	Name	Account		BAC Code	
				Kahn and Associates Attys	. at Law	Тх	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 12:50:27 PM	BUTLEREM	BRCSECAS EREVIEW	BRC Case Review	Case Review Approved	Done	5/8/2009 02:26:04 PM	Awaiting case review from Legal Coordinator
Contact Last Name		Contact First	Name	Account		BAC Code	
				Kahn and Associates Attys	. at Law	Тх	
Comments							
Confidential Comments							l
Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 12:46:30 PM	BUTLEREM	BUTLEREM	BRC Case Review		Done	5/8/2009 12:50:14 PM	Case review submitted for review and
Contact Last Name		Contact First	Name	Account		BAC Code	assigned to the region queue.
				Kahn and Associates Attys	. at Law	Tx	
Comments							l
Confidential Comments CRS recommends a der The vehicle is a Certified		ourchased at ove	r 30K miles and is current	y out of warranty. The main con	cern appears to	be the steering that began	
with the previous owner,	but still after 30	K miles. At 46K	the intermediate steering s	haft was diagnosed as worn an	d replaced.		

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 12:09:26 PM	BUTLEREM	BUTLEREM	BRC LEGAL	VIN Scan Completed	Done	5/8/2009 12:09:49 PM	There are no other SRs at this time.
Contact Last Name		Contact First	Name	Account		BAC Code	
				Kahn and Associates Attys.	at Law	Tx	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 11:14:41 AM	WEIGELKR	BUTLEREM	Notify CRM		Done	5/8/2009 11:37:04 AM	escalated to Emily Butler
Contact Last Name		Contact First	Name	Account		BAC Code	
				Kahn and Associates Attys.	at Law	Tx	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 11:14:26 AM	WEIGELKR	BUTLEREM	BRC LEGAL	Escalate to Negotiator	Done	5/8/2009 11:37:01 AM	escalated to Emily Butler
Contact Last Name		Contact First	Name	Account		BAC Code	
				Kahn and Associates Attys. a	at Law	Tx	
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 11:14:21 AM	WEIGELKR	BUTLEREM	Ownership Changed		Done	5/5/2009 11:14:21 AM	Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: SHEPPARL TO: BUTLEREM
				Kahn and Associates Att	ys. at Law	Тх	BUILEREIM
Comments							
<b>Confidential Comments</b>							

### Activities

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/5/2009 08:28:02 AM	SHEPPARL	WEIGELKR	Notify CRM	Other	Done	5/5/2009 11:14:49 AM	NC Kahn
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates Att	ys. at Law	Tx	-
omments							
ase assessment is rea	dy for escalatio	n					
ianna Barber / ATX / B	PC Logal / 2111	16					
confidential Comments							
ennaennar comments							•
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/5/2009 08:26:54 AM	SHEPPARL	SHEPPARL	BRC LEGAL	Case Assessment Complete	Done	5/5/2009 08:28:01 AM	Audit,
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates Att	ys. at Law	Tx	
omments							
ase assessment comp	leted and attack	hed					
onfirmed top 5 docume	onte attached V	FS					
onfirmed Case Assess			ete YES				
lost recent form per Se							
umber of RO's on CA		-					
O's provided by Attorn		ssessment NA					
VM Response attache ehicle Age/Mileage ver							
Since Age/mileage ver							

Dianna Barber / ATX / BRC Legal / 21116 Confidential Comments

Contact Fire	Outbound Call Dealer st Name	Made Contact Account Kahn and Associates Att	Done tys. at Law	5/5/2009 08:26:46 AM BAC Code Tx	call dlr to follow up on docs
K-GMC	st Name		tys. at Law		
		Kahn and Associates Att	tys. at Law	Tx	
vided quet info CPS advid					
vided cust info CPS advis					
rided cust info CPS advis					
rided cust info CPS advis					
nueu cust inio, Cho auvie	sed dlr that I need to confirm	days out and the rental infor	rmation, nothing o	n the docs to show the days ou	ıt
ded.					
repair orders as well as re	ental info. CRS will turn in c	ase assessment.			
	repair orders as well as n	repair orders as well as rental info. CKS will turn in c	repair orders as well as rental info. CRS will turn in case assessment.	repair orders as well as rental info. CKS will turn in case assessment.	repair orders as well as rental info. CRS will turn in case assessment.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 04:14:09 PM	SHEPPARL	SHEPPARL	Outbound Call Dealer	Left Message	Done	5/4/2009 04:17:43 PM	call dir to follow up on docs
Contact Last Name		Contact First	Name	Account		BAC Code	
				Kahn and Associates Att	ys. at Law	Tx	
Comments							
BAC 178465							
HENDRICK PONTIAC-B	UICK-GMC						
90 MACKENAN DR	4						
CARY, NC 27511-791 ² (919) 388-4727	1						
(919) 388-4739 fax							
	, left msg. CRS	advised dlr that	I did receive the docs toda	ay, but I need to confirm days	out and the renta	al information, nothing on the	
docs to show the days ou	ut of svc, or day	s of rental provid	led.				
CRS provided contact inf	fo for a call bac	k.					
Dianna Darbar / ATV / DE	C L agal / 2111	C					
Dianna Barber / ATX / BF	RC Legal / 2111	0					
Confidential Comments							

Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
5/4/2009 01:32:48 PM	SHEPPARL	SHEPPARL	Outbound Call Dealer	Made Contact	Done	5/4/2009 01:36:03 PM	call dlr to follow up on docs
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates Att	iys. at Law	Tx	
Comments							
	1 f, CRS advised o CRS advsied th or call back.	hat I checked las				s. DIr sts that he had his office ax # again and request he dIr	1

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/1/2009 04:06:15 PM	SHEPPARL	SHEPPARL	Outbound Call Dealer	Left Message	Done	5/1/2009 04:09:03 PM	call dlr to follow up on docs
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates Att	ys. at Law	Тх	
Comments							
BAC 178465							
HENDRICK PONTIAC-B 90 MACKENAN DR	UICK-GMC						
CARY . NC 27511-791	1						
(919) 388-4727							
(919) 388-4739 fax							
0	, ,	0			0 0	mpression he was faxing the	
Dianna Barber / ATX / BF			ot rec'd them at this time. C	RS provided pri/lax s for ca	I Dack.		
Confidential Comments	to Logar, 2111	0					
oormaornia, commonito							

### Activities

Created 5/1/2009 11:44:37 AM	Created By SHEPPARL	Assigned To SHEPPARL	Activity Type Scheduled Follow-up	Activity Sub-Type Other	Status Done	Completed 5/4/2009 01:37:18 PM	Description call dlr on docs
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates Att	ys. at Law	Тх	
Comments							
BAC 178465 HENDRICK PONTIAC-B 90 MACKENAN DR CARY, NC 27511-791 (919) 380-8267 (919) 388-4739 fax Svc. Mgr. Robert Rudloff	1						
Call for docs, rec'd the se	ales docs, howe	ever no svc docs					

Dianna Barber / ATX / BRC Legal / 21116

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/1/2009 08:30:51 AM	SHEPPARL	SHEPPARL	Outbound Call Dealer	Left Message	Done	5/1/2009 08:45:51 AM	call dlr to follow up on docs
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates At	tys. at Law	Tx	
Comments							
BAC 178465							
HENDRICK PONTIAC-E 90 MACKENAN DR	BUICK-GMC						
CARY . NC 27511-791	11						
(919) 388-4727							
(919) 388-4739 fax							
						CRS advised that the message	e
				dlr that I have not rec'd them	at this time. CRS	S asked the dlr if TAC was	
			ed on vehicle? CRS provide	d ph/fax's for call back.			
Dianna Barber / ATX / B	0	0					
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/1/2009 08:27:30 AM	SHEPPARL	SHEPPARL	Inbound Call Dealer	Voice Mail Received	Done	5/1/2009 08:29:00 AM	followup on doc request
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates Atty	rs. at Law	Tx	
Comments							
BAC 178465							
HENDRICK PONTIAC-B	UICK-GMC						
90 MACKENAN DR							
CARY, NC 27511-7911 (919) 380-8267	I						
(919) 388-4739 fax							
Svc. Mgr. Robert Rudloff,	left msg.						
5		e file and has fax	ted the requested docs to r	me. If I need to speak to him,	can call 919-388	8-4727.	
Rec'd 4:45 pm 04/30/09	,		• • • •	,			
Dianna Barber / ATX / BR	RC Legal / 2111	6					
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/30/2009 03:59:11 PM	SHEPPARL	SHEPPARL	Outbound Call Dealer	Left Message	Done	4/30/2009 04:03:33 PM	follow on doc request
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates At	tys. at Law	Тх	
Comments							
BAC 178465							
HENDRICK PONTIAC-BU	UICK-GMC						
90 MACKENAN DR							
CARY, NC 27511-7911							
(919) 380-8267							
(919) 388-4739 fax							
Svc. Mgr. Robert Rudloff,		dviced dir deing	a follow up on my \/M and	lattar vestorday, CBS advis	ad dir that I pood t	o request copies of service and	
sales docs. CRS provide			, ,	ieller yesterday. CRS advise	ed dir that i need t	o request copies of service and	
Dianna Barber / ATX / BR			).				
Confidential Comments	CO LOGAI / ZIII	0					
Confidential Comments							

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/30/2009 11:40:02 AM	SHEPPARL	SHEPPARL	Inbound Email	Field Rep/Wholesale	Done	4/30/2009 11:40:43 AM	DVM Duff Marjorie 404082 8173
Contact Last Name		Contact Firs	t Name	Account		BAC Code	marjorie.duff@gm.com
				Kahn and Associates Atty	vs. at Law	Тх	
Comments							
, .		<u>8:20:</u> 34 AM To: I	evetta_sheppard@gme	expert.com cc: Subject: Re: Email	notification on Jo	ohnson, SR 71-720509674,	
2006 Pontiac G6, VIN:10	S2ZG558764						

b. I am not aware of this vehice, but would like to be keep in the loop

Thanks Marjorie Duff District Service Manager (919) 270-8049 marjorie.duff@gm.com levetta_sheppard@gmexpert.com 04/29/2009 01:30 PM To marjorie.duff@gm.com cc Subjec t Email notification on SR 71-720509674, 2006 Pontiac G6, VIN:1G2ZG558764 DVM Ms.Duff: Hi, my name is Dianna Barber. This email is to follow up on my voicemail regarding Service Request 71-720509674 for customer Johnson. The customer 's vehicle is a 2006 Pontiac G6, VIN:1G2ZG558764 With @38,372 miles. The customer has been working with HENDRICK PONTIAC-BUICK-GMC, CARY, NC E. Due to time constraints, your response to this e-mail is required within 24 hours. This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer 's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/30/2009 11:22:03 AM	SHEPPARL	SHEPPARL	Scheduled Follow-up	Other	Done	5/1/2009 11:44:34 AM	call dlr on docs
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates Att	ys. at Law	Tx	
Comments							
BAC 178465 HENDRICK PONTIAC-B 90 MACKENAN DR CARY, NC 27511-7917 (919) 380-8267 (919) 388-4739 fax Svc. Mgr. Robert Rudloff,	1						
Call for docs							
Dianna Barber / ATX / BF Confidential Comments	RC Legal / 2111	6					

### Activities

Created 4/30/2009 11:17:44 AM	Created By SHEPPARL	Assigned To SHEPPARL	Activity Type Outbound Call Dealer	Activity Sub-Type Left Message	Status Done	Completed 4/30/2009 11:21:45 AM	Description follow on doc request
Contact Last Name	SHEFFARE	Contact Firs		Account	Done	BAC Code	lollow on doc request
			i Namo	Kahn and Associates Att	ys. at Law	Tx	
Comments					-		
BAC 178465							
HENDRICK PONTIAC-BU 90 MACKENAN DR	UICK-GMC						
CARY, NC 27511-7911							
(919) 380-8267							
(919) 388-4739 fax Svc. Mgr. Robert Rudloff,	left msg						
0	0	dvised dlr doing	a follow up on my VM and	letter yesterday. CRS advise	ed dlr that I need t	to request copies of service and	I
sales docs. CRS provide	d ph/fax #'s to	dlr. Need docs a					
Dianna Barber / ATX / BR	C Legal / 2111	6					
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 04:16:14 PM	SADMIN	SHEPPARL	Inbound White Mail		Done	4/30/2009 11:16:51 AM	BRC LEGAL Scanned: 2009-04-29-
Contact Last Name		Contact First	Name	Account		BAC Code	13.31.00.000000, MSXDocNum:
				Kahn and Associates Atty	vs. at Law	Tx	SHE49F856C
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 04:16:13 PM	SADMIN	SHEPPARL	Inbound White Mail		Done	4/30/2009 11:16:48 AM	BRC LEGAL Scanned: 2009-04-29-
Contact Last Name		Contact Firs	t Name	Account		BAC Code	13.11.00.000000, MSXDocNum:
				Kahn and Associates Att	ys. at Law	Tx	SHE49F851F
Comments							
							-
Confidential Comments							

### Activities

Created 4/29/2009 01:32:15 PM	Created By SHEPPARL	Assigned To SHEPPARL	Activity Type Scheduled Follow-up	Activity Sub-Type Other	Status Done	Completed 4/30/2009 11:17:09 AM	Description call dlr on docs
Contact Last Name		Contact First		Account		BAC Code	
Comments				Kahn and Associates Att	ys. at Law	Тх	l i i i i i i i i i i i i i i i i i i i
BAC 178465 HENDRICK PONTIAC-BI 90 MACKENAN DR CARY, NC 27511-7911 (919) 380-8267 (919) 388-4739 fax Svc. Mgr. Robert Rudloff,							
Call for docs							
Dianna Barber / ATX / BR	RC Legal / 2111	6					

4/29/2009 01:32:00 PM       SHEPPARL       SHEPPARL       Correspondence       Done       4/29/2009 01:32:00 PM       Fulfilled:BRCLI         Contact Last Name       Contact First Name       Account       BAC Code       720509674         Kahn and Associates Attys. at Law       Tx	Fulfilled:BRCLEG_LG0040. SR#71- 720509674
Contact Last Name Account BAC Code	720509674
Kahn and Associates Attvs. at Law Tx	
Comments	

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:28:53 PM	SHEPPARL	SHEPPARL	Correspondence		Done	4/29/2009 01:28:53 PM	Created:BRCLEG_LG0040. SR#71-
Contact Last Name		Contact First	Name	Account		BAC Code	720509674
				Kahn and Associates Att	ys. at Law	Тх	
Comments							
Confidential Comments							

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:26:12 PM	SHEPPARL	SHEPPARL	Outbound Email	DVM/CAM/Field	Done	4/29/2009 01:26:26 PM	DVM Duff Marjorie 404082 8173
Contact Last Name		Contact Firs	Name	Account		BAC Code	marjorie.duff@gm.com
				Kahn and Associates Att	ys. at Law	Tx	
Comments							

Levetta Sheppard 04/29/2009 12:21 PM To: marjorie.duff@gm.com cc: Subject: Email notification on Johnson, SR 71-720509674, 2006 Pontiac G6, VIN:1G2ZG558764 DVM Ms.Duff: Hi, my name is Dianna Barber. This email is to follow up on my voicemail regarding Service Request 71-720509674 for customer Johnson. The customer 's vehicle is a 2006 Pontiac G6, VIN:1G2ZG558764 with @38,372 miles. The customer has been working with HENDRICK PONTIAC-BUICK-GMC, CARY, NC E. Due to time constraints, your response to this e-mail is required within 24 hours. This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer 's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer 's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options: A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made. B) I am not case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on t

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:20:02 PM	SHEPPARL	SHEPPARL	BRC LEGAL	Acknowledgement - AVM	Done	4/29/2009 01:28:19 PM	DVM Duff Marjorie 404082 8173
Contact Last Name		Contact First	Name	Account		BAC Code	marjorie.duff@gm.com
				Kahn and Associates Attys.	at Law	Tx	
Comments							

My name is Dianna Barber calling you from the General Motors BRC Legal Department. This is to advise you that General Motors has received a demand letter from an attorney representing a consumer. This means the consumer may file a lawsuit unless we address their vehicle concerns.

Customer Name: Service Request: 71-720509674 Vehicle: 2006 Pontiac G6 VIN:1G2ZG558764 Vehicle Concern in Demand Letter: engine, steering & remote access

DLRS:HENDRICK PONTIAC-BUICK-GMC CARY, NC

The dealership(s) involved in the sale and/or servicing of the vehicle are being contacted and asked to provide sales and service documents.

This call to you is to request your desired level of involvement in this case. Due to time constraints I will need your reply within 24 hours. Please advise if you have any information concerning this customer and their concerns. I am sending you an email and request you respond to my email as this is a process requirement. You may contact me at (866) 790-5700 (X21116).

Thank you

Dianna Barber / ATX / BRC Legal / 21116

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:14:28 PM	SHEPPARL	SHEPPARL	BRC LEGAL	Acknowledgement - Dealer	Done	4/29/2009 01:20:00 PM	DIr Ack
Contact Last Name		Contact First	t Name	Account		BAC Code	
				Kahn and Associates Atty	/s. at Law	Tx	
Comments							
asap. Dianna Barber / ATX / BF	1 , left msg. cust info. CRS a		need to request copies of se	ervice and sales docs, will se	nd ltr. CRS provi	ded ph/fax #'s to dlr. Need docs	5
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:12:09 PM	SHEPPARI	SHEPPARI	BRC   FGAI	Acknowledgement -	Done	4/29/2009 01:14:26 PM	Atty Ack I tr

1/20/2000 01112.00 1 M		Atty/Cust	1/20/2000 01:11:201 11	
Contact Last Name	Contact First Name	Account	BAC Code	
		Kahn and Associates Attys. at Law	Тх	
Comments				
Kahn & Assoiciates Rick McNeil, Esq. 216-621-6101 216-621-6006				
Dianna Barber / ATX / BR	C Legal / 21116			
Confidential Comments				

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:11:38 PM	SHEPPARL	SHEPPARL	Correspondence		Done	4/29/2009 01:11:38 PM	Fulfilled:BRCLEG_LG0006. SR#71-
Contact Last Name		Contact First	Name	Account		BAC Code	720509674
				Kahn and Associates Att	ys. at Law	Тх	
Comments							
Confidential Comments							

### **Activities**

Created	Created Dy	Accianad To		Activity Sub Type	Status	Completed	Description
Created	Created By	Assigned to	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:06:26 PM	SHEPPARL	SHEPPARL	Correspondence		Done	4/29/2009 01:06:26 PM	Created:BRCLEG_LG0006. SR#71-
Contact Last Name		Contact First	Name	Account		BAC Code	720509674
				Kahn and Associates Attys	. at Law	Тх	
Comments							

#### **Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 09:39:39 AM	WEIGELKR	SHEPPARL	Ownership Changed		Done	4/29/2009 09:39:39 AM	Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: WEIGELKR TO: SHEPPARL
Comments							
Confidential Comments							

Created	· · · · ·		Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 09:39:24 AM	WEIGELKR	SHEPPARL	BRC LEGAL	VIN Scan Completed	Done	4/29/2009 01:03:18 PM	VIN Scan Completed
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
VIN scan found no prior S	SR						

# Kristina Weigel/ATX/BRC Legal Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 09:38:37 AM	WEIGELKR	SHEPPARL	BRC LEGAL	Assigned NISM ER	Done	4/29/2009 01:03:11 PM	BRC Legal ER NISM
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
VIN scan found no prior S	R						
Kristina Weigel/ATX/BRC	ادموا						
Confidential Comments	Logai						
Connuential Comments							

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 09:38:31 AM	WEIGELKR	WEIGELKR	Ownership Changed	Ownership Escalated to BRC	Done	4/29/2009 09:38:31 AM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/28/2009 04:19:38 PM	SADMIN	SHEPPARL	Inbound White Mail		Done	4/29/2009 12:00:01 PM	BRC LEGAL Scanned: 2009-04-28-
Contact Last Name		Contact First	Name	Account		BAC Code	08.52.00.000000, MSXDocNum:
							0000D876
Comments							
Confidential Comments							

### **UCC** Information

UCC Code	Symptom	Description
J01	No Symptom Indicated	Engine - General
M01	No Symptom Indicated	Steering - General
N03	No Symptom Indicated	Electrical Start/Charge - Ignition System Wiring / Remote Start/ Switches

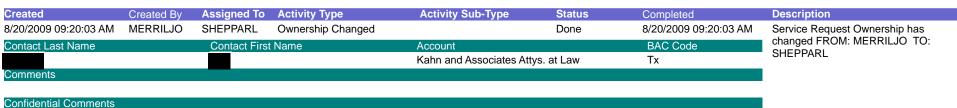
SR No.	71-750988939	Ref No.	Goodwill	BRC Type Legal
Account		Site Tx	GW SubType	Bus. Unit BRC
Last Name		First Name	Approval Not Initiated	Area Legal
Daytime #		Evening #	UCC	Sub-Area Lawsuit
Address	109 Gillyweed Ct	City Holly Springs	Involved Dir Mackenan Automotive Company	Safety
State	NC ZipCd	Con Acct	Source White Mail	Updated 8/20/2009 09:27:36 AM
Serial #/VIN	1G2ZG558764	Model Year 2006	Priority Medium License # PONTIAC	Owner
Make	Pontiac	Warr. Start 02/08/2006	Status Open	<b>Opened</b> 8/18/2009 04:41:42 PM
Model	G6	Mileage 46599	Sub-Status	Closed
Abstract	NC BRC Legal ER Lawsuit			
Customer Description	Kahn - NC			

### **Pre-PAR**

PAR Notifier	Incident Date/Time	Injuries # Other Veh #	People in Veh Road Su	rface Road Cond. Fire Repor	# Police Report#
Driver Last Name	9	Driver First Name	Height	DOB Disabilities	
Insurance Agent	Last Name	Insurance Agent First Na	ame Phone #	Insurance Agency	
Incident			Incid		
Loc Component			Des	C	
Vehicle			Dan Des	nage c	
Loc			Add	'l Info	
Emgcy Svc Names			Mair	nt Loc	
PAR Deta	il				
Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	
Primary Veh Use		Inspection Type		Inspected By	Inspection Date/Time
Veh Damage				Explain Other	

Description

#### **Activities**



#### Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 8/20/2009 09:19:34 AM MERRILJO SHEPPARL BRC LEGAL Assigned Lawsuit ER In Progress Assigned Lawsuit ER Contact Last Name Contact First Name Account BAC Code Kahn and Associates Attys. at Law Τх Comments Assigned Lawsuit ER Joe Merrill / BRC Legal / ATX **Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2009 09:18:38 AM	MERRILJO	SHEPPARL	BRC LEGAL	VIN Scan Completed	In Progress		VIN Scan Completed
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Kahn and Associates Atty	s. at Law	Tx	
Comments							
VIN Scan Performed.							
prior SR found.							
71-720509674							

Joe Merrill / BRC Legal / ATX

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2009 09:18:22 AM	MERRILJO	MERRILJO	Ownership Changed	Ownership Escalated to BRC	Done	8/20/2009 09:18:22 AM	Ownership Escalated to BRC
Contact Last Name	ontact Last Name Contact First Name		Account		BAC Code		
				Kahn and Associates Attys.	at Law	Tx	-
Comments							l
Confidential Comments							

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/18/2009 04:42:06 PM	SADMIN	SHEPPARL	Inbound White Mail		Done	8/20/2009 09:32:55 AM	BRC LEGAL Scanned: 2009-08-18-
Contact Last Name		Contact First	t Name	Account		BAC Code	15.52.00.000000, MSXDocNum:
				Kahn and Associates Att	ys. at Law	Тх	000176B8
Comments							

····			
· · · ·	Levetta Sheppard	009 10:12	2 AM
То:	marjorie.duff@gm.com		
cc:			
Subject:	Lawsuit Notification		

To: Field Agent DVM Majorie Duff From: Researcher Name

Ms. Duff:

This email is to inform you that a lawsuit has been filed on behalf of customer by *Kahn and Associates* for the customer's 2006 Pontiac G6, **VIN 1G2ZG558764** The customer has been working with HENDRICK PONTIAC-BUICK-GMC, CARY, NC . Please refer to Service Request **71-750988939**.

This matter has been referred to the Early Resolution program for settlement review.

Your response is needed to continue review of the case. Please reply only by email by selecting one of the following options:

- A) I am unaware of this case and have no information to provide you. However, I am interested in the outcome and would like to be contacted about the settlement offers.
- B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.
- C) I am aware of this case and have information that may be useful to your review. (If selecting this option, please provide the information in your email reply.)

Due to time constraints, your response to this e-mail is required within 24 hours. Your feedback will be documented and your e-mail attached to our case, as it is an important step in our accurate and timely case resolution.

Thank you

Dianna Barber (aka Levetta Sheppard) Business Resource Center Aditya Birla Minacs Phone: 866-790-5700 ext. 21116 Fax: 866.554-4011 levetta sheppard@gmexpert.com

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system. **Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle.** 

Weinschreicht unweiten debten sehretlichen von ein verfehr

PONTIAC BUICK BME

# HENDRICK PONTIAC BUICK GMC 90 MACKENAN DRIVE CARY NC 27511

SERVICE PH: 919-388-4751 SERVICE FAX: 919-388-4739

ATTN:	Alanna Barber	
FAX:	866-554-4011	
RE:		
FROM:	Kolert KulbFF	
PAGES: _	8	
DATE:	5-2-09	

URGENT REVIEW COMMENT REPLY BACK

800/ TOO'E E7/LT#

PONTIAC SERVICE

Sa74184010 SS:00 000S.SO.YAM

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

#### VIA FAX ONLY

April 29, 2009

Robert Rudloff HENDRICK PONTIAC-BUICK-GMC 90 MACKENAN DR CARY, NC 27511-7911

RE:

Scrvice Request: 71-720509674 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558764 Customer Relationship Specialist: Dianna Barber

Dear Mr. Rudloff

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 IMMEDIATELY are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the application of title 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 include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.

I do have additional questions that I am required to ask:

- 1. Was TAC called, is the direction noted on the SR?  $\frac{1}{\sqrt{0}}$
- 2. If not, why? Problem was Diagnosel Trepa. veil
- 3. To your knowledge, has this vehicle been in an accident?  $\Lambda/0$
- 4. What type of damage?
- 5. Was the vehicle repaired at your dealership?
- 6. Was insurance file?
- 7. Does this vehicle have any aftermarket items? NO

TARAN CARA TA











	A 3 4	ΰAĩ		BON 2
DEAL NO: 72414 MACKENAN AUTOMOTIVE COMPANY DBA HENDRICK PONTIAC BUICK GMC		PUR	HASENSNAME USE CRALEY	44
		00		leg
90 MACKENAN DRIVE		STI	EET ADDRESS	- MCC-
CARY, NC 27511 (919)380-8267 3673	1	cn	STATE	ZIP
(523)300 0207	· /		HALLY SPRINGS WAKE NC BUGINESSPHONE	<u> </u>
2006 PONTIAC G6 SEDA G	6 SEDAN	<u></u> ε,	TRADE-IN RECORD	
MILEAGE COLOH TRIM MODEL NUMBE	-71	, ve		jcolüñ
STOCK NO. VI.N. #	VEH, WEIGHT		none without all test 2 BOC	MILEAGE STLVCK
P4220336 162Z6558764		-	ANDAKDAT165	39016
PRICE OF VEHICLE	17000		TATE STICKEN T	CTION P DATE
DEALER ACCESSORIES:				
	'n		LANCE OWED \$ 17903.33 (Good Until	)
	U	84		
	Ì	A	D'LTRADE 1 YR MAKE MO	
GM		A	D'LTRADE 2 YR MAKE MO	DUEL
(CERTIFIED)		- I	LL WARRANTIES, IF ANY, BY A MANUF	ACTURER OR
		<u> </u>	UPPLIER OTHER THAN DEALER ARE	THEIRS, NOT
		[	EALER'S. ONLY SUCH MANUFACTURE	
			UCH WARRANTIES, UNLESS DEALER FUR	NISHES BUYER
		1	/ITH A SEPARATE WRITTEN WARRANTY	OR SERVICE
SUB-TÓTAL	17000		CONTRACT MADE BY DEALER ON ITS OWN B	EHALF DEALER
			EITHER ASSUMES NOR AUTHORIZES AN SSUME FOR IT ANY LIABILITY IN CONNEC	TION WITH THE
EXTENDED SERVICE AGREEMENT	1000	.00 /	ALE OF ANY PRODUCTS.	
· · · · · · · · · · · · · · · · · · ·	m,		INLESS DEALER MAKES A WRITTEN WAR	RANTY ON ITS
			WN REHALE OR ENTERS INTO A SERVI	CE CONTRACT
· · · · · · · · · · · · · · · · · · ·		11	WITHIN ON DAYS FROM THE DATE OF THE	S AGREEMENT,
· · · · · · · · · · · · · · · · · · ·			DEALER MAKES NO WARRANTIES, EXPRESION THE VEHICLE, AND THERE WILL B	E NO IMPLIED,
······································		1	NARRANTIES OF MERCHANTABILITY OF 1	FILNESS FOR A
	· ·		ARTICULAR PURPOSE. THIS PROVISIO	N DOES NOT
GM			AFFECT ANY WARRANTIES COVERING THE THE MANUFACTURER OR SUPPLIER MAY P	ROVIDE.
(CERTIFIED)	·	—	NOTICE PROVIDED IN ACCORDANCE WITH N.	.C.G.S. 20-101.2
			Dealer may receive a fee, commission or other	r compensation for
			providing, procuring or arranging financing for the ease of a motor vehicle, for which Buyer may be rea	sponsible.
			DEALER ADMINISTRATIVE FEE	
TOTAL DELIVERED PRICE	18600	nn	The Dealer Administrative Fee represents Deal	ler costs such as
TRADE-IN ALLOWANCE(\$)			administrative services, notary services, courier exp nspecting and adjusting new and used vehicle inv	ense and cleaning. rentories as well as
CASH PRICE OR TRADE DIFFERENCE	2600	1	additional Dealer profit.	
······································			NEGATIVE EQUITY	
PLNS: HIGHWAY USE TAX	30	00	Buyer is aware the balance owed on Buyer's tra	de-in exceeds the
PLUS: TAG, TITLE, AND REGISTRATION FEE		. 30	trade-in allowance offered by Dealer. Ac understands that1903_33w	ill be paid off or
PLUS: OPTIONAL EXPEDITED TAG SERVICE FEE PAID TO DEALER	59	_ 00	Prover's hobelf to	
PLUS: DEALER ADMINISTRATIVE FEE	399	. 00	and this amount is included when computing t	the "balance due.
PLUS: PAYOFF ON TRADE VEHICLE(S)	17903		I certify that I took delivery of this vehicle on	07/03/08
TOTAL BALANCE			Customer initials	
LESS INITIAL PAYMENT/CASH DOWN			TERMS OF PAYMENT VIE POLANCE DUE:	
· · · · · · · · · · · · · · · · · · ·	1600	2 <u>.181</u>	EXPETAIL INSTALLMENT CONTRACT D5/ Z914184616 22:60	207537
ALCE #1743 P.003 / 008	TIVC SEE	БОИ	Z92750767675	_000S.S0.YAM

MAY.02.2009 09:22	2 9194814762	PONTIAC SERVICE	
"Dealer" means the south	orized Dealer named on the	frace of this Agreement.	

"*Dealer*" means the authorized Dealer named on the face of this Agreema "*Buyer*" means the party or parties executing this Agreement as such.

- "Manufacturer" means the manufacturer of the Vehicle.
- "Vehicle" is the vehicle or chassis that is the subject of this Agreement.
- "Trade-in" is the used vehicle that Buyer intends to use as part of the consideration for the purchase price of the Vehicle or otherwise is to be transferred to Dealer.

743 P.004

/008

- 2. The Manufacturer may change the design of any vehicle, chassis, accessories, or parts at any time without notice. The Manufacturer may also make the same or any similar change upon any vehicle; chassis, accessories, or parts already bought by or shipped to Dealer, or being manufactured or sold in accordance with Dealer orders. If the Manufacturer makes such a change, Dealer has no obligation to Buyer to notify Buyer or make the same or any similar change in the Vchicle of its parts either before or after Dealer delivers the Vchicle to Buyer. The Manufacturer may change the price of new vehicles without notice. If the Manufacturer changes the price of the new vehicle of the series and body type of the Vchicle before Dealer delivers it to Buyer, Dealer may change the price of the Vchicle, Buyer may cancel this Agreement and Dealer shall return the Trade-in to Buyer if the Trade-in remains available. Buyer agrees to pay Dealer reasonable storage and repair charges. If the Trade-in is unavailable, Dealer shall pay Buyer the Trade-in allowance less a sales commission of 15% and any expense in storing, insuring, conditioning or advertising the Trade-in for sale.
- 3. The Trade-in shall be appraised or re-appraised at the time it is delivered to Dealer. The appraised value will be the allowance for the Tradein. If the reappraised value is lower than the amount shown in this Agreement, Buyer may cancel this Agreement. Buyer must exercise Buyer's right to cancel upon a change in the appraised value before Dealer delivers the Vehicle to Buyer and Buyer surrenders the Trade-in to Dealer.
- 4. Buyer shall give Dealer satisfactory evidence of title to any Trade-in upon delivery to Dealer. Buyer warrants any Trade-in to be Buyer's property, free and clear of all liens and encumbrances unless otherwise noted in this Agreement, and that the Trade-in has never had a salvage or "branded" title, been reconstructed, rebuilt, flooded or had major mechanical damage that caused the reconstruction of the Trade-in. Buyer represents that the Trade-in's mileage shown in this Agreement is the actual mileage on the Trade-in, Buyer authorizes Dealer to rely on this representation in entering into this Agreement. If Buyer provides false information related to the Trade-in Buyer agrees to repurchase the Trade-in for the full allowance given to Buyer plus all costs incurred by Dealer in resolving the matter including but not limited to reconditioning costs; legal fees, court and collection costs. Buyer authorizes Dealer to sell the Trade-in without regard to whether the financing contingencies are satisfied as described below.
- 5. Except as permitted under Sections 2 or 3 above, if Buyer fails or refuses to accept delivery of the Vehicle or comply with this Agreement, without limiting any other rights Dealer may have, Dealer may keep as liquidated damages any deposit made by Buyer, to the extent not prohibited by law. Dealer may also reimburse itself for any expenses and losses it incurs or suffers as a result of Buyer's failure or refusal to comply with this Agreement, including, without limitation, reasonable attorney's fees. Dealer isnit liable for failure to deliver or delay in delivering the Vehicle where such failure or delay is due, in whole or in part, to any cause beyond Dealer's control or without Dealer's fault or negligence.
- 6. The Vehicle price doesn't include sales taxes, use taxes or occupational taxes (federal, state or local) unless expressly so stated. Buyer agrees to pay, unless prohibited by law, any such taxes imposed on or that apply to the transaction reflected by this Agreement, regardless of who

#### DEVFEBSHILD COLX CONN FORM NO. BO-NC (11/07) CORD Reynolds and Reynolds TO RDFE: www.reysource.com: 1-800-344-0990; tax 1-800-531-9055 THE PRINTER MAKES NO WARRANTY, EXCRESS OF IMPLIED, AS TO CONTENT OF STREES FOR PURPOSE OF THIS FORM, CONSTRUCTOR OWN LEGAL COUNSEL DATE 800Z/80/70 (hust Be Accepted By An Authorized-Representative of the Dealer) **JAVOA94A 2'A30ANAM** CO-BUYER SIGNS X DATE <u>8007760770</u> Ш arount according greenent (Merchaet HE SERICE a true copy of this Agreement. Ξ adlet in bax , Buyer, by signing this Agreement, 72203601 lete and exclusive statement of the HARIZ SHERIZIAR Nerchant reements, and as of the date below THARY YUU tent and back side hereof, that 5 (004 č. jes ( 541.640601 Ş. a2 ragraph 10 on the other side of this alment contract or lease executed by = S nisment for liw rud , bengis si essel i firs paraliment sale contract or is leasing This Agreement is not binding upon-either Dealer or Ruvor upond for For your protection, request a receipt for all payments you make.

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### CONSUMER RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

Dealer Number	Contract Number	
Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and	d address)
HOLLY SPRINGS NC WAKE	MACKENAN AUTO DBA HENORICK F 90 MACKENAN DI CARY NC 27511	MOTIVE COMPANY PONTIAC BUICK GMC RIVE
You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below f under the agreements on the front and back of this contract. You agree to payment schedule shown below. We will figure the Finance Charge on a daily	pay us, the Creditor, the Amo	this contract, you choose to buy the vehicle on credit ount Financed and Finance Charge according to the
New or Used Year Make and Model Vehi	cle Identification No.	Primary Use for Which Purchased
USEI 2006 65 SEBAN SE-1 16276	558764	pèisonal, family, or household
	del <u>ECLIPSE</u>	
FEDERAL TRUTH-IN-LENDING DISCLOSURES		nsurance. You may buy the physical damage
ANNUAL PERCENTAGEFINANCE CHARGEAmount FinancedTotal of Paymen The amount of credit as a yearly rate.Total of Paymen The dollar amount the credit will cost you or on your behalf.Total of Paymen The amount of you have made a payments as scheduled.4.90%\$2564.3\$19455.6\$22020.4	ts Total Sale Price The total cost of ar your purchase on Il credit, including your downpayment of \$0_0 \$2026,00	nsurance 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 predit. Your decision to buy or not buy other nsurance 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.
Your Payment Schedule Will Be: Number Amount When Payments		Check the insurance you want and sign below:
of Payments         of Payments         Are Due           60         \$ 367 0Monthly beginning         08/78/2005	Follows	Optional Credit Insurance.
SO       \$ 357       Monthly beginning       OB/18/2005         Late Charge. If a payment is not received in full within 10 days after it is charge of 5% of the part of the payment that is late. The charge will not exvehicle primarily for personal, family, household, or agricultural use.         Prepayment. If you pay off all your debt early, you will not have to pay a pay	due, you will pay a late seed \$6 if you bought the	□ Credit Life: □ Buyer □ Co-Buyer □ Both □ Credit Disability (Buyer Only) Premium: Credit Life \$
Security Interest. You are giving a security interest in the vehicle being put	rchased.	N/A (Insurance Company)
Additional Information: See this contract for more information inc nonpayment, default, any required repayment in full before the scheduled d	uding information about the and security interest.	(Home Office Address )
ITEMIZATION OF AMOUNT FINANCED         1 Cash price (including any accessories, services, and taxes)         2 Total downpayment = (If negative enter "0" and see line 4H below)         Gross trade-in \$ 15000.00 -payoff by seller \$ 17903.33         = net trade-in \$ 0.00 + cash \$ 1600.01         + other (describe) 11/A         \$ Unpaid balance of cash price (1 minus 2)         4 Other charges including amounts paid to others on your behalf (Seller m keep part of these amounts.):         A Cost of optional credit insurance paid to the insurance company or companies	\$ 17030.0(7)	Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.
Life \$ M/A		Other Insurance.
Disability     \$     N/A     \$       B     Other insurance paid to the insurance company     \$       C     Official fees paid to government agencies       IRANS=55.00TNSP=3,30     \$     123       D     Government taxes not included in cash price	U/A. N/A 30_	□ <u>₩/A</u> Type of Insurance Térm Premium \$ <u>N/A</u> N/A
E Government license and/or registration fees \$ F Government certificate of title fees		(Insurance Company) (Home Office Address)
G Other charges (Seller must identify who is paid and describe purpose.)	I/A- 20	I want the insurance checked above.  X Buyer Signature Date
to N/A for N/A \$	00 //A //A	X Co-Buyer Signature Date
IVC SEKALCE + 1/43 B-002 \008		ANY INSURANCE REFERRED TO IN THIS

*ř	· · · · · · · · · · · · · · · · · · ·
H Net trade-in/payoff to\$ 303.33	
Total other charges and amounts paid to others on your behalf	<u>\$ 2425 6≾(4)</u> DAMAGE CAUSED TO OTHERS.
5 Amount financed (3 + 4)	\$ <u>19456 635)</u>
contract must be in writing and we must sign it. No oral changes are briding. Buver Signs X	ntire agreement between you and us relating to this contract. Any change to the
If any part of this contract is not valid, all other parts stay valid. We may delay For example, we may extend the time for making some payments without exter	y or refrain from enforcing any of our rights under this contract without losing them nding the time for making others.
See back for other important agreements.	
to receive a part of the Finance Charge.	Seller. The Seller may assign this contract and retain its right
You agree to the terms of this contract. You confirm that before you sig You confirm that you received a completely filled in copy when you signe	
Buyer Signs X () ate ()7/03/20()5	Co-Buyer Signs X Date
Co-Buyers and Other Owners - A co buyer is a person who is responsible the vehicle but does not have to pay the debt. The other owner agrees to the set	for paying the entire debt. An other owner is a person whose name is on the title to ecurity interest in the vehicle given to us in this contract.
Other owner signs here X Date	Address
Creditor Signs DBA HENDRICK PONTIAC RUPPE 07/03/2004	By X Title
	sll National Auto Finance 🛛 GMACAB 🗍 Nuvell Credit Company,
Assigned with recourse	Assigned without recourse or with limited recourse
	MACKENAN AUTONUIIVE COMPANY
Seller By Title	Seller By Title
<ul> <li>e. What happens to returned insurance, maintenance, service, or other contract charges. If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.</li> <li>8. YOU MAY PREPAY</li> </ul>	<ul> <li>5. WARRANTIES SELLER DISCLAIMS</li> <li>Unless the Seller makes an express warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.</li> <li>This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.</li> </ul>
You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.	<ol> <li>Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window</li> </ol>
LIF YOU PAY LATE OR BREAK YOUR OTHER PROMISES	form overrides any contrary provisions in the contract of sale.
a. You may owe late charges. You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.	Spanish ³ Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrarlo contenida en el contrato de venta.
	Mala - 1
	7. APPEICABLE LAW
	Federal law and North Carolina law apply to this contract.
THE DEBTOR COULD ASSERT AGAINST THE S	TRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH SELLER OF GOODS OR SERVICES OBTAINED PURSUANT COVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, household or agricultural use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

North Carolina Division of Motor Vehicles

# TITLE APPLICATION

..

			VEHICLE S		TTONI NI IN CORD	FUEL TYPE
NR.	MAKE	BODY STYLE	SERIES MODEL	VEHICLE IDENTIFICA		GAS
2005	PONTIAC	G6_SEDAN \$	SE <u>66 SEDAN SÊ</u>			03/4.5
			OWNER S	ECTION	·····	
	# 2	L~	· · · · · · · · · · · · · · · · · · ·			
			Full Legal Nar	ne of Owner 1 (First, Middle, Las	st, Sullix) or Company 198	me
wher 2 ID	#	<u></u>	Full Legal Nat	ne of Owner 2 (First, Middle, La	st, Suffix) or Company Na	ame
sidence Addr	ess (Individual) Business	Address (Firm)				
						Tax County
y and Statĕ				Zin Code		WAKE
	<u>SPRINGS MC</u> (f different from above)	·	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~			
					<b></b>	
			lien se	CTION	OR COMPANY	7
		TRST LIEN		Date of Lien	SECOND LIEN ACCO	• )UNT #
ate of Lier enholder 1D#		8 ACCOUNT #		Lienholder ID# Lienholde		
	GMAC			ļ		<b></b>
C ()(	2 <u>.0. BOX 8132</u> CKEYSVILLE	<u> </u>		Address	State	Zip Code
ity						ODOMETER READING
		CHECK Appropria	te Block/s			30636
	Only Vehicle N	ot in Operation		changed Plate No.		
-   Title	e and License					
·						
·				placed Plate No.		
Clas	ss of License		Re	placed Plate No		
Cta: Cta: Exp	ss of License te No. Transferred biration Date	0-15-0		placed Plate No		
Cta: Cta: Exp	ss of License te No. Transferred biration Date	0-15-0	Re	placed Plate No		
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Clas Plat Exp certify for <u>GE IC</u> Date First O <u>07/</u>	ss of License te No. Transferred piration Date the motor vehicle des 0INSURANCE	CI - I - C cribed above that I hav insurance company authorized ate of Last Registration	d In N.C.	placed Plate No uck Weight desired s required by law. 	Empty Weight	Policy Number Combined Gross Weight of Truck o Truck-Tractor with Trailer Purchase Date
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2500 - 1200 - 130 1399-1 DEAL-RECAP MACKENAN AUTOMOTIVE COMP 13700 00 90 MACKENAN DRIVE CARY NC 27511	PANY OBA HENDRICK PONTIAC BUICK GMC	25
] Truth in Lending	SELLING PRICE (Inc. all Acc.)	17000.00
Check in Slip	SALES TAX	30.00
Odometer Certs	TRADE ALLOWANCE	16000.00
Insurânce	PAY-OFF	17903.33
- Amt No No.	CASH DEPOSIT	NZA
Amt. No. No. No.	C.O.D	
	DEFERRED DOWN No. 1	
	DEFERRED DOWN No. 2	<u> </u>
P.O. Amt	DEFERRED DOWN No.3	<u>N/A</u>
Verified By	- TOTAL CASH DOWN PAYMENT	1600.00
Title In Due Source		367.00
2006 MITSUBISHI ECLIPSE 39016 13800.00	NO. DAYS BEFORE 1st PMT/DATE	08/18/200
4A3AK34T16E028516 PE028516	ADD-ON INTEREST RATE/APB	4,90
Playoff	LICENSE AND REGISTRATION	123,30
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STOCK # P4 DESCRIPTION _ 2005 PONTIA	·	528.00
DEAL # 72414 10 4 16226558764		828,00
	IICA SRECKOVIC LAH INSURANCE COMMISSION:	N/A
	SERVICE CONTRACT COMMISSION:	N/A
SALESMAN 2 (W)	AFTERMARKET (S) POLY & MISSION:	N/A
PRICE OF VEHICLE	29.00 I NET F & I RESERVE: .	N/A <u>828,00</u>
COST OF VEHICLE         13700.00         4700           PACK         /ADJ/WEOWE         520.00         *           TRADE ALLOWANCE         16000.00         (PAYABLE)	1	1.100.00
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OVER-ALLOWANCE		スツグ/ RTIFICATION
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COMMISSION No. 2/BONUS.	GROSS PROFIT:	1408.00
	NET PROFI	1408.00

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C ZEFN



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

#### VIA FAX ONLY

September 2, 2009

Rick McNeil, Esq. Kahn & Associates 55 Public Square Suite 650 Cleveland, OH 44113

RE: V. General Motors Corporation Service Request: 71-750988939 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558764 Customer Relationship Specialist: Patricia Spacek

Dear Mr. McNeil:

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

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

A cash settlement of \$4,500.00

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

Your client would retain the vehicle. If this offer is acceptable to your client, please have your client sign this offer letter and return it 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.















September 2, 2009 Page 2

Please refer to the service request number above when calling 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: Keith Rose - GM Counsel

LG0043 V07092007

Odometer

Client's Signature

Date

Client's Signature

Date



















Patricia Spacek/Austin/GM1 09/03/2009 09:02 AM



Dear Ms. Duff:

This email is to follow up on Service Request 71-750988939 for customer **1000000**. The customer's vehicle is a 2006 Pontiac G6 with approximately 46,599 miles. The customer has been working with Hendrick Pontiac-Buick-GMC in Cary, NC.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$4,500.00 was accepted.

There is no need to reply to this email. It is being sent for notification purposes only.

Thank you,

Patricia Spacek Legal Agent – BRC Legal Department Aditya Birla Minacs 800/231-1841, ext. 21338 | patricia_spacek@gmexpert.com 866/852-1529



21

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

#### VIA FAX ONLY

August 20, 2009

Richard McNeil, Esq. Kahn & Associates 55 Public Square Suite 650 Cleveland, OH 44113

RE:

Service Request: 71-750988939, GM Case #677395 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558764 Customer Relationship Specialist: Dianna Barber

Dear Mr. McNeil:

This is to advise that General Motors is in receipt of the above referenced case dated August 17, 2009. 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 an 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: {Other}  $\boxtimes$ 

Finance agreement Buyer's agreement

General Motors Corporation ATTN: BRC Legal P.O. Box 33170 Detroit, MI 48232

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









RCALFORNICARE





#### cc: THE ROSE LAW FIRM

KEITH B. ROSE











NUMPERPRESE





taiss to the target



# **RELEASE OF LIEN INFORMATION**

Ι	,
I(Client's Name)	
hereby authorize	
hereby authorize(Lien holder Name)	
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regarding my los	an account #
	(Account Number)
with	
with(Lien holder Name)	
to General Motors Corporation, including but not l loan payoff amount, and per diem information.	limited to a complete payment history of my account, a
Date	
VEHICLE I	NFORMATION
The current vehicle mileage is	_ Date mileage read:
Signature S	ignature















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

#### VIA FAX ONLY

September 1, 2009

Rick McNeil, Esq. Kahn & Associates 55 Public Square Suite 650 Cleveland, OH 44113

RE: v. General Motors Corporation Service Request: 71-750988939 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558764 Customer Relationship Specialist: Patricia Spacek

Dear Mr. McNeil:

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

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

A cash settlement of \$3,200.00

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 and signing of a release prepared by General Motors Corporation's counsel.

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

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















September 1, 2009 Page 2

Sincerely,

General Motors Corporation

cc: Keith Rose - GM Counsel

LG0043 V07092007

Odometer

Client's Signature

Client's Signature

Date

Date















marjorie.duff@gm.com on 08/20/2009 03:02:56 PM

To: levetta_sheppard@gmexpert.com cc:

Subject: Marjorie Duff is out of the office.

I will be out of the office starting 08/12/2009 and will not return until 08/25/2009.

I will respond to your message when I return. If this is a urgent matter, you may contact Jackie Cates at (704) 517-8185

RCMPR010	VEHICLE DELI PROCESSING S	VERY/INCEN OURCE: PON	FIVE HISTORY FIAC	:	03/10/07 13:22:41 PAGE: 1
VIN: 1G2ZG5587 64		SELLG SCE:	16 MDL YR	: 06	ORD NO: JQRH9P
ODATE: 10/22/05 ORDE DDATE: 02/08/06 DLV	R FAN: Y FAN:	OTYPE: 0 DTYPE: 0	70 DLVY SS/ 15 SRVC TYP	SITE CI E:	D: 16 11400 MILEAGE:
DLVY DOE: 02/10/06 CANC: CANC DOE: TRADE: TRD DOE: SRVC IN: SRVC OUT: BFSO ORD DT: PRICE ASSUR DT:		EWETT ROCCA CIRC IGH T: SUR RT:	LE	N	C 27603
		INCENTIVES			
CODE PAY SS/SITE CCR 01 16 11400	INV/INC NO 137283	DATE 02/15/06	AMOUNT 500.00	MTHD OP	DLR SHR STAT 0.00 9
PROCESS TYPE: 004 DATA SCE: GMAC MISC DATE: 02/08/06 POLICY PYMT CMNT:	CHECK NO: INC MEMO NO: 1 MISC: 00000668	37283 93 A2	SSN: AUTH PUR		TYPE: 6
CODE PAY SS/SITE C4C 01 16 11400				MTHD OA	DLR SHR STAT 0.00 9
PROCESS TYPE: 001 DATA SCE: HOU MISC DATE: 01/11/06 POLICY PYMT CMNT:	INC MEMO NO: 0	0029528920 TRANSIT	AUTH PUR		TYPE: 6
CODE PAY SS/SITE DXP 01 16 11400	INV/INC NO 00029700851	DATE 02/11/06	AMOUNT 468.00	MTHD OA	DLR SHR STAT 0.00 9
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CODE PAY SS/SITE FFC 01 16 11400			AMOUNT 28.04	MTHD OA	DLR SHR STAT 0.00 9
PROCESS TYPE: 001 DATA SCE: DLVY MISC DATE: POLICY PYMT CMNT:		0029700851	SSN: AUTH PUR		TYPE: 6

RCMPR010	VEHICLE DEL PROCESSING		/10/07 :22:41 2			
VIN: 1G2ZG5587 64		SELLG SCE:	16 MDL Y	R: 06	ORD NO: J	JQRH9P
CODE PAY SS/SITE XJC 01 16 11400	INV/INC NO 137283	DATE 02/15/06	AMOUNT 2,000.73	MTHD OP	DLR SHR 0.00	STAT 9
PROCESS TYPE: 004 DATA SCE: GMAC MISC DATE: 02/08/06 POLICY PYMT CMNT:	CHECK NO: INC MEMO NO: MISC: 0000066		SSN: AUTH PU		/ TYPE: 6	

#### VEHICLE EVENT SELECTION PROCESSING SOURCE: PONTIAC

03/10/07 13:23:14 PAGE: 1

VIN: 1G2ZG5587 6 VIN TYPE: N	4	SELLG	SCE: 16 MDL YR:	06 ORD NO: JQRH9P
VIN 1111. N	ss/	DOCUMENT	I INC	
EVENT DESC	SITE CD	NUMBER	S EVENT DT CD	AMOUNT
INCENTIVE MEMO		137283	02/15/06 XJC	2,000.73
INCTV PAYMENT	16 11400	137283	02/15/06 XJC	2,000.73
INCTV APPLICATN		137283	02/15/06 XJC	2,000.73
INCENTIVE MEMO	16 11400	137283	02/15/06 CCR	500.00
INCTV PAYMENT	16 11400	137283	02/15/06 CCR	500.00
INCTV APPLICATN		137283	02/15/06 CCR	500.00
INCENTIVE MEMO	16 11400	00029700851	02/11/06 FFC	28.04
INCTV PAYMENT	16 11400	00029700851	02/11/06 FFC	28.04
INCTV APPLICATN	16 11400	00029700851	02/11/06 FFC	28.04
INCENTIVE MEMO	16 11400	00029700851	02/11/06 DXP	468.00
INCTV PAYMENT	16 11400	00029700851	02/11/06 DXP	468.00
INCTV APPLICATN	16 11400	00029700851	02/11/06 DXP	468.00
DELIVERY D.O.E.	16 11400		02/10/06	0.00
DELIVERY TO CUS	16 11400		02/08/06	0.00
INCENTIVE MEMO	16 11400	00029528920	01/14/06 C4C	53.48
INCTV PAYMENT	16 11400	00029528920	01/14/06 C4C	53.48
INCTV APPLICATN	16 11400	00029528920	01/14/06 C4C	53.48
EXPIRATION TRAN	16 11400	2AD53588644	12/21/05	0.00
SETTLEMENT DATE			12/21/05	21,877.60 CR
ORIGINAL INVOIC		2AD53588644	12/08/05	21,877.60
COV/NVIS DATE	16 11400	2AD53588644	12/08/05	0.00
SHIPMENT DATE	16 11400	21200000011	12/08/05	0.00
PRODUCTION (BUI			12/08/05	0.00
PREFERENCE TO P			10/25/05	0.00
GM ORDER ACCEPT			10/22/05	0.00
GM ORDER ACCEPT	10 11400		10/22/05	0.00

2006 G6 - 6CYL SEDAN 59U GRANITE METALLIC 70B LIGHT TAUPE ORDER NO. JQRH9P/TRE STC VIN 1G2 ZG55 87 64	/V6G OCK NO.	DETROTT	AC DIVISION DTORS CORPORATION SSANCE CENTER MI 48243-1114 NVOICE 2AD53588644
MODEL & FACTORY OPTIONS 2ZG69 G6 - 6CYL SEDAN AD3 REMOTE VEHICLE STARTER SY	MSRP 20030.00 STEM 190.00	INV AMT 18527.75 157 70	RETAIL - STOCK INVOICE 12/08/05 SHIPPED 12/08/05
FAD SIMULATED WALNUT BURL ACC FE9 50-STATE EMISSIONS F83 AXLE RATIO 3.05 JL9 BRAKES, 4-WHEEL DISC	N/C N/C	N/C N/C	INT COM 12/21/05 PRC EFF 12/08/05
W/TRACTION CONTROL LX9 ENGINE, 3.5L V6 SFI MX0 AUTOMATIC TRANSMISSION	400.00 N/C	332.00 N/C	WFP-S QTR OPT-1 BANK: GMAC - 023
PCH PREMIUM VALUE PACKAGE INC	LUDES 2375.00		
<ul> <li>* (4) 17" PAINTED ALLOY W</li> <li>* AM/FM STEREO 6 DISC CD (REPLACES STD/OPT/PKG R</li> <li>* PANORAMIC ROOF, POWER</li> </ul>	PLAYER		SHIP WT:3429HP:32.9GMS:20815.35SUPPLR:21748.67MRM:23870.00
PDD CONVENIENCE PACKAGE INCLU * POWER ADJ BRAKES & ACCE PEDALS		207.50	
<ul><li>* FLOOR MATS, CARPET</li><li>* CARGO NET</li></ul>			
R6J CUSTOMER DIALOG NETWORK 1SZ PREMIUM PACKAGE DISCOUNT			

TOTAL MODEL & OPTIONS	22745.00	20797.70	ACT 231	20740.35
DESTINATION CHARGE	625.00	625.00	H/B 261	682.35
LAM DEALER CONTRIBUTION		227.45	ADV 261	227.45
LAM GROUP CONTRIBUTION		227.45	EXP 65A	227.45

TOTAL 23370.00 21877.60 PAY 310 21877.60 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20894.80

HENDRICK PONTIAC-BUICK-GMC KEMIT TO GMAC NO. 023 VIN 1G2ZG558764 \$ 21877.60 INV 2AD53588644 DUE 12/21/05 DEALER 11-400

#### Privileged and Confidential Information

#### CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Dianna Barber

State: NC

Customer Name:

Service Request: 71-720509674 GM Legal File No.: N/A

In Service Date: 02/08/2006

Lien holder:  $GMAC \boxtimes$  Other  $\square$ :

Year, Make & Model: 2006 Pontiac G6

Vehicle ID No.: 1G2ZG558764

Was TAC contacted for this vehicle (Y/N)? : NO

# VEHICLE REPAIR HISTORY

#### If TAC was contacted, what did they say? NO

If TAC was NOT contacted, why? (Ask Dealership) Concerns diagnosed and repaired TAC assist not required.

BODY/	<u>TRIM</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/14/06	128092	*	166	Previous Owner Install mud flaps, tail pipe & floor mats per sales
03/14/07	153384	*	14035	Previous Owner C/S sunroof is rattling
BRAKE	<u>S</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/02/09	200107	1	46,599	C/S that brake lights stay on at all times when leaving vehicle / performed brake lamp circuit diag., <b>codes B3950 – B3905 – B2585 stored</b> . BCM keeping brake lamp relay on – removed BCM & replace for internal electrical failure C/S L/R brake lamp in-op – replace worn bulb <b>*one day rental</b> *
	RICAL			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/22/08	190374	2	36500	C/S that vehicle needs to be jumped to start battery light has been coming on and vehicle is hard to start / vehicle car part tested battery - replaced battery C/S both of the key fobs are in-op intermittent – customer is going to drop other fob off tomorrow / verified in-op, tested key fobs, fail test the key fobs, tried new battery still in-op, performed program key fobs, replaced key fobs system new *two days rental*

ENGINE/FUEL & EXHAUST						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
10/21/08	192161	1	38372	C/S at times engine doesn't want to turn over, engine light comes on / no codes, not duplicated during testing – updated w/latest programming for starting concern. *one day rental*		

Vehicle is: USED BAC Code: 178465 Vehicle Purchased Used on: 07/03/08 at 30,636 miles CUV vehicle DVM requests Purchase Price of involvement?: Vehicle: \$ 17,030.00 YES (option B)

STEERING

Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
06/11/08	183928	*	30478	Previous owner C/S there is a moaning groaning noise from steering column on turns / found noise from steering rack C/S steering feels loose / found L/outer tie rod worn & R/outer tie rod worn C/S clunk in steering / found clunk from steering shaft, lubricate intermediate steering shaft. Reset front toe
09/22/08	190374	*	36500	C/S steering is very difficult to turn intermittent at slow tight turns – <b>no problem found, steering ok.</b>
09/26/08	190693	1	36811	C/S that steering is stiff and hard to turn at times / code C0475, electric steering motor circuit, followed diag. in Doc. #156680 (replace motor) – Replaced power steering assist motor. *one day rental*
10/21/08	192161	1	38372	C/S that steering feels stiff at times / no codes in system for steering, test driven concern not duplicated w/ multiple times. Document attached for electric steering <b>Doc. #2096333</b> Wiring and connections good condition – concern not duplicated at this time. *one day rental*
11/03/08	192994	2	39085	C/S that steering was lost again and steering message came on message center / loss of steering, DTC steering message, <b>Bulletin #2041891</b> found for concern (wiring internal to steering column) – replaced steering column <b>*three days internal rental*</b>
03/02/09	200107	*	46,599	C/S clunk in steering / worn steering intermediate shaft – replace intermediate steering shaft
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/14/08	184128	*	30521	Perform CUV inspection
00/17/00	104120		30321	

# 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: Accident/Insurance Information:

Has the vehicle ever been involved in an accident? *NO* Did you confirm your answer with the dealer/attorney? *YES* What type of damage was sustained (example front end collision): *N/A* Are the RO's attached if the vehicle was in an accident? *N/A* Has the customer filed any insurances claims on this Vehicle? *N/A* If Yes. Did the insurance company deny the claim? *N/A* Are there any Aftermarket Modifications to the Vehicle? *NO* Have you confirmed this with the dealership? *YES* If "Yes" to aftermarket, please list: *N/A* 

# PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

Subject: Re: Email notification on SR 71-720509674, 2006 Pontiac G6, VIN:1G2ZG558764

b. I am not aware of this vehice, but would like to be keep in the loop

Thanks

Marjorie Duff District Service Manager (919) 270-8049 marjorie.duff@gm.com

# PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Dir confirmed the days out on repair orders as well as rental info. CRS will turn in case assessment. 200107 1 / 1 day rental 190374 2 / 2 day rental 192161 1 / 1 day rental 190693 1 / 1 day rental 192161 1 / 1 day rental 192994 2 / 3 day rental

# PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

# RECOMMENDATION AND RATIONALE

#### CRS recommends a denial at this time.

The vehicle is a Certified Used Vehicle purchased at over 30K miles and is currently out of warranty. The main concern appears to be the steering that began with the previous owner, but still after 30K miles. At 46K the intermediate steering shaft was diagnosed as worn and replaced.

# REASON FOR REMOVAL

CRS FINAL OFFER:	:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	:	DATE:	AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM LEAD APPROVING:

Date:



marjorie.duff@gm.com on 08/25/2009 08:34:20 AM

To: levetta_sheppard@gmexpert.com cc:

Subject: Re: Lawsuit Notification

Sorry its taken me so long to respond. I have been on vacation.

b.

Marjorie Duff District Service Manager (919) 270-8049 marjorie.duff@gm.com

levetta_sheppard@gmexpert.com

08/20/2009 11:21 AM

To marjorie.	duff@gm.com
cc	
Subject	Lawsuit Notification

To: Field Agent DVM Majorie Duff From: Researcher Name

Ms. Duff:

This email is to inform you that a lawsuit has been filed on behalf of customer by *Kahn and Associates* for the customer's 2006 Pontiac G6, **VIN 1G2ZG558764** The customer has been working with HENDRICK PONTIAC-BUICK-GMC, CARY, NC . Please refer to Service Request **71-750988939**.

This matter has been referred to the Early Resolution program for settlement review.

Your response is needed to continue review of the case. Please reply only by email by selecting one of the following options:

A) I am unaware of this case and have no information to provide you. However, I am interested in the outcome and would like to be contacted about the settlement offers.

B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.

C) I am aware of this case and have information that may be useful to your review. (If selecting this option, please provide the information in your email reply.)

Due to time constraints, your response to this e-mail is required within 24 hours. Your feedback will be documented and your e-mail attached to our case, as it is an important step in our accurate and timely case resolution.

Thank you

Dianna Barber (aka Levetta Sheppard) Business Resource Center Aditya Birla Minacs Phone: 866-790-5700 ext. 21116 Fax: 866.554-4011 levetta sheppard@gmexpert.com

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"Rick McNeil" <RMcNeil@kahnandassociat es.com>

09/02/2009 03:48 PM

To <patricia_spacek@gmexpert.com>

cc "Jon Waldorf" <JWaldorf@theroselawfirm.com>

bcc

Subject RE: v. GM

Patricia,

Thank you very much for getting back to me so promptly. A subscription of the subscription of \$4,500 inclusive. Please notify local counsel to prepare a release.

Based on the settlement, we will also consent to an indefinite extension on the Answer or any responsive pleading until the voluntary dismissal with prejudice is filed. The Rose Law Firm is also aware that I will be out from 9/3 - 9/12. I will try and get the release executed promptly upon my return.

We greatly appreciate your assistance.

Sincerely,

Rick McNeil, Esq. Kahn & Associates (919) 827-0371

From: Rick McNeil Sent: Wednesday, September 02, 2009 12:36 PM To: 'patricia spacek@gmexpert.com' Subject: v. GM

Patricia,

Thank you for presenting GM's offer of \$3,200 inclusive. After further discussion with **Contract of I** have been authorized to issue a counter-demand of \$5,200 inclusive.

As per my voice message, I will be out of the office for approximately 10 days after today and would like to try and tie this up if possible. Please feel free to call me if you have an opportunity.

Thanks!

Sincerely,



Rick A. McNeil, Esq. | Kahn & Associates | Attorney Profile

Serving the Entire State with Satellite Offices Located Near You North Carolina Headquarters | 4030 Wake Forest Road | Suite 300 | Raleigh, NC 27609 Additional North Carolina Offices | Please Click State Link Below for More State Office Locations P 888 536 6671 | F 888 868 6671 | <u>www.kahnandassociates.com</u>

Stuck Driving a Lemon? We can Help! Visit us at <u>www.KahnandAssociates.com</u> or any one of our regional offices:

California | Florida | Michigan | Missouri | North Carolina | Ohio | Pennsylvania | Tennessee | Texas | Virginia

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marjorie.duff@gm.com on 04/30/2009 08:20:34 AM

levetta_sheppard@gmexpert.com To:

CC:

Subject: Re: Email notification on SR 71-720509674, 2006 Pontiac G6, VIN:1G2ZG558764

b. I am not aware of this vehice, but would like to be keep in the loop

Thanks

Marjorie Duff **District Service Manager** (919) 270-8049 marjorie.duff@gm.com

levetta_sheppard@gmexpert.com

To marjorie.duff@gm.com

04/29/2009 01:30 PM

Subjec Email notification on t VIN:1G2ZG558764

cc

SR 71-720509674, 2006 Pontiac G6,

DVM Ms.Duff:

Hi, my name is Dianna Barber. This email is to follow up on my voicemail regarding Service Request 71-720509674 for customer . The customer's vehicle is a 2006 Pontiac G6, VIN:1G2ZG558764 with @38,372 miles. The customer has been working with HENDRICK PONTIAC-BUICK-GMC, CARY, NC E. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Dianna Barber (aka Levetta Sheppard) Business Resource Center Aditya Birla Minacs Phone: 866-790-5700 ext. 21116 Fax: 866.554-4011 levetta_sheppard@gmexpert.com

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#### Privileged and Confidential Information

#### CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: NC Revised 9/1/09 LAWSUIT **OFFER ACCEPTED 9/2/09** Customer Name: Service Request: 71-750988939 GM Legal File No.: 677395 Vehicle ID No.: 1G2ZG558764 In Service Date: 02/08/2006 Vehicle is: USED BAC Code: 178465 Year, Make & Model: 2006 Pontiac G6 Vehicle Purchased Used on: 07/03/08 at 30,636 miles CUV vehicle Lien holder:  $GMAC \boxtimes$  Other :: DVM requests Purchase Price of

Was TAC contacted for this vehicle (Y/N)? : NO

# VEHICLE REPAIR HISTORY

involvement?:

YES (option B)

codes, not duplicated during testing – updated w/latest programming for

Vehicle: \$ 17,030.00

#### If TAC was contacted, what did they say? NO

If TAC was NOT contacted, why? (Ask Dealership) Concerns diagnosed and repaired TAC assist not required.

BODY/TRIM				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/14/06	128092	*	166	Previous Owner Install mud flaps, tail pipe & floor mats per sales
03/14/07	153384	*	14035	<i>Previous Owner C/S sunroof is rattling</i>
BRAKE	<u>.s</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/02/09	200107	1	46,599	C/S that brake lights stay on at all times when leaving vehicle / performed brake lamp circuit diag., codes B3950 – B3905 – B2585 stored. BCM keeping brake lamp relay on – removed BCM & replace for internal electrical failure. C/S L/R brake lamp in-op – replace worn bulb
	RICAL			*one day rental*
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/22/08	190374	2	36500	C/S that vehicle needs to be jumped to start battery light has been coming on and vehicle is hard to start / vehicle car part tested battery - replaced battery C/S both of the key fobs are in-op intermittent – customer is going to drop other fob off tomorrow / verified in-op, tested key fobs, fail test the key fobs, tried new battery still in-op, performed program key fobs, replaced key fobs system new *two days rental*
ENGIN	E/FUEL 8	<u>EXHAUST</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/21/08	192161	1	38372	C/S at times engine doesn't want to turn over, engine light comes on / no

starting concern.

#### *one day rental*

<b>STEERING</b>	$\boxtimes$	STE	ERI	NG
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Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/11/08	183928	*	30478	Previous owner C/S there is a moaning groaning noise from steering column on turns / found noise from steering rack C/S steering feels loose / found L/outer tie rod worn & R/outer tie rod worn C/S clunk in steering / found clunk from steering shaft, lubricate intermediate steering shaft. Reset front toe
09/22/08	190374	*	36500	C/S steering is very difficult to turn intermittent at slow tight turns – <b>no problem found, steering ok.</b>
09/26/08	190693	1	36811	C/S that steering is stiff and hard to turn at times / code CO475, electric steering motor circuit, followed diag. in Doc. #156680 (replace motor) – Replaced power steering assist motor. *one day rental*
10/21/08	192161	1	38372	C/S that steering feels stiff at times / no codes in system for steering, test driven concern not duplicated w/ multiple times. Document attached for electric steering <b>Doc. #2096333</b> Wiring and connections good condition – concern not duplicated at this time. *one day rental*
11/03/08	192994	2	39085	C/S that steering was lost again and steering message came on message center / loss of steering, DTC steering message, <b>Bulletin #2041891</b> found for concern (wiring internal to steering column) – replaced steering column *three days internal rental*
03/02/09	200107	*	46,599	C/S clunk in steering / worn steering intermediate shaft – replace intermediate steering shaft
Other				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/14/08	184128	*	30521	Perform CUV inspection

# THE STATE LEMON LAW READS:

Days out of service: 20 or more business days during any one year period of the warranty Repairs 4 or more times for same non-conformity Time period 24 /24,000 miles Does Lemon Law state nonconformity must continue to exist? Y

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

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	8

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? *NO* Did you confirm your answer with the dealer/attorney? *YES* What type of damage was sustained (example front end collision): *N/A* Are the RO's attached if the vehicle was in an accident? *N/A* Has the customer filed any insurances claims on this Vehicle? *N/A* If Yes. Did the insurance company deny the claim? *N/A* Are there any Aftermarket Modifications to the Vehicle? *NO* Have you confirmed this with the dealership? *YES* If "Yes" to aftermarket, please list: *N/A* 

# PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

Subject: Re: Email notification on SR 71-720509674, 2006 Pontiac G6, VIN:1G2ZG558764 b. I am not aware of this vehice, but would like to be kept in the loop Thanks Marjorie Duff District Service Manager (919) 270-8049 marjorie.duff@gm.com

# PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

DIr confirmed the days out on repair orders as well as rental info. CRS will turn in case assessment.

200107 1 / 1 day rental 190374 2 / 2 day rental 192161 1 / 1 day rental 190693 1 / 1 day rental 192161 1 / 1 day rental 192994 2 / 3 day rental

# PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 71-720509674 BRC NISM – closed denied Date & Offer/Result:

# RECOMMENDATION AND RATIONALE

*Initial offer - \$3,200 – 9/1 *Counter demand - \$5,200 – 9/2 *Counter Offer - \$4,500 – 9/2

#### **OFFER ACCEPTED FOR \$4,500.00 9/2/09**

CRS recommends VERY small cash offer - \$3,200 - \$4,500. If not accepted – remove to Local Counsel. Customer purchased used @ 30,636 miles. Reason for cash offer would be the prior owner's issue with steering, which began 2 months after purchase. This continued up to 3/2/09. May be able to make case for excessive repairs, to include prior ownership, even though issue appeared to begin outside presumption period. Patricia Spacek/BRC Legal – 9/1/09

#### **NISM Recommendation & Rationale**

CRS recommends a denial at this time.

The vehicle is a Certified Used Vehicle purchased at over 30K miles and is currently out of warranty. The main concern appears to be the steering that began with the previous owner, but still after 30K miles. At 46K the intermediate steering shaft was diagnosed as worn and replaced. – Emily Butler

# REASON FOR REMOVAL

: \$4,500.00	DATE: 9/2/09	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$	
: Offer accepted for \$4,500.00	DATE: 9/2/09	AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OB INCLUSIVE OFFED: \$	
	: Offer accepted for	: Offer accepted for DATE: 9/2/09	ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$ : Offer accepted for DATE: 9/2/09 \$4,500.00 AMOUNT TO CUST: \$

TEAM LEAD APPROVING:

Date:

#### General Motors Company Legal Staff

6M

Facsimile (248) 267-3677

**Telephone** (512) 386-0748

August 18, 2009

Keith Rose, Esq. Rose Law Firm PLLC - NY 501 New Kamer Albany, NY 12205

Dear Mr. Rose:

Re: GM Case No. 677395 v. General Motors

This will acknowledge your agreement to represent General Motors in this case.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me by phone at (512) 386-0748 or Fax at (248) 267-3677 with any questions.

Sincerely,

Elizabeth Martin Legal Coordinator

03-17-CEPSCIER REVN

**GM Legal Customer Assistance and Relationship Services** 

677395

a/14/09

Service of Process Transmittal 08/17/2009

CT Log Number 515291665

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

#### RE: Process Served in Ohio

FOR: General Motors Company (Domestic State: DE)

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

TITLE OF ACTION:	, Pitf. vs. General Motors Company, Dft.		
BOCUMENT(S) SERVED:	Summons, Return form Complaint		
COURT/AGENCY:	Wake County Superior Court, NEFILED 81009 Case # 090VS15826		
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repu- defects on a 2006 Pontiad G6, VIN: 1G2ZG558764		
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Cleveland, OH		
DATE AND HOUR OF SERVICE:	By Certified Mail on 08/17/2009 postmarked on 08/14/2009		
APPEARANCE OR ANSWER DUE:	Within 30 days after you have been served		
ATTORNEY(S) / SENDER(S);	Richard Anthony McNeil Kahn & Associates, L.L.C. 4030 Wake Forest Road Suite 300 Raleigh, NC 27609 888-536-6671		
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 791237239610 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemaric Williams, via Regular Mail		
SIGNED: PER: ADDRESS: TELEPHONE:	C T Corporation System Ronnie Strickland 150 Fayetteville St. Box 1011 Rateigh, NC 27601 919-821-7139		

ER-Elizabeth Martin

Rose Law Fim Keith Rose

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CT web 8/17/09 5:33pm

#### Page 1 of 1 / RS

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

#### VIA FAX ONLY

August 20, 2009

Richard McNeil, Esq. Kahn & Associates 55 Public Square Suite 650 Cleveland, OH 44113

RE:

Service Request: 71-750988939, GM Case #677395 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558764 Customer Relationship Specialist: Dianna Barber

Dear Mr. McNeil:

This is to advise that General Motors is in receipt of the above referenced case dated August 17, 2009. 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 an 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: {Other}  $\boxtimes$ 

Finance agreement Buyer's agreement

General Motors Corporation ATTN: BRC Legal P.O. Box 33170 Detroit, MI 48232

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









REALING CONTRACTORS





#### cc: THE ROSE LAW FIRM

KEITH B. ROSE











NUMPERPRESE





taiss to the target



#### **RELEASE OF LIEN INFORMATION**

Ι	,
I (Client's Name)	
hereby authorize	
hereby authorize(Lien holder Name)	
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regarding my los	an account #
	(Account Number)
with	
with(Lien holder Name)	
to General Motors Corporation, including but not l loan payoff amount, and per diem information.	limited to a complete payment history of my account, a
Date	
VEHICLE I	NFORMATION
The current vehicle mileage is	_ Date mileage read:
Signature S	ignature













. . . .

Form W-9 Rev. December 1998) Decommon of the Treasury region Revenue Service		Request for Taxpayer tion Number and Certif	ication	Give form to the requester. Do NOT send to the IRS.
		<u>L</u> . C .	······································	
	al and appliansume no.1	172 650	☐ O:har ► Fecues(ar's name ard ;	oddfess loplion4)
Part I Taxpaye Enter your TIN In the ap Individuals, this is your (SSN). However, if you sole proprietor, see the For other entitles, it is y identification number (E number, see How To G Note; if the account is	r Identification Number appropriate box. For social security number are a resident allen OR a Instructions on cage 2, our employer IN). If you do not have a let a TIN on cage 2.	(TIN)  Sociel security humber  I + I + I      OR  Employer inertification pumper	List account number at the second sec	es Exampt From Backup ling (See the instructions
Part III Certifica			· ·	

1. The number shown on this form is my correct taxpayer identification number (or I 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 failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.

Certification instructions.—You must cross out item 2 above if you have been notified by the IRS that you are car entry subject to backup withholding because you have failed to report all interest and dividends on your tex return. For real estate transactions, item 2 does not apply. For monogage interest cold, accurstion or abandonment of accured propenty, cancellation of dept, contributions to an intervent arrangement (IRA), and generally, paymenty other than interest and dividends, you are not required to sign the Certification, but you must

	DE CORECTIN.				· . ·	
Sign'				····· ,··		
Here	Signatura ►		·	Deto 🕨		

Purpose of Form. --- A person who is required to file an information return with the IRS must get your correct taxpayer centification number (TN) to report, for example, income paid to you, real estate transactions, montgage interest you paid, accurstion of abandonment of secured property, cancellation of debt, or contributions you made to an IRA,

Use Form W-9 to give your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Cartily the TN you are giving is correct (or you are waiting for a number to be issued).

Certify you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are an exempt payse. Note: If a requester gives you a form other rnan a W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

What is Backup Withholding?--Persons making certain payments to you must withhold and pay to the IRS 31 % of such payments-under-certain-conditions. Thisis raited "backup withholding." Payments that may be subject to backup withholding Include Interest, dividends, broker and barter exchange transactions, rents, royaftles, nonemployee pay, and censin, payments from fishing boat operators. Real astate transactions are not subject to backup withholding.

"If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, payments you receive will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

1. You do not lumish your TIN to the requester, or

2. The IRS tells the requester that you furnished an incorrect TIN, or

3. The IRS tails you that you are subject to backup withholding because you did not rebon all your interest and dividends on your tax return (for reportable interest and dividends only), or

4. You do not cartily to the requester that you are not subject to backup withholding under 3 sbove (for reportable interest and dividend accounts opened after 1983 only), or 5. You do'no certify your TIN when required. See the Part III Instructions on page 2 for data is.

Certain payers and payments are exampt from backup withholding. See the Part il instructions and the separate instructions for the Requester of Form W-9.

#### Penalties

Failure To Fundsh TIN.----If you tail to furnish your correct TIN to a requester, you are subject to a penalty of 550 for each such failure unives, your failure is due to reasonable cause and not to willful neglect.

Oivil Panalty 1: r Felae information With Respect to Withholding.—If you make a take statement with no receptuble basis that results in to backup withholding, you are subject to 5500 penalty.

Criminal Penzity for Pateltying Information — Wilhully falsifying certifications of affirmations may subject you to criminal penalties including finas and/or imprisorment.

Misuse of TINH.—If the requester discloses or uses TINS.In violation of

 discloses brusse Tinstin violation of Federal law, thi requester may be subject to civil and continal penalties.

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

February 4, 2011



Service Request: 71-593586064 Customer Relationship Specialist: Roxy King

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column kit that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$200.00.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

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.

North Americ General Motors Disbursements (2 PO Box 62530 Phoenix, AZ 850	can Operation Corporation 2613) 982-2530	ons	<u>GM</u>		CHECK NO.	<u>30-937</u> 213
0ATE 01/18/08	3	******	**200 DOLLAR	s ****00 ci	AMOL ENTS XXXXXX	NT *******200.00
PAY TO THE ORDER OF	BOW	DON GA		SIGNATURE	North American Oper- General Motors Corpo Disbursement Accoun	ations tration
The Chase Manhattan Ban Syracuse, New York	14. N.A.		AUDIT			
			ADDIT			
VENDOR DUNS NO. BB 0000 VENDOR NAME	000265	1	North A General Disbursen PO Box Phoenix	merican Operat Motors Corporation ents (2613) 62530 AZ 85082-2530	IONS DETAC CHECK NO. PAYMENT DATE	H BEFORE DEPOSITING CHECK
REGISTER NO. DESCRIPTION		DOC. REFERENCE NUMBER	% DISC.		DISC. AMOUNT	
1G1ZU64865F				·		
	NOENENII VUK GUES	HECK CONSTITUTES FULL RE STIONS CALL 800-462-8782	TOTAL	N3200.0	0.00	200.00
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NORTH METRO GA 300

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DEL 20 2007

Reimburement Department P.O. Box 33170 Detroit, MI 48232-5170

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#### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant						
Date Claim Submitted: June 1, 2007						
17-Digit Vehicle Identification Number (VIN):						
Mileage at Time of Repair: <u>46800</u> Date of Repair: <u>June 1, 2007</u>						
Claimant Name (please print):						
Street Address or PO Box Number: _						
City: Bowdon State: Ga ZIP Code						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code)						
Amount of Reimbursement Requested: \$ _200,00						
The following documentation must accompany this claim form.						
Original or clear copy of all receipts, invoices, and/or repair orders that show:						
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>						
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.						

Claimant's Signature:

.

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

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#### CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

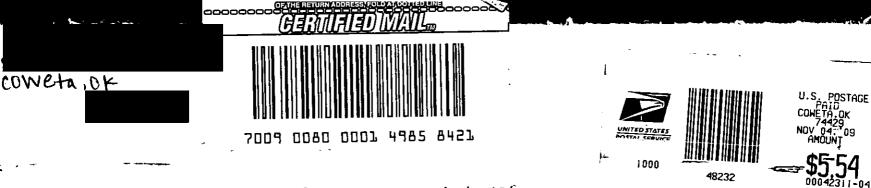
#### If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

# 

35515 72580 M	like Bell Chevro	let Inc
*INVOICE* 120	O N. PARK STREET	(770) 832-2436
	ROLLTON, GEORGIA 30117 www.mikebellservice.c	om.
BOWDON, GA		om
HOME BUS		
CELL SERVICE ADVISOR:	548 BO WYATT	OUT TAG
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<u>00:20 0100N07 12:03</u> 0100N07 1		
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CAUSE: INTERNAL FAILURE OF STEERING COLUMN, CODE CO545		
E7680 COLUMN ASSEMBLY, STEERING - REPLACE		
541WGMPP 1_88967179 F-S/COL REM		(N/C)
FC: 6C		(N/C)
PART#: 88967179		
COUNT: 1 CLAIM TYPE: 0		n waa dada kiida il <b>e</b> ina
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46800 INTERNAL FAILURE OF STEERING COLUMN AND ROAD TESTED	KEPLACED	
THANK YOU FOR ALLOWIN	G, US TO SERVICE AL	LYOUR
YOU. OUR GOAL IS TO S	EE THAT YOU ARE CO	MPLETE
LY SATISFIED WITH YOU	R SERVICE. IF FOR A	ANY RE
CONTACT SERVICE MANAG		7 770
-832-2436 I'LL BE HAP	PY TO HELP YOU	
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COSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER	a na	200.00
Our Service Man Mr		TOTALS
Please Contact Him Within 3 Days if Not Completely Satisfactory.	LABOR AMOUNT	0.00
We Want Our Work To Be Right!	GAS, OIL, LUBE	0.00
Mike Bell Chevrolet, Inc.	SUBLET AMOUNT	0.00
CREVENER 1200 N. PARK STREET CARROLLTON, GEORGIA 30117	SHOP SUPPLIES	200.00
DISCLAIMER OF WARRANTIES	LESS INSURANCE	200.00
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Mike Bell Chevrolet, Inc., hereby expressly disclaims all warranties either express or implied, including any implied	SALES TAX	0.00
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 with the sale of said products.	PLEASE PAY THIS AMOUNT	300.00
		200.00



General Motors Attn: Chevrolet PO BOX 33170 Detroit, MI -48232.5170-

11-10-09A11:14 RCVD

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**INFORMATION Redacted PURSUANT TO THE FREEDOM OF** 

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

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To Whom It May Concern at General Motors:

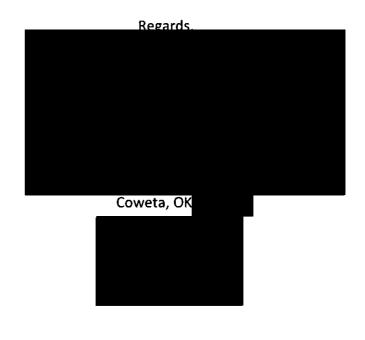
and myself, Tiffany Enkey are owners of a 2008 Chevrolet Maliby VIN # The vehicle was purchased on March 8th, 2008 from Riverside Chevrolet 1G1ZH57B48F in Tulsa, Oklahoma. The Chevrolet Malibu was purchased new with 9 miles upon purchase. At approximately 6,000 miles the vehicle began having various brake issues; brake pedal "popping" back after release of pedal, master cylinder had a mechanical failure causing brake fluid to leak into the break booster and causing the brake pedal to harden when applied, the vehicle was considered un-safe to drive per Southpointe Chevrolet in Tulsa, Oklahoma until the master cylinder was replaced, the rotors have been turned numerous times, Lake Country Chevrolet in Muskogee, Oklahoma recommended for the rotors to be replaced. The vehicle has had other numerous issues as well that have been documented with both GM Customer Service Representative Tia Collins and also with the Better Business Bureau Auto Line Representative, Carolyn Hill but at this time are not to my concern since they are not posing a safety hazard to myself, family and others on the road. In August 2009, I brought the car into Southpointe Chevrolet on three occasions to have a "popping" in the steering wheel fixed. The first attempt I was turned away from my service writer Randy Brooks at Southpointe Chevrolet since the problem could not be duplicated so Randy advised that I bring the vehicle back in when the "popping" became more persistent/worsened. The district manager specialist for the Tulsa dealerships, Tony Dietro (sp) notified all Tulsa dealerships via e-mail to NOT work on my vehicle unless the "problem" was duplicated and if the problem was duplicated then the vehicle could not be worked on until he was notified. The 2nd time, just a few days later I brought the Malibu back into the dealership to have the same, steering wheel "popping" repaired, the service manager at Southpointe Chevrolet, Kevin Kunkle (sp) test drove the vehicle and attempted to fix the problem by loosening the sub-frame bolts and re-tightening them within specs. A week or so later the issue was still not fixed, I brought the vehicle in, Kevin (service manager at Southpointe) drove the vehicle and claimed that the sub-frame tightening fixed the problem and that he did not duplicate the "popping" issue. I told him that I would like to drive the vehicle and have him ride with me, the problem was duplicated 6 times, in which he acknowledged the problem twice, my backpack did rustle in the backseat one time during the noise, we pull back up to the dealership and he refused to work on my car. I told him that GM didn't want to "strike-out" again on another repair attempt and exceed the number of attempts per the Oklahoma Lemon Law because the vehicle would need to be bought back and he said, "yes, pretty much." Tia Collins contacted him after I was turned away, although he

acknowledged the issue, Kevin lied to Tia and said that he never heard the issue and that he just heard things moving around in the backseat. As stated above, one of the two times that he heard the popping noise my backpack did rustle in the backseat. I drove to Lake Country Chevrolet in Muskogee, Oklahoma to have a second opinion and to be out of the Tulsa district specialists, Tony Dietro's (sp) region. On September 8th, 2009 I brought the car into Lake Country, Wesley Tollett was my service writer; I told him about the issues I was having with the car, his technician drove it and found that it was the steering wheels I-shaft that needed to be re-positioned and re-lubed, the problem was then fixed for only a short time. On October 27th, 2009 the Malibu was again brought back to Lake Country for the same "popping" issues, Wesley Tollett was again my service writer, the technician looked over the car, re-positioned the I-shaft and again re-lubed the shaft using a different lubrication. I asked Wesley Tollett why the I-shaft is having problems and he wasn't sure why, I then asked if I needed to be concerned about the steering not working when I am driving down the road and he said that it should be fine, which was not the answer I was hoping for and it did not give me assurance that everything was fine. He then proceeded in saying that the I-shaft may have a mechanical failure. Upon pressing the brakes my steering wheels shakes and makes a slight jerk most of the time therefore I feel as if the I-shaft is being affected by my brakes. As mentioned above, the vehicle has had numerous brake issues and is posing a safety hazard to myself, my family, other passengers in the vehicle and innocent travelers on the road. I have been told by Lake Country Chevrolet that the rotors need to be turned but cannot be since there isn't anything left to turn and instead they need to be replaced. I asked Tia Collins to talk to Tony Dietro back in August 2009 to replace the rotors and he refused since I am asking for the vehicle to be bought back. Secondly, why would a vehicle with only 36,500 miles need to have the rotors replaced? That should be a warning sign about the vehicles brake system. For example, the 2nd vehicle we own is a 1999 Pontiac Grand Am with 130,000 miles and the original rotors are still in place or have the brakes ever posed an issue.

I have been turned down by General Motors to have my 2008 Chevrolet Malibu bought back although it has posed mechanical failures and has been in the shop repeatedly therefore I have contacted the Better Business Bureau. I am offering GM a final repair attempt to fix the brakes to my satisfaction and prove that the vehicle is safe to drive and that another issue will not arise.

The vehicle is obviously a safety hazard and has been from day one. When my master cylinder failed, I was fortunate enough to have the issue discovered on the 3rd time before someone or myself was injured or killed due to the brakes failing. And now with the latest "popping" issue that keeps arising that I feel is brake related, could possibly by a mechanical failure per Lake Country Chevrolet, I want the vehicle bought back. I am paranoid to drive the vehicle but it is my only form of transportation at this time. It is very sad to say but if the

various brake issues or steering wheel issues failed and resulted in a fatal or injury crash GM would buy the vehicle back, GM should not wait for an injury or fatality to occur before they take action. As the driver of the vehicle, if my vehicle causes a fatal accident I could be held accountable for manslaughter until I am able to prove that the cars mechanics caused the accident. I am not complaining about petty issues, for example, a window not rolling down or my sunroof not working, I am complaining and concerned about two major components in the vehicle that pose safety hazards.



#### PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL

#### **BRC CASE ASSESSMENT**

#### Latest Revision Date: 11/25/09

03/07/08

Other

#### All Fields Are Required

(Do not delete or modify any sections of this form)

Year, Make & Model: 2008 CHEVROLET MALIBU

Other

SR: 71-703081327 By: REGINA TREVINO - ADR

Customer Last Name:

Current Mileage: 21,000

Lien holder: GMACX

Attorney Involvement: N/A

Phone Number : N/A

Fax Number : N/A

Sale Type: Purchase X Lease

Purchase Price of Vehicle: \$ 23,434.54

Was TAC contacted for this vehicle (Y/N)? : NO

Vehicle ID No.:

1G1ZH57B48F

GM Legal File / BBB Case No.: CHV0935033 Negotiator: {Negotiator Name}

State: OKLAHOMA Only customer's last name to be recorded. Do not include first name. In Service Date: Vehicle Purchased: BAC Code: NEW 167909

Vehicle Purchased Used on: N/A

Dealer Name : LAKE COUNTRY CHEVROLET CAM Name: LARRY D SHIELDS Phone Number: (972) 443-2901

FOMM Name: TONY DIPIERO Phone/Cell Number: (918) 418-9742

DVM requests involvement?: YES

Service Manager Name: KEVIN BENTON Phone Number : (918) 481-8000

Are there additional field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary. N/A

Are there additional dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary. SOUTH POINTE CHEVROLET, KEVIN BENTON, (918) 481-8000 LAKE COUNTRY CHEVROLET, SCOTT BALDWIN, (918) 683-0311 RIVERSIDE CHEVROLET, TAMMIE GWIN, (918) 446-2200

If TAC was contacted, what did they say? (Include TAC case #) N/A

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation. DLRSHP DID NOT NEED TO CONTACT TAC TO DIAGNOSE OR REPAIR THE VEHICLE.

#### DVM/DSM Notified Regarding TAC Involvement? N/A

#### VEHICLE REPAIR HISTORY:

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

X Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

X Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/20/08	365917	3	9,146	RIVERSIDE CHEVROLET C/S BRAKE PEDAL SNAPS BACK WHEN FOOT LETS OFF BRAKES MAKES A POPPING NOISE/ POWER VACCUM BRAKE BOOSTER – DIAGNOSED AND REMOVED AND REPLACED BRAKE BOOSTER WITH ADJUSTABLE PEDALS AND INSTALLED SPACERS AS PER SPECIAL BULLETIN PIC4883A. TEST DROVE OK.
				NOTE: RENTAL PROVIDED
02/17/09	301303	1	21,107	SPEEDWAY CHEVROLET C/S THERE IS A VIBRATION IN BRAKE PEDAL WHEN BRAKING AT TIMES. PEDAL IS NOT SMOOTH, FLUID LEVEL IS LOW – UNABLE TO DUPLICATE CUSTOMER'S CONCERN. CUSTOMER DECLINED TO RIDE WITH TECH ON BRAKE PEDAL ISSUE. C/S BRAKES ARE MAKING A SQUEAKING NOISE WHEN STOPPING – UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIST TIME. OPERATING WITHIN SPECS. NO PROBLEM FOUND.
02/27/09	307804	1	21,731	SOUTH POINTE CHEVROLET C/S BRAKES SQUEAKING A LOT/ PADS, DISC BRAKE IN FRONT – REPLACED WITH UPDATED PADS DUE TO REPEAT RETURN FROMA NOTHER DLR. FOUND THAT THE LAST DLR LEFT CHATTER MARKS IN ROTORS. C/S BRAKE PEDAL WILL GET REAL HARD AT TIMES – SEE ABOVE.
03/13/09	308332	2	22,602	SOUTH POINTE CHEVROLET C/S 10-12 TIMES YESTERDAY BRAKE PEDAL GOT REAL HARD – SPECIAL ORDERED MASTER CYLINDER/BOOSTER
				NOTE: RENTAL PROVIDED
04/21/09	309590	1	24,003	SOUTH POINTE CHEVROLET C/S THERE IS AN INTERMITENT POP/SNAP NOISE YOU HEAR WHEN BRAKE PEDAL IS RELEASED TO COME BACK UP – SPECIAL ORDERED PART.
04/29/09	309885	1	24,440	SOUTH POINTE CHEVROLET INSTALLED SOP PER PIC4883B TO CORRECT THE NOISE FROM BRAKE PEDAL HITTING THE POWER STEERING COLUMN ASSEMBLT. TEST DROVE AFTER RELEARNING BPP. NOISE IS GONE

Steering

<u> </u>	iy			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/02/08	297925	2	16,253	SPEEDWAY CHEVROLET C/S STEERING WHEEL VIBRATES WHEN BRAKING AT HIGHWAY SPEEDS/ FRONT BRAKE ROTORS – STEERING WHEEL SHUTTER WHEN BRAKING. ROAD TESTED. FOUND FRONT ROTORS OUT OF ROUND AND CAUSING THE SHUTTER TURNED BOTH FRONT ROTORS.
				NOTE: RENTAL PROVIDED
09/08/09	81999	1	32,920	LAKE COUNTRY CHEVROLET C/S A POPPING OR CLUNKING NOISE ON ACCL TURNING – REPOSITIONED I-SHAFT TO CORRECT NOISE.
□ <u>Transr</u>	<u>mission</u>			
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/29/09	309885	*	24,440	SOUTH POINTE CHEVROLET C/S CHECK TRANS FOR LATE SHIFTS 3 RD AND 4 TH GEARS – NO DTC CODES CURRENT OR HISTORY. SHIFT ADAPTS ARE ALL NORMAL AND WITHIN SPECS AT THIS TIME. ADVISOR TEST DROVE APPROX 7.5 MILES. TRANS SHIFTED PROPERLY FOR THE AMOUNT OF GIVEN THROTTLE PRESSURE AT THIS TIME.
Body/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/02/08	297925	*	16,253	SPEEDWAY CHEVROLET C/S STEERING WHEEL IS PEELING ON BOTTOM – NO REPAIRS PERFORMED AT THIS TIME. CUSTOMER TO RETURN VEHICLE TO SELLING DLRSHP PER SVC MGR.
02/27/09	307804	*	21,731	SOUTH POINTE CHEVROLET C/S STEERING WHEEL IS DISCOLORED IN THE MIDDLE FO THE WHEEL - ORDERED PART AND INSTALLED ON 3/13/09 PER KEVIN (SVC MGR)
03/23/09	308332	1	22,602	SOUTH POINTE CHEVROLET STEERING WHEEL WAS DISCOLORED. REPLACED THE STEERING WHEEL PER KEVIN (SVC MGR)
Electri	<u>cal</u>			
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/30/09	308827	2	22,937	SOUTH POINTE CHEVROLET C/S SINCE CAR PICKED UP LAST MONDAY, BRAKE LIGHTS STAY ON INTERMITTENTLY AND CRUISE DOES NOT WORK. – FOUND BRAKE PEDAL POSITION WOULD NOT ALLOW DUE TO THE VOLTAGE WAS NOT WITHIN .37-1.47 VOLTS PER PIC4330B. MINE WAS DISPLAYED .6 VOLTS ON TECH 2 HAD TO ADJUST THE ROD GOING IN BETWEEN THE LEGS OF THE BPPS TO CORRECT VALUES TO BE IN BETWEEN THE SPECIFIED VOLTAGE. REPLACED PEDAL POSITION CLEARED DTC AND TH CONCERN IS CORRECTED. BRAKE PEDAL POSITION SENSOR LEG BROKEN COULD NOT FIND BROKEN LEG ON THE FLOOR BOARD. REPLACED THE BROKEN SENSOR. BRAKE PEDAL POSITION WOULD NOT ALLOW DUE TO THE VOLTAGE WAS NOT WITHIN .73-1.47 VOLTS PER PIC4330B. MINE WAS

DISPLAYED . 6 VOLTS ON TECH2 HAD TO ADJUST THE ROD GOING IN BETWEEN TE LEGS OF THE BPPS TO CORRECT VALUES TO BE IN BETWEEN THE SPECIFIED VOLTAGE. REPLACED PEDAL POSITION

#### CLEARED DTC AND THE CONCERN IS CORRECTED.

#### NOTE: RENTAL PROVIDED

04/13/09 309252 2 23,674 SOUTH POINTE CHEVROLET C/S SATURDAY CRUISE WOULD SET THEN DROP OUT, SUNDAY WON'T SET ALL. BRAKES LIGHTS ARE NOT STAYING ON. /CRUISE CONTROL ENGAGEMENT SWITCH – FOUND WITH SCAN TOOL CONNECTED AND EACH CRUISE BUTTON DEPRESSED NO SIGNAL WHILE LOOKING AT THE TECH2. TESTED LH SIDE STEERING WHEEL SWITCH 5034 R1260 WHICH IS THE CRUISE AND TESTED RESISTANCE VALVES BETWEEN TERMINALS 4 AND 5 AND MEASURED OL FOR ALL BUTTON DEPRESSES AT THE ON/OFF – SET-RES REPLACED SWITCH TEST DROVE AFTER CRUISE ENGAGED EVERYTIME AND DID NOT DROP OUT

#### NOTE: RENTAL PROVIDED

08/28/09 314553 1 31,618 SOUTH POINTE CHEVROLET C/S ONLY WHEN BRIGHTS ARE ON AND YOU MAKE RIGHT TURN, THE BRIGHTS WILL GO OFF AND/OR FLASH (CUST DUPLICATED ON DRIVE, YOU CAN WIGGLE TURN SIGNAL LEVER ALITTLE AND IT DOES IT)/TURN SIGNAL MULTIFUNCTION SWITCH – INTERNAL OPEN IN TURN SIGNAL SWITCH WHEN MOVED. REPLACED SWITCH

<u>Wheel/</u>	Tires

08/20/08

365917

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
12/02/08	297925	*	16,253	SPEEDWAY CHEVROLET C/S WHEEL COVER HAS PLASTIC TAB STICKING OUT INTO TIRE - REALIGNED LEFT FRONT WHEEL COVER.		
03/13/09	308332	*	22,602	SOUTH POINTE CHEVROLET		
				C/S WHEEL COVER PEELING/ CRACKING – REPLACED RF COVER		
3/30/09	308827	*	22,937	SOUTH POINTE CHEVROLET		
				C/S SINCE CAR PICKED UP LAST MONDAY, NONE OF THE TIRE PRESSURE READ OUT. IT DID READ 3 OF THEM, NOW NONE – NO WORK		
				PERFORMED. SEE BELOW.		
				INSTALLED CUST PROVIDED TIRE PRESSURE MONITOR SENSOR(DLR		
				PROVIDED NEW STEM N/C) - INSTALLED AND RESET SYSTEM		
🗆 Recall	Recalls / Campaigns					
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:		

**RIVERSIDE CHEVROLET** 

CAMPAIGN 08102 - WHEEL COVER APPEARANCE. REPLACED COVERS

## Important: SES light is to be captured under affected component above.

9,146

#### ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever b Did you confirm your a ADR)/attorney (if Leg	S	
N/A	was sustained (example: front end collision)?	
	if the vehicle was in an accident? (Y or N) I any insurances claims on this Vehicle? (Y or N) nformation below	NO
Insurance Company:	N/A	_
Insurance Rep : (First and Last Name)	N/A	_
Phone #         N/A		
Claim Made? (Y or N):	N/A	_
Claim Status: Pending/Denied/NA	N/A	_
Claim # N/A		_
Did Insurance Compar	ny refer customer to GM? (Y or N)	N/A
If Yes. Did the insuran	ce company deny the claim? (Y or N)	N/A
AFTERMARKET MO Are there any Afterma	DIFICATIONS: rket Modifications to the Vehicle? (Y or N)	NO
	alled or third party installed as well as date and mileage if y. Include the name of the third party installer.	
Have you confirmed m	odification with the dealership? (Y or N)	NO
PERTINENT FACTS Concern: BRAKE ISSUE Date & Offer/Result: D	FROM AII SR'S RELATED TO THIS VIN: DENIAL	
Concern: POPPING NOIS Date & Offer/Result: R		
Concern: FRA Date & Offer/Result: C	CUSTOMER REFUSED TO TAKE VEH TO DLRSHP	

BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? OKLAHOMA

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State: CUSTOMER DID FILE WITHIN THE TIME PERIOD TO PURSUE REPURCHASE OR REPLACEMENT THROUGH ARBITRATION.

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

CUSTOMER IS NOT ELIGIBLE TO PURSUE REPAIRS OR REIMBURSMENT SINCE THE CUSTOMER IS NO LONGER WITHIN THE NEW VEHICLE WARRANTY.

REPURCHASE/REPLACEMENT

#### **Customer/Plaintiff Theory:**

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations. HAS HAD SEVERAL CONCERNS FOR THE SAME ISSUE

Note: This section only Is Lemon Law Pled			ases {Yes or No}	
Under what State?	{State}		Claimed Presumptive?	{Yes or No}
Does Purchase Qualify? {Yes or No}		If not, why?	{Used/Lease/GVWR/Etc	
# of Visits for a Non-Con	formity?	State Pre 4 or more	sumption Is: # of Days out of Service	? 45 or more calendar days

	N/A YES	# of Visits Total? Final Repair/Arbitration Required?	calendar day N/A YES
Time Period for filing a Claim?		THE DATE THE CT IS DISCOVERED	

#### Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	3 - BRAKES	# of Days out of Service?	5- BRAKES 7- TOTAL
# of visits for a Safety Complaint?	N/A	# of Visits Total? Final Repair/Arbitration Complete?	4
Complaint appears to Continue?	YES		YES

#### **Does History appear Presumptive:**

# NO – FRA did not take place within the presumption period

# Vehicle Service History (During Limited Warranty Period) is:# of Visits for a Non-Conformity?6 – BRAKES# of Days out of Service?7

# of visits for a Safety Complaint?	N/A	# of Visits Total?	12
Must Complaint Continue to Exist?	YES	Final Repair or Arbitration Req'd?	YES

#### **Related Repairs beyond NVLW:**

Customer Pay?	N/A
Additional Days out of Service?	N/A

#### Other Considerations:

Outcome/Findings of Arb/Final Repair:		
Prior Goodwill/reimbursement:	NO	
Out of Pocket Expenses:	NO	

#### NO

If no, identify responsible party:	N/A
Additional # of Repair Visits?	N/A

#### YES

{Date and Summary} N/A N/A

#### **RECOMMENDATION AND RATIONALE:**

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

#### Pertinent vehicle information provided by DVM/DSM/CAM:

WE WILL NOT BE REPURCHASING OR REPLACING THE VEHICLE. CUST HAS BEEN TO SEVERAL DLRSHPS WITH CONCERNS THAT CANNOT BE DUPLICATED. BELIEVE THAT THE CUST HAS BUYERS REMORSE.

#### Pertinent vehicle information provided by dealer Service Manager:

**SOUTH POINTE CHEVROLET SVC MGR KEVIN BENTON** – CALLED ENGINEERING, THERE IS A BULLETIN, THOUGHT IT WAS THE CARRIAGE MOVING, LOOSENED THE CARRIAGE BOLTS. DROVE VEHICLE FOR A LONG TIME AND CONCERN DID NO LONGER EXIST. DROVE VEHICEL MYSELF AND HEARD THINGS IN THE BACKSEAT RUSTLING. SHE SAID IT DUPLICATED 6X WHILE SHE WAS DRIVING. WHEN SHE WAS GETTING THE VEHICLE TO "DUPLICATE" SHE WAS DOING PRETTY SHARP TURNS AND STOPS.

### Identify at least three main strengths of the customer's case?

FILED WITHIN TIME PERIOD

#### Identify at least three main weaknesses of the customer's case?

3 REPAIRS TO BRAKES FRA NOT DONE

Are there any considerations to be made under other applicable laws? (Explain in detail)  $\ensuremath{\mathsf{N/A}}$ 

#### **Recommendation**:

DENIAL

#### Rationale:

BRAKES AND ROTORS ARE MAINTENANCE ISSUE. DLRSHP BELIEVES THE CONCERNS ARE CUSTOMER CAUSED – LACK OF MAINTENANCE.

#### Settlement/Defense Strategy:

N/A

# HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case

progression.

*Add additional lines for addit	ional offers/counter offers.		
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: \${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

# HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case

progression.

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. *Add additional lines for additional offers/counter offers.

<b>Recommendation of CRS</b>	: Arbitrate c	ase: 🛛 Settle case:	
Settlement Type: DEN	IAL	Attorney Fee \${Amount}	s (if applicable):
<b>Recommendation of Field</b>	d: Arbitrate c	ase: X Settle case:	
Settlement Type: DEN	IAL	Attorney Fee	s (if applicable):
		\${Amount}	
Final Decision:	Arbitrate c	ase: 🛛 Settle case:	
Settlement Type: DEN	IAL	Attorney Fee	s (if applicable):
		<b>\$</b> {Amount}	

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.



#### AGREEMENT TO ARBITRATE



Date: 12/02/2009 Customer: Business: Chevrolet Mfr-Info: 1716 OK 1G1ZH57B48F Case Number:

CHV0943593-1R

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Malibu Year : 2008

All parties named above submit to arbitration the following:

CONCERNS REPORTED WITHIN THE FIRST YEAR FROM DELIVERY DATE *Popping noise during acceleration and turns *Brake pedal snapping back *Cruise control stopped working *Break pedal stiffening/master cylinder leaking- safety concern *Sputters during acceleration *Turn signal switch went out/Replaced *Brake light stays on *Warped rotors *Brakes squeak *Vibration in brake pedal *Steering wheel vibration *Wheel cover has plastic tab sticking out

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: TBD

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:N/A

#### **Overallowance/Negative Equity/Incentives Form (Non-Florida)**

Customer:	<b>SR #:</b> 71-752883737	BBB#: CHV0943593

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

# Section 1Purchase Price23434.54(from Bill of Sale, before tax, tag, title, etc.)- 22930.00MSRP- 22930.00(from BARS Invoice screen)- 22930.00Subtract the MSRP from the Purchase Price= 1504(If positive, look for Overallowance)- 1504

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2	
Trade Allowance	15500.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 14000.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 1500.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3	
Trade Allowance	15500.00
(from Bill of Sale)	
Payoff on Trade	- 15500.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	23434.54
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 1500.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 21934.54
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

#### **BBB AUTO LINE**



#### NOTICE OF HEARING/INSPECTION

Date: 12/07/09

Case Number: CHV0943593-1R Customer:

Business: Chevrolet Mfr Info: 1716 OK 1G1ZH57B48F

Arbitrators: Mr John Kloiber, Jr.

Hearing Date, Time, Place: 12/21/09 10 AM CST BBB of Tulsa 1722 S. Carson Ave., Ste. 3200 Tulsa, OK 741190000

Hearing Site Phone: (918) 481-6222 AUTOLINE Director Phone: (918) 481-6222 Fax : (918) 492-1276

Customer Will Participate: ⊠ in person □ by phone □ in writing Manufacturer Will Participate: ⊠ in person □ by phone □ in writing

Customer Represented By: ☑ Self □ Attorney

#### INSTRUCTIONS

- 1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
- 2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
- 3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
- 4. Refer to How BBB AUTO LINE Works for more detailed information on the arbitration process.

Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

15U S 34B C ORDER	MALIBU 1LT SANDSTONE METALLIC COCOA/CASHMERE NO. MNDSGF/TRE G1 ZH57 B4 8F	STOCK NO	Э.	GENERAL MO & SUBSIDIA RENAISSANO DETROIT VEHICLE II	ARIES CE CENTER MI 48	3243-1114
1ZH69 B86 BC CF5 SU FE9 50 LE5 EN MN5 4- PDC PC *I		MOLDINGS AND SLIDE I SSION CKAGE:	MSRP 20630.00 150.00 800.00 N/C N/C 0.00	INV AMT 19495.35 124.50 664.00 N/C N/C	RETAIL - INVOICE ( SHIPPED ( EXP I/T ( INT COM ( PRC EFF ( KEYS G14) WFP-S QTF BANK: GM2	STOCK )2/12/08 )2/12/08 )2/18/08 )2/19/08 )2/12/08 L9 G1419 R OPT-1 AC - 005
* I PDM PF * I F * 1	POWER ADJUSTABLE PEI		185.00	153.55	CHG-TO SHIP WT: HP: GMS: SUPPLR: MRM: MEMO	3415 19.3 20996.45 21934.54 22930.00
VK3 FF	RONT LICENSE PLATE E	BRACKET	0.00	0.00		

TOTAL MODEL & OPTIONS	22280.00	20864.85	ACT 231	20846.45
DESTINATION CHARGE	650.00	650.00	H/B 261	668.40
LAM DEALER CONTRIBUTION		222.80	ADV 261	222.80
LAM GROUP CONTRIBUTION		111.40	EXP 65A	111.40

RIVERSIDE CHEVROLET

REMIT TO GMAC NO. 005 VIN 1G1ZH57B48F \$ 21849.05 INV 1AD19914448 DUE 02/19/08 DEALER 05-225



## **Denial Decision**

Submitted Date: 01/02/10 CHV0943593-1R VIN: 1G1ZH57B48F Customer:

Hearing Date: 12/21/09

Arbitrator: John Kloiber, Jr.

#### Question 1

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

CASE: CHV0943593-1R Arbitrator: John Kloiber, Jr. **Customer:** 

Date: 01/02/10



## **Reasons for Decision**

Submitted Date: 01/02/10 CHV0943593-1R VIN: 1G1ZH57B48F

Hearing Date: 12/21/09

Arbitrator: John Kloiber, Jr.

#### Question 1

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

Denial

- 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 failed to present convincing evidence that there is a substantial impairment to the use, value, or safety of the vehicle due to manufacturer's defective materials or workmanship. The customer stated that all concerns listed on the ATA were "something I can live with" other than the concerns about items affecting the brakes. On the test drive there was no evidence demonstrated of any of the problems affecting the brakes (or any other item listed on the ATA). The customer stated that the problems with the brakes were intermittent. Specifically the manufacturer stated that warped rotors were not intermittent. I find that to be a convincing statement. Therefore, a denial is the appropriated resolution of this dispute.

#### 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 15

#### Question 4

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

Yes

#### **Question 5**

Please identify the mileage on the vehicle at the time of the hearing/inspection: 39318

CASE: CHV0943593-1R Arbitrator: John Kloiber, Jr. **Customer:** 

Date: 01/02/10

#### **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

#### **BRC CASE ASSESSMENT**

#### Latest Revision Date: 11/25/09

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-703081327 By: REGINA TREVINO - ADR GM Legal File / BBB Case No.: CHV0935033 Negotiator: N/A

Customer Last Name: Only customer's last name to be recorde	d. Do not include first name.	State: OKLAHOMA	
Vehicle ID No.: 1G1ZH57B48F	In Service Date: 03/07/08	Vehicle Purchased: NEW	BAC Code: 167909
Year, Make & Model: 2008 CHEVR	OLET MALIBU	Vehicle Purchased U	Ised on: N/A
Current Mileage: 21,000 Sale Type: Purchase 🛛 Lease <u>N/A</u>	Other N/A	Dealer Name : LAKE CHEVROLET CAM Name: LARRY Phone Number: (97	D SHIELDS
Lien holder: GMACX Other N/	A	FOMM Name: TONY Phone/Cell Number:	
Purchase Price of Vehicle: \$ 23,43	4.54		
Was TAC contacted for this vehicle	e (Y/N)? : NO	DVM requests involv	/ement?: YES
		Comico Monogor No	

Attorney Involvement: N/A Phone Number : N/A Fax Number : N/A Service Manager Name: KEVIN BENTON Phone Number : (918) 481-8000

Are there <u>additional</u> field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary. N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary. SOUTH POINTE CHEVROLET, KEVIN BENTON, (918) 481-8000 LAKE COUNTRY CHEVROLET, SCOTT BALDWIN, (918) 683-0311 RIVERSIDE CHEVROLET, TAMMIE GWIN, (918) 446-2200

If TAC was contacted, what did they say? (Include TAC case #) N/A

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation. DLRSHP DID NOT NEED TO CONTACT TAC TO DIAGNOSE OR REPAIR THE VEHICLE.

#### DVM/DSM Notified Regarding TAC Involvement? N/A

#### VEHICLE REPAIR HISTORY:

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

X Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

X Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/20/08	365917	3	9,146	RIVERSIDE CHEVROLET C/S BRAKE PEDAL SNAPS BACK WHEN FOOT LETS OFF BRAKES MAKES A POPPING NOISE/ POWER VACCUM BRAKE BOOSTER – DIAGNOSED AND REMOVED AND REPLACED BRAKE BOOSTER WITH ADJUSTABLE PEDALS AND INSTALLED SPACERS AS PER SPECIAL BULLETIN PIC4883A. TEST DROVE OK.
				NOTE: RENTAL PROVIDED
02/17/09	301303	1	21,107	SPEEDWAY CHEVROLET C/S THERE IS A VIBRATION IN BRAKE PEDAL WHEN BRAKING AT TIMES. PEDAL IS NOT SMOOTH, FLUID LEVEL IS LOW – UNABLE TO DUPLICATE CUSTOMER'S CONCERN. CUSTOMER DECLINED TO RIDE WITH TECH ON BRAKE PEDAL ISSUE. C/S BRAKES ARE MAKING A SQUEAKING NOISE WHEN STOPPING – UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIST TIME. OPERATING WITHIN SPECS. NO PROBLEM FOUND.
02/27/09	307804	1	21,731	SOUTH POINTE CHEVROLET C/S BRAKES SQUEAKING A LOT/ PADS, DISC BRAKE IN FRONT – REPLACED WITH UPDATED PADS DUE TO REPEAT RETURN FROMA NOTHER DLR. FOUND THAT THE LAST DLR LEFT CHATTER MARKS IN ROTORS. C/S BRAKE PEDAL WILL GET REAL HARD AT TIMES – SEE ABOVE.
03/13/09	308332	2	22,602	SOUTH POINTE CHEVROLET C/S 10-12 TIMES YESTERDAY BRAKE PEDAL GOT REAL HARD – SPECIAL ORDERED MASTER CYLINDER/BOOSTER
				NOTE: RENTAL PROVIDED
04/21/09	309590	1	24,003	SOUTH POINTE CHEVROLET C/S THERE IS AN INTERMITENT POP/SNAP NOISE YOU HEAR WHEN BRAKE PEDAL IS RELEASED TO COME BACK UP – SPECIAL ORDERED PART.
04/29/09	309885	1	24,440	SOUTH POINTE CHEVROLET INSTALLED SOP PER PIC4883B TO CORRECT THE NOISE FROM BRAKE PEDAL HITTING THE POWER STEERING COLUMN ASSEMBLT. TEST DROVE AFTER RELEARNING BPP. NOISE IS GONE

Steering

	iy			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/02/08	297925	2	16,253	SPEEDWAY CHEVROLET C/S STEERING WHEEL VIBRATES WHEN BRAKING AT HIGHWAY SPEEDS/ FRONT BRAKE ROTORS – STEERING WHEEL SHUTTER WHEN BRAKING. ROAD TESTED. FOUND FRONT ROTORS OUT OF ROUND AND CAUSING THE SHUTTER TURNED BOTH FRONT ROTORS. NOTE: RENTAL PROVIDED
09/08/09	81999	1	32,920	LAKE COUNTRY CHEVROLET C/S A POPPING OR CLUNKING NOISE ON ACCL TURNING – REPOSITIONED I-SHAFT TO CORRECT NOISE.
Transr	<u>mission</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/29/09	309885	*	24,440	SOUTH POINTE CHEVROLET C/S CHECK TRANS FOR LATE SHIFTS 3 RD AND 4 TH GEARS – NO DTC CODES CURRENT OR HISTORY. SHIFT ADAPTS ARE ALL NORMAL AND WITHIN SPECS AT THIS TIME. ADVISOR TEST DROVE APPROX 7.5 MILES. TRANS SHIFTED PROPERLY FOR THE AMOUNT OF GIVEN THROTTLE PRESSURE AT THIS TIME.
Body/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/02/08	297925	*	16,253	SPEEDWAY CHEVROLET C/S STEERING WHEEL IS PEELING ON BOTTOM – NO REPAIRS PERFORMED AT THIS TIME. CUSTOMER TO RETURN VEHICLE TO SELLING DLRSHP PER SVC MGR.
02/27/09	307804	*	21,731	SOUTH POINTE CHEVROLET C/S STEERING WHEEL IS DISCOLORED IN THE MIDDLE FO THE WHEEL - ORDERED PART AND INSTALLED ON 3/13/09 PER KEVIN (SVC MGR)
03/23/09	308332	1	22,602	SOUTH POINTE CHEVROLET STEERING WHEEL WAS DISCOLORED. REPLACED THE STEERING WHEEL PER KEVIN (SVC MGR)
Electri	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/30/09	308827	2	22,937	SOUTH POINTE CHEVROLET C/S SINCE CAR PICKED UP LAST MONDAY, BRAKE LIGHTS STAY ON INTERMITTENTLY AND CRUISE DOES NOT WORK. – FOUND BRAKE PEDAL POSITION WOULD NOT ALLOW DUE TO THE VOLTAGE WAS NOT WITHIN .37-1.47 VOLTS PER PIC4330B. MINE WAS DISPLAYED .6 VOLTS ON TECH 2 HAD TO ADJUST THE ROD GOING IN BETWEEN THE LEGS OF THE BPPS TO CORRECT VALUES TO BE IN BETWEEN THE SPECIFIED VOLTAGE. REPLACED PEDAL POSITION CLEARED DTC AND TH CONCERN IS CORRECTED. BRAKE PEDAL POSITION SENSOR LEG BROKEN COULD NOT FIND BROKEN LEG ON THE FLOOR BOARD. REPLACED THE BROKEN SENSOR. BRAKE PEDAL POSITION WOULD NOT ALLOW DUE TO THE VOLTAGE WAS NOT WITHIN .73-1.47 VOLTS PER PIC4330B. MINE WAS

DISPLAYED . 6 VOLTS ON TECH2 HAD TO ADJUST THE ROD GOING IN BETWEEN TE LEGS OF THE BPPS TO CORRECT VALUES TO BE IN BETWEEN THE SPECIFIED VOLTAGE. REPLACED PEDAL POSITION

#### CLEARED DTC AND THE CONCERN IS CORRECTED.

#### NOTE: RENTAL PROVIDED

04/13/09 309252 2 23,674 SOUTH POINTE CHEVROLET C/S SATURDAY CRUISE WOULD SET THEN DROP OUT, SUNDAY WON'T SET ALL. BRAKES LIGHTS ARE NOT STAYING ON. /CRUISE CONTROL ENGAGEMENT SWITCH – FOUND WITH SCAN TOOL CONNECTED AND EACH CRUISE BUTTON DEPRESSED NO SIGNAL WHILE LOOKING AT THE TECH2. TESTED LH SIDE STEERING WHEEL SWITCH 5034 R1260 WHICH IS THE CRUISE AND TESTED RESISTANCE VALVES BETWEEN TERMINALS 4 AND 5 AND MEASURED OL FOR ALL BUTTON DEPRESSES AT THE ON/OFF – SET-RES REPLACED SWITCH TEST DROVE AFTER CRUISE ENGAGED EVERYTIME AND DID NOT DROP OUT

#### NOTE: RENTAL PROVIDED

08/28/09 314553 1 31,618 SOUTH POINTE CHEVROLET C/S ONLY WHEN BRIGHTS ARE ON AND YOU MAKE RIGHT TURN, THE BRIGHTS WILL GO OFF AND/OR FLASH (CUST DUPLICATED ON DRIVE, YOU CAN WIGGLE TURN SIGNAL LEVER ALITTLE AND IT DOES IT)/TURN SIGNAL MULTIFUNCTION SWITCH – INTERNAL OPEN IN TURN SIGNAL SWITCH WHEN MOVED. REPLACED SWITCH

Wheel/Tires

08/20/08

365917

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/02/08	297925	*	16,253	SPEEDWAY CHEVROLET C/S WHEEL COVER HAS PLASTIC TAB STICKING OUT INTO TIRE - REALIGNED LEFT FRONT WHEEL COVER.
03/13/09	308332	*	22,602	SOUTH POINTE CHEVROLET
				C/S WHEEL COVER PEELING/ CRACKING – REPLACED RF COVER
3/30/09	308827	*	22,937	SOUTH POINTE CHEVROLET C/S SINCE CAR PICKED UP LAST MONDAY, NONE OF THE TIRE PRESSURE READ OUT. IT DID READ 3 OF THEM, NOW NONE – NO WORK PERFORMED. SEE BELOW. INSTALLED CUST PROVIDED TIRE PRESSURE MONITOR SENSOR(DLR PROVIDED NEW STEM N/C) - INSTALLED AND RESET SYSTEM
□ Recall Date:	s / Camp <u>R0 #:</u>	oaigns <u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:

**RIVERSIDE CHEVROLET** 

CAMPAIGN 08102 - WHEEL COVER APPEARANCE. REPLACED COVERS

# Important: SES light is to be captured under affected component above.

9,146

#### ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N)       NO         Did you confirm your answer with the dealer/Customer (if       YES         ADR)/attorney (if Legal)? (Y or N)	<u>.</u>
Are the RO's attached if the vehicle was in an accident? (Y or N) Has the customer filed any insurances claims on this Vehicle? (Y or N) If Yes obtain the following information below	NO
Insurance Company: <u>N/A</u>	_
Insurance Rep :     N/A       (First and Last Name)     Image: Normal State	-
Phone # <u>N/A</u>	_
Claim Made? (Y or N): N/A	_
Claim Status:     N/A       Pending/Denied/NA     N/A	-
Claim # N/A	_
Did Insurance Company refer customer to GM? (Y or N)	N/A
If Yes. Did the insurance company deny the claim? (Y or N)	N/A
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y or N)	NO
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer. N/A	
Have you confirmed modification with the dealership? (Y or N)	NO
PERTINENT FACTS FROM All SR's RELATED TO THIS VIN: Concern: BRAKE ISSUE Date & Offer/Result: DENIAL	
Concern: POPPING NOISE / NO ACCELERATION Date & Offer/Result: REPAIRED	
Concern: FRA Date & Offer/Result: CUSTOMER REFUSED TO TAKE VEH TO DLRSHP	

BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? OKLAHOMA

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State: CUSTOMER DID FILE WITHIN THE TIME PERIOD TO PURSUE REPURCHASE OR REPLACEMENT THROUGH ARBITRATION.

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

CUSTOMER IS NOT ELIGIBLE TO PURSUE REPAIRS OR REIMBURSMENT SINCE THE CUSTOMER IS NO LONGER WITHIN THE NEW VEHICLE WARRANTY.

REPURCHASE/REPLACEMENT

# Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations. HAS HAD SEVERAL CONCERNS FOR THE SAME ISSUE

Note: This section only applicab Is Lemon Law Pled/Allege	-	ses N/A		
Under what State? N/A		Claimed Presumptive?	N/A	
Does Purchase Qualify? N/A		If not, why?	N/A	
	State Pres	umption Is:		
# of Visits for a Non-Conformity?	4 or more	# of Days out of Service?	,	45 or more
# of visits for a Safety Complaint? Must Complaint Continue to Exist? Time Period for filing a Claim?		# of Visits Total? Final Repair/Arbitration R THE DATE THE CT IS DISCOVERED	equired?	calendar days N/A YES
Vehicle Service	History (Du	ring Presumptive Pe	rind) is	
# of Visits for a Non-Conformity?	3 - BRAKES	# of Days out of Service?		• 5- BRAKES 7- TOTAL
# of visits for a Safety Complaint? Complaint appears to Continue?	N/A YES	# of Visits Total? Final Repair/Arbitration C	omplete?	4 YES
Does History appear Presu	mptive:	NO – FRA did no within the presu		
Vahicla Sarvica Hi	story (Durin	a Limited Warranty	Deriod)	ic·
# of Visits for a Non-Conformity?	6 – BRAKES	<pre># g Limited Warranty # of Days out of Service?</pre>		<b>15.</b> 7
# of visits for a Safety Complaint? Must Complaint Continue to Exist?	N/A YES	# of Visits Total? Final Repair or Arbitration	n Req'd?	12 YES
Related Repairs beyond N\	/LW:	NO		
Customer Pay? Additional Days out of Service?	N/A N/A	If no, identify responsible Additional # of Repair Vis		N/A N/A
Other Considerations:		YES		
Outcome/Findings of Arb/Final Repa Prior Goodwill/reimbursement: Out of Pocket Expenses:	air: NO NO	N/A N/A N/A		

# **RECOMMENDATION AND RATIONALE:**

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

### Pertinent vehicle information provided by DVM/DSM/CAM:

WE WILL NOT BE REPURCHASING OR REPLACING THE VEHICLE. CUST HAS BEEN TO SEVERAL DLRSHPS WITH CONCERNS THAT CANNOT BE DUPLICATED. BELIEVE THAT THE CUST HAS BUYERS REMORSE.

### Pertinent vehicle information provided by dealer Service Manager:

**SOUTH POINTE CHEVROLET SVC MGR KEVIN BENTON** – CALLED ENGINEERING, THERE IS A BULLETIN, THOUGHT IT WAS THE CARRIAGE MOVING, LOOSENED THE CARRIAGE BOLTS. DROVE VEHICLE FOR A LONG TIME AND CONCERN DID NO LONGER EXIST. DROVE VEHICEL MYSELF AND HEARD THINGS IN THE BACKSEAT RUSTLING. SHE SAID IT DUPLICATED 6X WHILE SHE WAS DRIVING. WHEN SHE WAS GETTING THE VEHICLE TO "DUPLICATE" SHE WAS DOING PRETTY SHARP TURNS AND STOPS.

# Identify at least three main strengths of the customer's case?

FILED WITHIN TIME PERIOD

# Identify at least three main weaknesses of the customer's case?

3 REPAIRS TO BRAKES FRA NOT DONE

Are there any considerations to be made under other applicable laws? (Explain in detail) N/A

## **Recommendation:**

DENIAL

## Rationale:

BRAKES AND ROTORS ARE MAINTENANCE ISSUE. DLRSHP BELIEVES THE CONCERNS ARE CUSTOMER CAUSED – LACK OF MAINTENANCE.

# Settlement/Defense Strategy:

N/A

# HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case

progression.

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.
*Add additional lines for additional offers/counter offers.

Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: N/A N/A	Settlement Type: N/A Date: N/A	N/A
CRS Initial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
CRS Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A

# HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case

progression.

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. *Add additional lines for additional offers/counter offers.

Recommendation of	CRS:	Arbitrate case: 🛛	Settle case: N/A
Settlement Type:	DENIAL		Attorney Fees (if applicable): \$ N/A
Recommendation of	Field:	Arbitrate case: X	Settle case: N/A
Settlement Type:	DENIAL		Attorney Fees (if applicable):
			<b>\$</b> N/A
Final Decision:		Arbitrate case: X	Settle case: N/A
Settlement Type:	DENIAL	_	Attorney Fees (if applicable):
			<b>\$</b> N/A

TEAM LEAD APPROVING:

Michelle Mock

Date:1/05/09

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.

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COWETA, OF	z					. SER	VICE DIRECT (91) (918) 481-800	8) 491-7222 10	
HOME		CONT: M/2	π.	<b>.</b>	PAGE 2		w.southpointechev	rolet.com	
BUS:		CELL:			E-INVOICE * RVICE ADVISO				
COLOR	YEAR	MAKE/MODE	L.			<u>R. 5135 RJ</u> LICENSE	ANDY W BRO	OKS EINVOUT	
						LIVENO		EINYOUT	TAG
TAN	08	<u>CHEVROLET M</u>	ALIBU	1G1Z	H57B48F		21721/	21731	T5173
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			S	JRVEY,	AND IF, FOI	R ANY REAS	ON, YOU C	ANNOT	
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					actory warrantly constitutes warranties with respect	all LABOR AMO	the second second second second	0.0	
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SERVICING DEALER FO	R INSPECTIO	N BY MANUFACTURER'S	REPRESENTATIVE.	THE item/it	əm <b>s</b> .	SALES TAX		0.0	
(SIGNED) DEALER,	GENERÁL M	ANAGER OR AUTHORIZE	D PERSON (DATE)	CUŞT	OMER SIGNATURE		<del></del>	0.0	0
<u> </u>						PLEASE PA			о [.]
								0.0	<u>v</u>

CUSTOMER #:	30	8332	S			
	*A(	COUNTING*	SERV	9146 S. Memo Tuise, OK 741 ICE DIRECT (918	33	
COWETA, OK HOME CONT:N/A BUS: CELL	** PRE-	PAGE 1 INVOICE ** (ICE ADVISOR:	www.	(918) 481-800 southpointechevi	0 olet.com	
COLOR YEAR MAKE/MODEL			LICENSE	NDY W BRO	OKS IN/OUT	TAG
TAN 08 CHEVROLET MALIBU	1G1ZH5	7B48F:		22602/	22602	T3891
DEL DATE PROD. DATE WARR. EXP. PROM	ISED	PO NO.	RATE	PAYMENT	INV. DAT	
	13MAR09		0.00	CASH	14MAR0:	9
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AUTH CODE:					. 5	
and the second	<b>0</b>	0 TPART	s			
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CYLINDER/BOOSTER 5034 SOP B ONE WHEEL COVER PEELING//CRACKING CAUSE: F	GOREY	HAS 2 IN ST	OCK)			
E0022 WHEEL TRIM COVER REPLACE	MENT					
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WWC 0.25 0.40	700	3255 IENT OF DISCLAIMER		<u>32.55</u>	32.5 TOTÁLS	
In addition to the charges for parts, labor, tax, otc., South Pointe Chavrolet also of "shop charge" as part of the repair bill, This shop charge" is to help dofny the certain materials that cannot be accurately itemized, but which are generally used in the and service of vahicles. These items include, but are not limited to, rage, nuts, bolts,		ry warrenty constitutes all amantias with respect to of this itom\items, The	LABOR AMOU	NT		
total labor of and another of lubricant, etc. This charge is calculated as a percentage	e of the Sener her	eby expressly disclaims all alther express or includiod any implied	GAS, OIL, LUE			
ON BEHALF OF SERVICING DEALER, I MEREBY CERTIFY THAT THE INFORM CONTAINED HEREONIS ACCURATE UNLESS OTHERWISESHOWN. SERVICES DES WERE PERFORMEDAT NO CHARGE TO OWNER. THEREWAS NO INDICATION FR APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WIT ACCIDENT. NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION A SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	CRIBED filness fi	or merchaniability or or a particular purbose.	SUBLET AMO	JNT		
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			SALES TAX			<u>.</u>
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE	CUSTOM	ER SIGNATURE	PLEASE PAY			

CUS	CUSTOMER #:						30	8332		SOUTH POINTE CHEVROLET			
							*A	CCOUNT	ING*	SER	9146 S. Mem Tuisa, OK 74 /ICE DIRECT (94	133	
COWETA, OF HOME BUS:	K		CONT:N	I/A		**	* PRE	PAGE - INVOI	CE **	www	(918) 481-80 V.southpointeche	00 vrolet.com	
COLOR	YEAR		CELL:	DDEL					VISOR:	5135 RZ LICENSE	NDY W BRO	DOKS SE IN/ OUT	TAG
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CUSTOME	R #:		308:		so		ET	
			*ACQ	COUNTING*		9146 S. Memo Tulsa, OK 741	33	
COWETA, OK			-			CE DIRECT (91) (918) 481-800	Ó	
HOME :	CONT:N/A			AGE 3 NVOICE **	www.5	outhpointechev	rolet.com	
BUS COLOR YEAR			SERVIC	DE ADVISOR:	5135 RAN	IDY W BRO		
				VIN	LICENSE	MILEAGI	E IN/ OÜT	TAG
TAN 08 DEL DATE PROD	CHEVROLET M	ALIBU PROMIS	<u>_1G1ZH57</u>	B48F		22602/		891
	<u></u>			PONO.	RATE	PAYMENT	INV. DATE	
01JANO8 DD R.O. OPENED		17:00 13	MARO9 · DLR:0	E2/4	0.00	CASH	14MAR09	
		ENG:2.		MFI_DOHC_H	O ECOTEC			
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In addition to the charges for parts "shop charge" as part of the repar- cartein materials that cannot be acc and service of vehicles. These item	s, labor, tax, etc., South Point ir bill, This shop charge" is t	e Chevrolet elso charg o help defrav the cost	es a STATEME	NT OF DISCLAIMER	DESCRIP		TOTALS	
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Iotal labor charge. ON BEHALF OF SERVICING DE	ALER, I HEREBY CERTIFY T	HAT THE INFORMAT	TON WATER IN BUS	exner express or	GAS, OIL, LUBE		0.00	
ON BEHALF OF SERVICING DE CONTAINED HEREONIS ACCURAT WERE PERFORMEDAT NO CHARC APPEARANCE OF THE VEHICLE REPLACED UNDER THIS CLAIM ACCIDENT, NEGLIGENCE OR N AVAILABLE FOR (1) YEAR FRO SERVICING DEALER FOR INSPECT	TE UNLESS OTHERWISE SHOW	VN. SERVICESDESCR	IBED fitness for THE Seller nei	r merchantability or 8 particular purpose, ther assumes nor	SUBLET AMOU MISC. CHARGE		0.00	
REPLACED UNDER THIS CLAIM ACCIDENT, NEOLIGENCE OR N	HAD BEEN CONNECTED IN ISUSE, RECORDS SUPPOR	NY PART REPAIRED I ANY WAY WITH A	OR authorizes	eny other parson to It eny liebility in	TOTAL CHARGE	_	0.00	
AVAILABLE FOR (1) YEAR FROM SERVICING DEALER FOR INSPECT	M THE DATE OF PAYMENT	NOTIFICATION AT	ARE connection THE item/items,	with the sale of this	LESS INSURAN		0.00	<u>_</u>
(SIGNED) DEALER, GENERAL	MANAGER OR AUTHORIZED	PERSON (DATE)		SIGNATURE	SALES TAX		0.00	

PLEASE PAY THIS AMOUNT

*--- 1 of 2 - Dealer: BH7-S -----* RO No: 308332 Opened: 13MAR09 Closed: 23MAR09 Mileage: 22602 Line Code: A Booker: 32721 Comeback: N Complaint: BRAKE 10-12 TOMES YESTERDAY BRAKE PEDAL GOT REAL HARD Cause: F SA... TECH. TYPE, OPCODE..... CB-RO.. DESCRIPTION..... 5135 5034 WWC H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT PTS\$ 255.33 LBR\$ 154.62 MSC\$ 0.00 5135 5034 WWC H0640 MASTER CYLINDER REPLACEMENT PTS\$ 0.00 LBR\$ 97.66 MSC\$ 0.00 5135 5034 WWC H0700 HYDRAULIC BRAKE SYSTEM BLEEDING PTS\$ 0.00 LBR\$ 40,69 MSC\$ 0.00 5135 MMC 9997 MISC. SHOP CHARGES PTS\$ 0.00 LBR\$ 0.00 MSCs 9.16Line Code: B Booker: 39891 Comeback: N Complaint: BRAKE ONE WHEEL COVER PEELING//CRACKING (COREY HAS 2 IN STOCK) Cause: F SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.... 5135 5034 WWC E0022 WHEEL TRIM COVER REPLACEMENT PTS\$ 66.08 LBR\$ 16.28 MSC\$ 0.00 Line Code: C Booker: 32721 Comeback; N Press S#, Return for next page, EST#, ?, or E to Exit: RO No: 308332 Opened: 13MAR09 Closed: 23MAR09 Mileage: 22602 Line Code: C Booker: 32721 Comeback: N Complaint: TRIM STEERING WHEEL DISCOLORED IN CENTER SOP IN 5215 Cause: F SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION,..... 5135 5215 WWC E7020 STEERING WHEEL REPLACEMENT PTS\$ 93.49 LBR\$ 32.55 MSC\$ 0.00 Line Code: D Booker: 39891 Comeback: N Complaint: SUBLET ENTERPRISE RENTAL Cause: F SA... TECH, TYPE. OPCODE..... CB-RO., DESCRIPTION..... 5135 5999 WWT SUBLET SUBLET PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00 5135 MMT PTS\$ 0.00 LBR\$ 0.00 MSC\$ 370.00 RO No: 307804 Opened: 27FEB09 Closed: 27FEB09 Mileage: 21731 Line Code: A Booker: 32721 Comeback: N Complaint: BRAKE BRAKES SQUEAKING ALOT Cause: F SA... TECH, TYPE. OPCODE..... CB-RO.. DESCRIPTION..... Press B, S#, Return for next page, EST#, ?, or E to Exit: RO No; 307804 Opened: 27FEB09 Closed: 27FEB09 Mileage: 21731 Line Code: A Booker: 32721 Comeback: N SA... TECH. TYPE. OPCODE..... CB-RO., DESCRIPTION..... 5135 5034 WWC H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE PTS\$ 71.40 LBR\$ MISC. SHOP CHARGES 71.40 LBR\$ 146.48 MSC\$ 0.00 5135 MMC 9997 0.00 LBR\$ PTS\$ 0.00 MSC\$ 7.65 Line Code: B Booker: 32721 Comeback: N Complaint: TRIM C/S STEERING WHEEL IS DISCOLERED IN THE MIDDLE OF WHEEL. Cause: F SA... TECH. TYPE, OPCODE...... CB-RO., DESCRIPTION..... 5135 5215 WWC SOP SPECIAL ORDERED PART

PTS\$0.00 LBR\$0.00 MSC\$0.00Line Code: C Booker: 32721Comeback: NComplaint: BRAKE BRAKE PEDAL WILL GET REAL HARD AT TIMES..Cause: FSA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION.....51355034 WWC 000NO WORK DONE OR SEE PREV LINE<br/>PTS\$0.00 LBR\$0.00 MSC\$COMMENTS: ST CLOSED

Press B, S#, EST#, ?, or E to Exit: Invalid Reply







**General Motors Business Resource Center** 



# To: Kevin Benton

Company: Fax: 918-491-7238 Phone:

# From: Daniel Ramones

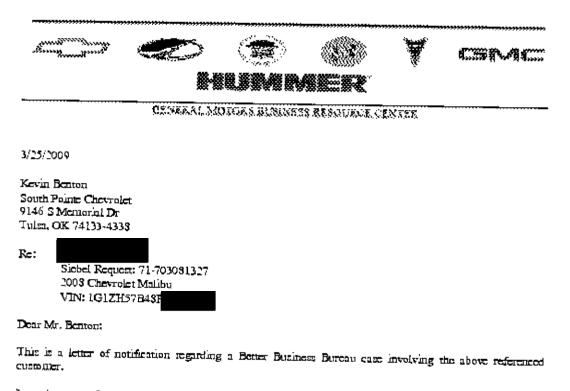
Fax: 8667759476 Phone: 866-790-5700 ext 41062 E-mail:

CC:

# NOTES:

Per our conversation I am sending this letter as a formal request for documentation of the customers RO's for thier BBB case. Thank you,

3/25/2009 12:00:08 PM PAGE 2/002 Fax Server



In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 14 hours. The specific documents reeded are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form.
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair • orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact like 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,

Daniel Ramones BRC Customer Relationship Specialist Ph# 800-231-1841, prempt 1, extension 41062 FAX# 866-775-9476

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		GENERAL M	ofors.eusine:	SS RESOURCE C	ENTER	
10/2/20	<b>909</b>					
Rivers 707 W	ie Gwin ide Chevrolet 51 ST ST OK, 74107					
Re:	Siebel Requi 2008, Chevr VIN # 1012					
Dear N	dr. Owin:		-			
This is referen	z a letter of n med customer.	otification regardin	g a {Better Bua	iness Bureat) ca:	e/State case	) involving the above

In order to perform a case assessment, please provide me with copies of all dealer sales and zervice documents regarding this vehicle within 24 hours. The specific documents readed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade

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.

- . :

Tia Collins BRC Customer Relationship Specialist Ph# 300-231-1341, prompt 1, extension 41244 FAX# 366-363-3693

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und/crep s of natio	e of cancellation/termination, contact the GAP retained of			
	DEPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR: Automobile Protocilan Carporation (APCO)			
	P. O. Box 60230 / Atlanta, CA 30366-6230 / 800-921-2774			
	es claims must be reported to us within D0 days of reactiving solidinismit from the primary carrier of in D primary terms be considered to be will be to be within 90 days of the noded to it that is within 90 days of repossession, which we septias. No payment for nayable loss will be the claim is not reported within that or black of time portions.			
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1 DO N DEFICI	OT CHOOSE TO PURCHASE THE DERICIENCY WAIVER ADDENDUM. I UNDERSTAND THAT BY NOT ELECTING THE ENCY WAIVER ADDENDUM, I AM NOT ENTITLED TO ANY OF THE BENEFITS IN THE EVENT OF A TOTAL LOSS OF THE VEHICLE.			
ए	OAP Administrator: Automobile Protection Corporation - APCO			
	P. O. Box 88230, Atlenta, GA 30300-0530 ∪00-521-2774			
		j		

6184462204 T-709 P.002/009 F-640

RETAIL INSTALMENT S	ALE CONTRACT			
DEAL# 128567 GMAC FLEXIBLE FIN STK# 8F218670	NANCE PLAN			
Dealer Number	Contract Number			
Buy a fixed Cr. bund Alarmand address (include county and zis code) Cr.	editor (Sellet nems and	nderosa)	] ]	
	RIVERSIDE ¢		·	
COWETA, OK	707 WEST 51. TUL\$A, OK	24107		
J, the Buyer (and Cd-Buyer, if any), may buy the vehicle described balaw for cash of			ļ	
ler the agrommente on the front and back of this contract. You agroe to pay log, mont schedula shewn bolow. We will figure the Finance Charge on a deliv bazis.	the Craditor, the Amai	unt Financed and Finance Charge according to the	i · ·	
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NEW 2006 CHEVROLET MALIBU 1G1ZH5784		🗇 corsonel, family, or household 🛛 adricultural		
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ecurity interest. You are giving a security interest in the vahicle being purchased.	·	Credit Disability \$	1 1	
dditional information: Say this contract for more information including int propayment, default, any required repayment in full before the scheduled date, and sa		(Insurance Company)		
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	23962.54(1)	sability insurance will not be a factor in the credit proval process. They will not be provided unless		
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yer Sign -Buyers and Other Owners - A co-buyer is a person who is responsible for payin while but the but the transfer of the buyer is a person who is responsible for payin	Buyor Signs X	Upr pyppin a parso wheep perm is on the title	<u>.</u> .	
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39 FB OK 7/2007 (For use in the State of Oklahoma) (1 of 4) Notice: See Other	r Plain			
JyHgHI 2000 GMAC. All Rights Reserved.		TRIPLICATE ORIGINAL - DEALER'S COPY		
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# BARS Document Display

2008 MALIBU 1LT 15U SANDSTONE METALLIC 34B COCOA/CASHMERE ORDER NO. MNDSGF/TRE STOCK NO VIN 151 ZH57 B4 8F		& SUBSIDI. RENAISSAN DETROIT	CE CENTER MI 48	3243-1114
MODEL & FACTORY OPTIONS 12H69 MALIBU JLT B86 BODY COLOR BODYSIDE MOLDINGS CF5 SUNROOF, POWER TILT AND SLIDE FE9 50-STATE EMISSIONS	MSRP 20630.00 150.00 800.00 N/C	INV AMI 19495.35 124.50 664.00 N/C	RETAIL -	STOCK 02/12/08 02/12/08 02/18/08 02/19/08
LE5 ENGINE, 2.4L DOHC MFI MN5 4-SPEED AUTO IRANSMISSION PDC POWER CONVENIENCE PACKAGE: *POWER 6-WAY DRIVER SEAT *REMOTE START *POWER ADJUSTABLE PEDALS	0.00 515.00	0.00 427.45	KEYS XXXX WFP-S QTH BANK: GMA CHG-TO SHIP WT:	XX XXXX X OPT-1 XC - 005 05-225
PDM PREMIUM MAT PACKAGE: *PREMIUM CARPETED FLOOR MATS, FRONT/BACK *TRUNK MAT *CARGO NET	185.00	153.55	HP: GMS: SUPPLR: MRM: MEMO	19.3 20996.45 21934.54 22930.00
VK3 FRONT LICHNSE PLATE BRACKET	0.00	0.00		

TOTAL MODEL & OFTITONS 22280.00 20864.85 ACT 231 20846.45 DESTIMATION CHARGE 650.00 550.00 H/B 261 668.40 LAM DUALER CONTRIBUTION 222.80 ADV 261 222.80 LAM GROUP CONTRIBUTION 111.40 111.40 EXP 65A

POTAL 22930.00 21849.05 PAY 310 21849.05 MEMO: TOTAL ! SS HOLDBACE AND APPROX WHOLESALD FINANCE CREDIT 20768.05 ******* INVISE DOES OUT PERCECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATHS, AUTOWARDES, INCONTINES, POLDBACK, FEMANCE CREDIT AND PETURN TO DEALER OF SUMERTISING MONIES, ALL OF WHICH FOR APPLY TO VEHICLE. ****** THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC. FEMET TO GMAC NO. 005

RIVERSIDE CHEVROLET ⇒IN 1G17H57B48E S 21849.05 [NV 14019914448 DUE 02/19/08 DEALER 05-225

079-9 800/700.9 807-T

CUSTOMER #: 1018027

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#### 365917

# **RIVERSIDE** CHEVROLET

*INVOICE*

707 West 51st Street Tulsa, Oklahoma 74107 SALES PHONE (918) 446-2200

CO	WETA, OK					PAGE 1	SALE SERVI	S PHONE (916 CE PHONE (91	3) 446-2200 18) 446-780	0
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9184462204

CUSTOMER #: 1018027

#### 365917

RIVERSIDE CHEVROLET

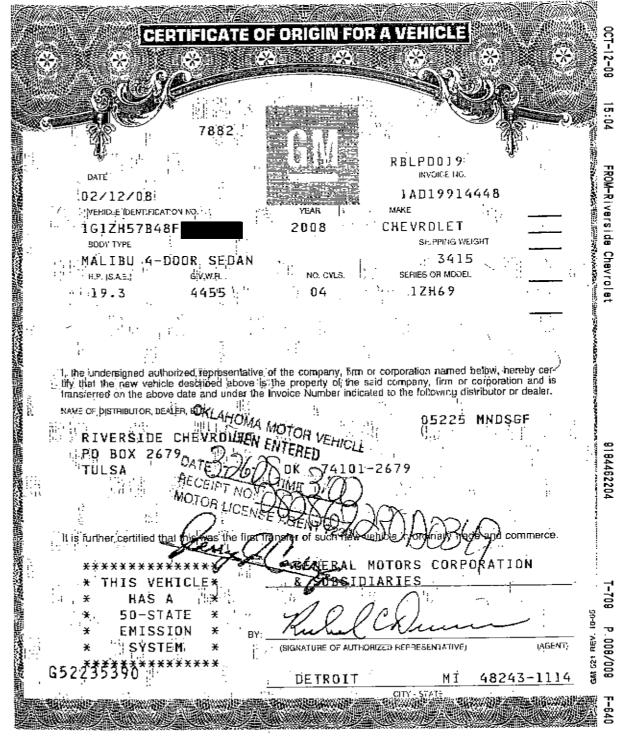
*INVOICE*

707 West 51st Street Tulsa, Oklahoma 74107 SALES PHONE (918) 446-2200 SERVICE PHONE (918) 446-780(

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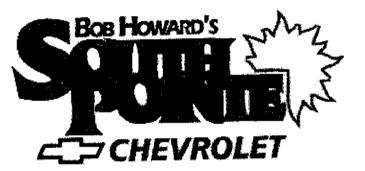
	INSTRUCTIONS
SECURED PARTY: D Type one Lien Entry Form for each Vehicle, Boat	or Outboard Motor. 🛛 Verify the accuracy of all information on the Lien Entry Form with the
Manufecturer's Statement of Origin or the Certificate of Title.	Submit Copies 1 thru 6 (with stub and carbons intact), together with the required fee and title documents. to 👘 🕴
the Motor License Agent.	
MOTOR LICENSE AGENT: Detrocess all Copies (1-thru 6) Detroch C	opy 5 for M.L.A. file. 📮 Send Copy 2 to Oklahorne Tax Commission. 🛛 🗌 Return Copies 1.3.4 and 6.
together with the appropriate title documents, to the Secured Party.	
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STATISTICS INTRAFORM COVERS THE FOIL OF	RECEIPT NUMBER
i · ·	ICATION NO. (VLIN.)
03/07/2008 1612	H57B48F MOTOR LICENSE AGENT (Identification/Signature)
MODEL YEAR MAKE AND MODEL	BODY TYPE
2008 CHEVROLET MALIBU	JERRY CNREY 7230 J
FOR SECURED PARTY USE + WHEN LIEN RE	LEASED ONLY
DATE LIEN RELEASED	ASSIGNEE OF SECURED PARTY AND ADDRESS
RELEASE MAILED TO OKLA, TAX COM. (Date) BY:      FIRE	ST CLASS MAIL D CERTIFIED MAIL GMAC (IN CARE OF POP GROUP)
I RELEASE MAILED/DELIVERED TO DEPTOR ON BY. DTR.	ST CLASS MAIL CERTIFIED MAIL PO BOX 8102
ENCLOSURES 🛛 PAID NOTE 🗍 🗆 DEL	IVERED IN PERSON COCKYSVILLE MD 21030
] have completed the above tasks: (SIGN)	
	SEEURED PARTY/ASSIGNEE SICKATURES
CEBTIFICATE OF TITLE     APPLICATION FOR TITLE	Aamma Auen
MANUFACTURER'S STATEMENT OF ORIGIN (M.S.O.)	
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COPY 1: SECURED PARTY MASTER FILE - M.L.A., PROCE	SSES & RETURNS TO SECURED PARTY Form Approved by Okdeterror Tex Communication

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SOUTH POINTE CHEVROLET 9146 SOUTH MEMORIAL DRIVE TULSA, OKLAHOMA 74133

DIRECT # 918-481-8000 FAX # 918-491-7238 www.southpointechevrolet.com





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то:	TIA	From: Kevin Benton	
Fax:	866-363-8698	Pages: 6	
Phone	e	Date:	
Re:		CC:	
🗆 Urge	ent 🛛 For Review	🗆 Please Comment 🛛 Please Reply	🗆 Please Recycle
• Con	nments:		

WARNING - CONFIDENTIALITY NOTICE

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CUSTOMER #: ENKEY	309885	SOUTH PO	
	*ACCOUNTING*	9146 S. Mem	
		Tuisa, OK 74 SERVICE DIRECT (9	18) 491-7222
COWETA, OK	DUPLICATE 1 PAGE 1	(918) 481-80 www.southpointeche	
HOME CONT:N/A **	PRE-INVOICE **		
<u></u>	SERVICE ADVISOR:	5135 RANDY W BR	
COLOR YEAR MAKE/MODEL	VIN		
TAN 08 CHEVROLET MALIBU 10	31ZH57B48F	24440	<u>/24440 T5398</u>
DEL DATE PROD. DATE WARR. EXP. PROMISED	PO NO,	RATE PAYMENT	INV. DATE
OLJANOS DE WAIT 29AP		0.00 CASH	29APR09
OIJANOS DD WAIT 29AP) R.O. OPENED READY OPTIONS:	DLR:05241		
	Liter_MFI_DOHC_HO	_ECOTEC	
14:39 29APR09 16:25 29APR09 LINE OPCODE TECH TYPE A/HRS S/HRS CO	ST SALE COMP	LIST NE	T TOTAL
A THERE IS POP NOISE SOMETIMES WHEN BR			
CAUSE: F			
H1220 POWER VACUUM BRAKE BOOSTER	REPLACEMENT		
5034 BRO,ISRAEL LIC#: 5034 WWC 0.75 1.90 36	67 15462	154.6	2 154.62
	64 678 O	4.25 3.3	
FC: 93			
PART#: 11518111 COUNT: 2			
CLAIM TYPE:			
AUTH CODE:			
NP			
4 36	84 678 TPARTS 67 15462 TLABOR		
VERSION 1 (EMP# 5034,29APR09 15:31): PIC4883B TO CORRECT THE NOISE FROM BR	24440 INSTALLED S AKE PEDAL HITTING	OP WASHER PER THE P/S COLUMN	
ASSEMBLY TEST DROVE AFTER RELEARNING : THE NOISE IS GONE.FC 93	BPP AND 5034 HIZZ	0 I.9 HRS I.90	
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20 20 POINT INSPECTION			
5999 CC 0.00 0.00 VERSION 1 (EMP# 5999,29APR09 15:31):	0 0 24440 JUST DOME	0.0	0 0.00
C** CUSTOMER STATES CHECK TRANS FOR LA TRANS TRANSMISSION	TE SHIFTS 3RD AND	4TH GEARS	
9059 COOPER,ROBERT LIC#: 9 WWC 0.00 0.00	-	<u>.</u>	<b>^ ^ ^ ^</b>
	0 0 0 0 TPARTS		Ó 0.00
	0 0 TLABOR		
VERSION 1 (EMP# 5135,29APR09 16:15): HISTORY. SHIFT ADAPTS ARE ALL NORMAL . ADVISOR TEST DROVE APPROX7.5 MILES,TR.	AND WITHIN SPECS ANS SHIFTED PROPE	AT THIS TIME.	
AMOUNT OF GIVEN THROTTLE PRESSURE AT	THIS TIME		
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, boils, screws, hand cleaner, small amounte of lubricent, etc. This charge is calculated as a percentage of the total bear deares.	The factory warranty constitutes all of the warrantics with respect to the sale of this item\tems. The	LABOR AMOUNT	
		GAS, OIL, LUBE	
ON BEHAUF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWIGE SHOWN, SERVICES DESCRIBED WERE PERFORMEDAT NO CHARGETO CWNER. THEREWAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART REPARED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVALUABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	warranties either express or implied, including any implied warranty of morchantability or itinges for a particular purposo. Seller holthor assumes nor	SUBLET AMOUNT	
WERE PERFORMEDAT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR	Saller holthor assumes nor euthorizes any other person to	MISC. CHARGES	
REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR UN VEAD BEOM THE RECORDS SUPPORTING THIS CLAIM ARE	euthorizes any other person to essume for it any liability in connection with the sale of this	TOTAL CHARGES	
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	Item/items.	LESS INSURANCE SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
	l	THIS AMOUNT	

CUST	FOMER	#: I	ENKEY			30	09885		5			
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COWETA, OF HOME:	(		:0NT : <u>N/</u>	Δ.		** PR)	UPLICA PAGE E-INVC	2 ICE **	ww	VICE DIRECT (9 (918) 481-80 w.southpointeche	18) 491-7222 000 vrolet.com	
BUS: COLOR	YEAR			ÉL				DVISOR	LICENS	ANDY W BR	GOKS SE IN/ OUT	TAG
											(	
TAN DEL DATE	08 PROD.		/ROLET WARR. EXF		PROMIS		H57B48	F NO.	BATE	24440 PAYMENT	/24 <u>440</u>   INV.D/	
DECOATE	Troop.	DATE	WARR. EAF	•	FROMIC							
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in addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
In addition to the charges for parts, labor, tax, etc., South Pointe Chavroiet also charges a "shop charge" as part of the repair bill, Thie "shop charge" is to help deray the costs of certain materials that cannot be accurately trainized, but which are generally used in the repair	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	0.00
and service of vehicles. These items include, but are not limited to, rags, nots, bolts, screws, i hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the	the solo of this item\items. The Seller hereby expressly disclaims all	PARTS AMOUNT	0.00
total labor charge.	warrantics either express or implied, including any implied	GAS, OIL, LUBE	0.00
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED	warranty of merchantability or fitness for a particular purpose,	SUBLET ÁMOUNT	0.00
WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR	Seller neither assumes nor authorizes any other parson ta	MISC CHARGES	0.00
REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE	assume for it any liability in connection with the sale of this	TOTAL CHARGES	0.00
AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	item/items.	LESS INSURANCE	0.00
		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
		THIS AMOUNT	0.00

#### WARRANTY COPY

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SOUTH POINTE 309590 CHEVROLET CUSTOMER #: ENKEY 9146 S. Memorial ACCOUNTING Tulsa, OK 74133 SERVICE DIRECT (918) 491-7222 (918) 461-8000 www.southpointechevrolet.com PAGE 1 COWETA, OK CONT:N/A HOME : SERVICE ADVISOR: 5135 RANDY W BROOKS CELL TAG MILEAGE IN/ OUT BUS: LICENSE VIN MAKE/MODEL COLOR YEAE <u>T1284</u> 24003/24003 <u>1G1ZH5</u>7B<u>4</u>8F CHEVROLET MALIBU 08 INV. DATE TANBATE PAYMENT PO NO. PROMISED PROD. DATE | WARR. EXP. DEL DATE 21APR09 CASH 0.00 WAIT 21APR09 <u>01JAN08</u> DE DLR:05241 OPTIONS: READY R.O. OPENED ENG:2.4 Liter MFI_DOHC_HO_ECOTEC 17:30 21APR09 14:07 21APR09 TOTAL NET LIST COST SALE COMP LINE OFCODE TECH TYPE A/HRS S/HRS A CUSTOMER STATES THERE IS INTERMENTENT POP/SNAP NOISE YOU HEAR WHEN BRAKE PEDAL IS RELEASED TO COME BACK UP CAUSE: F SOP SPECIAL ORDERED PART 5034 BRO, ISRAEL LIC#: 0.00 0.00 0 0 WWC 0.00 0.00 0 TPARTS 0 0 TLABOR 0 B 20 POINT INSPECTION 20 20 POINT INSPECTION 0.00 0.00 0 Ō 5999 ÇĈ 0.00 0.00 YOU MAY HAVE BEEN SELECTED TO RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION ABOUT YOUR SERVICE EXPERIENCE. PLEASE COMPLETE YOUR SURVEY, AND IF, FOR ANY REASON, YOU CANNOT GIVE US THE HIGHEST MARKS " (COMPLETELY SATISFIED)", PLEASE CALL OUR SERVICE MANAGER KEVIN BENTON AT (918) 491-7231 THANK YOU! *** NO RO PUNCH TIMES ON FILE *** CONTROL COST SALE CONTROL TRGT/ACCOUNT COST TRGT/ACCOUNT SALE 7/4500001 0 0 0 0 7/4501001 ***** 0

COST, SALE, & COMP TOTALS	0 0 0		
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

7/101504

#### WARRANTY COPY

CUSTOME	R #:		309252		so			
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COWETA, OK HOME 2	Υ.		cont <u>:n/a</u>		** P]	DUPLICA PAGE RE-INVO	2) CE **	www	VICE DIRECT (91 (918) 481-80 w.southpointecher	18) 491-7222 00 vrolet.com	
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #					297925 *INVOICE* PAGE 1		CHIEVRO OI NORTH AS OKEN ARROW 918-258-80	PEN AVE , OK 7401	
HOME BUS: COLOR	YEAR	CONT:N/A CELL: MAKE/MODEL		SE	RVICE ADVISOR:	2314 JA		SE IN/ OUT.	TAG
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CUSTOMER #: 487584			*	297925 INVOICE*	230	CHEVROLLET 2301 NORTH ASPEN AVE.				
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CUSTOMER #						301303 *INVOICE UPLICATE PAGE 1			GHEVE 1 NORTH KEN ARRO 918-258	ASPEN AV DW, OK 74	
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SUPPLIEROR TRANSPORTE CARS OR TRUCKS IN CASE	ARE NOT RES R.I FURTHERA OF FIRE, THEF	GREE THAT YOU A	RE NOT RESPON	SIBLEFOR LOSS OF OUR CONTROL	R.DAMAGE TO CAP	IS OR TRUCKS OR PRO	DPERTYLEFT IN	SUBLET AN MISC. CHA			0.00
car or truck herein described on car or truck to secure the after receiving notice that the	amount of repair	ways or elsewhere i insthereto. Lighther led or repair work h	or the purpose of agree to pay the as been completed	testing and/or inspi sum of \$3.00 per da d. Storage fees shal	action. An express r ay for storage of the I be payable daily.	nechanic's lien is hereby car or truck commenci hereby expressiv attant	y acknowledged ng five (5) days to Dealer a lien				0.00
I HEREBYAGREE THAT YOU SUPPLIEROR TRANSPORTE CARS OR TRUCKS IN CASE I hareby authorize the above car or funck herein described on çar or funck to secure the strier receiving notice that the the State or funck harein its possession until storage o the State of Oklahoma. The Dealer if this account is plae FIRST.	lescribed for pa osts are paid. S undersigned aor	yment of such stora uch lien may be for ees to pay this acco	ige costs and agn aclosed in such m ount at the office	ee that Dealer may o nanner as is provided of Dealer. I agree to	letain the same at a for the foreclosure pay reasonable att	iny time such car or tru of mechanic's liens ur omey fees and court o	ck is lawfully in ider the laws of osts, incurred by	LESS INSU SALES TAX			
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	CUST	TOMER	۲ # <b>:</b>					307804			• • •	SOUTH POINTE CHEVROLET				
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COWETA HOME :	, OK			CONT : N	/A		**		PAGE 1 - INVOIC	E **		ww.southpo	ointeche	vrolet.co	m.	
BUS: COLO	R	YEAR		CELL: MAKE/MC	DEL			SER			5135 R LICENS	ANDY W		OKS IN/ OUT	T/	AG
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certain materials and service of v hand cleaner, sr total labor charg	mall amoun	iese items	inciude,	but are not sim	ited to, ra	igs, nuts, poits,	, screws,	the sa Seller h	le of this item nereby expressiv	\items. The disclaims all	PARTS AM	IOUNT				
ON BEHALF O	OF SERVIC	ING DEAL	ER, I H UNLES	IEREBY CERTI S OTHERWISE NER, THERE W	FY THA SHOWN. AS NO II	T THE INFOR SERVICES DE NDICATION FR	SCRIBED	Marranties entrier expre- implied, including any MATION warranty of merchantabi CRIBED fitness for a particular p			SUBLET A	MOUNT		u <u></u>		
APPEARANCE REPLACED UN ACCIDENT, NE AVAILABLE FO SERVICING DEA	OF THE IDER THIS EGLIGENCE	VEHICLE CLAIM OR MI	OR OTH HAD BE SUSE.	HERWISE, THA	AT ANY ED IN A PPORTIN	PART REPAIL NY WAY WI G THIS CLA	RED OR TH ANY IM ARE	HE Seller neither assumes nor OR authorizes any other person to NY assume for it any liability in RE connection with the sale of this	TOTAL CH	ARGES						
	· · · · ·							item/ite	oms.	F	LESS INSU SALES TA	x				
(SIGNED)	DEALER, G	ENERAL	1ANAGE	R OR AUTHORI	ZED PERS	SON (DATE	=)	00510	SWICH SIGNATUR		PLEASE P THIS AM					

CUSTOMER #:	х 		307804		S				
COWETA, OK			*ACCOUNT		9146 S. Memorial Tulsa, OK 74133 SERVICE DIRECT (918) 491-7222 (918) 481-8000				
	CONT: <u>N/A</u>	**	PAGE PRE-INVOI	CE **	www.	southpointechevr	olet.com		
BUS: COLOR YEAR	CELL: MAKE/MODEL		SERVICE AD	VISOR:	5135 RA	NDY W BRO		TAG	
					LIGENCE	INICCAOL		149	
TAN 08 CHE' DEL DATE PROD. DATE	VROLET MALIBU WARR.EXP.	J 10 PROMISED	<u>G1ZH57B48F</u> PON	O.	RATE	21731/ PAYMENT	21731	<u>F5173</u> E	
01JAN08 DD	WA	IT 27FE			0.00	CASH	27FEB0	<u>~~128</u>	
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		SATIS	US THE HIC SFIED)", PI	LEASE C	ALL OUR	SERVICE N	ANAGER		
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In addition to the charges for parts, labor, tax	x, etc., South Pointe Chevrolet	933 t also charges a	STATEMENT OF DI	1.	DESCRI	TION	TOTALS		
"shop charge" as part of the repair bill. This certain materials that cannot be accurately item and service of vehicles. These items include, b	nized, but which are generally u	used in the repair	The factory warranty co of the warranties with the sale of this item	vespect to	LABOR AMOU		0.0		
hand cleaner, small amounts of lubricant, etc. total labor charge.	This charge is calculated as a p	ercentage of the	Seller hereby expressly warranties either eimplied, including a	disclaims all	GAS, OIL, LUB		0.0		
ON BEHALF OF SERVICING DEALER, I HI CONTAINED HEREONIS ACCURATE UNLESS	EREBY CERTIFY THAT THE	INFORMATION	warranty of mercha fitness for a particula	ntability or	SUBLET AMO		0.0		
WERE PERFORMEDATING CHARGE TO OWN	JON FROM THE	Seller neither ass authorizes any other	umes nor	MISC. CHARG	ES	0.0			
APPEARANCE OF THE VEHICLE OR OTH REPLACED UNDER THIS CLAIM HAD BEE ACCIDENT, NEGLIGENCE OR MISUSE. R AVAILABLE FOR (1) YEAR FROM THE DA	N CONNECTED IN ANY WA	AY WITH ANY S CLAIM ARE	assume for it any connection with the	liability in	TOTAL CHARC		0.0		
AVAILABLE FOR (1) YEAR FROM THE DA SERVICING DEALER FOR INSPECTION BY MA	TE OF PAYMENT NOTIFICA	TION AT THE	item/items.		LESS INSURA	NCE	0.0		
(SIGNED) DEALER, GENERAL MANAGER	· · · · · · · · · · · · · · · · · · ·	(DATE)	CUSTOMER SIGNATU	RE	SALES TAX		0.0	U	
		, <b>_</b> /			PLEASE PAY		0.0	ñ	

CUSTOMER #:	308332	SOUTH POINTE CHEVROLET	
	*ACCOUNTING*	9146 S. Memorial Tulsa, OK 74133 SERVICE DIRECT (918) 491-7222	
COWET <u>A, OK</u>	PAGE 1	(918) 481-8000 www.southpointechevrolet.com	
HOME: CONT:N/A ** BUS: CELL:	* PRE-INVOICE ** SERVICE ADVISOR:		
COLOR YEAR MAKE/MODEL	VIN	5135 RANDY W BROOKS	<u>Ġ</u>
TAN         08         CHEVROLET         MALIBU         1           DEL DATE         PROD. DATE         WARR. EXP.         PROMISED	LG1ZH57B48F	22602/22602 T389	)1
01JAN08 DD 17:00 13MA	AR09	0.00 CASH 14MAR09	<u></u>
R:0: OPENED READY OPTIONS:	DLR:05241 Liter MFI DOHC HC		
15:06 13MAR09 10:23 14MAR09	MFI_DORC_RC	J_ECOTEC	
LINE OPCODE TECH TYPE A/HRS S/HRS CC 10-12 TOMES YESTERDAY BRAKE PEDAL GO	OST SALE COMP	LIST NET TOTAL	
CAUSE: F SOP SPECIAL ORDERED PART	A KEADARA		
5034 BRO,ISRAEL LIC#: WWC 0.000 0.00	0	0.00 0.00	
FC: PART#: COUNT: CLAIM TYPE:			ini Maria
AUTH CODE:			Agen Maria
	0 0 TPARTS 0 0 TLABOR		
VERSION 1 (EMP# 5034,13MAR09 16:06):	22602 SOP MASTER		
GNUINDER/BOOSTIER 5034 SOP ONE WHEEL COVER REFERENC//CRACKING' (C CAUSE: F			
E0022 WHEEL TRIM COVER REPLACEMEN 5034 BRO, ISRAEL LIC#: WWC 0.00 0.20 3	86 1628	• 16.28 16.28	
	20 6608 0	79,99 66.08 66.08	
PART#: 9596921 COUNT: 1			27 
CLAIM TYPE: AUTH CODE:			5 i
OJ 47	20 6608 TPARTS		
	86 1628 TLABOR		
5034 E0022 .2 HRS 0.20 C STEERING WHEEL DISCOLORED IN CENTER			Ê.
CAUSE: F E7020 STEERING WHEEL REPLACEMENT			
5215 DON JOHNSON LIC#:	00 3255	32.55 32.55	
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to	DESCRIPTION TOTALS	
certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the	the sele of this itemitteme. The	PARTS AMOUNT	
total labor charge. ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED	the sale of this redinitients: the Selier hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor sette are an an an an an an an an an sette are an an an an an an an an an an sette are an an an an an an an an an an sette are an an an an an an an an an an sette are an an an an an an an an an an an an br>an an a	GAS, OIL, LUBE SUBLET AMOUNT	_
WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPARED OF REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller neither assumes nor authorizes any other person to assume for it cour tabling to	MISC, CHARGES	
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	connection with the sale of this	TOTAL CHARGES LESS INSURANCE	
· · · · · · · · · · · · · · · · · · ·	CUSTOMER SIGNATURE	SALES TAX	_
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	OUSTOWER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #:	308332	SOUTH CHEVE	
	*ACCOUNTING*	9146 S. M Tulsa, OK SERVICE DIRECT	74133
COWETA, OK	PAGE 2	(918) 481 www.southpointe	-8000
HOME CONT: N/A *	* PRE-INVOICE **		
BUS: CELL: COLOR [YEAR] MAKE/MODEL	SERVICE ADVISOR:	5135 RANDY W E	BROOKS EAGE IN/ OUT
TAN         08         CHEVROLET         MALIBU         Image: constraint of the second se	1G1ZH57B48F PONO		02/22602 T3891 INV. DATE
01JAN08 DD 17:00 13M2		0.00 CASH	14MAR09
R.O. OPENED READY OPTIONS: ENG:2.4 15:06 13MAR09 10:23 14MAR09	DLR:05241 _Liter_MFI_DOHC_HC	_ECOTEC	
LINE OPCODE TECH TYPE A/HRS S/HRS CO	OST SALE COMP	LIST N	IET TOTAL
1 25898297 F-WHEEL 66 FC: 5L PART#: 25898297	578 9349 0	117.15 93.	49 93.49
COUNT: 1 CLAIM TYPE: AUTH CODE:			
OJ	578 9349 TPARTS	5	
VERSION 1 (EMP# 5215,14MAR09 10:09):	700 3255 TLABOR 22602 STEERING WH	IEEL 5L	
VERSION 2 (EMP# 5215,14MAR09 10:10): STEERING WHEEL WAS DISCOLORED. REPLAC KEVIN.E7020 0.4 TECH 5215			
D ENTERPRISE RENTAL CAUSE: F SUBLET SUBLET		i Senter a senter i senter i	
5999 WWT 0.00 0.00	0 3500 0 0 TPARTS		00 35.00
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	YEY, AND IF, FOR A US THE HIGHEST M		
SATI	SFIED)", PLEASE C N BENTON AT (918)	ALL OUR SERVIC 491-7231 THA	E MANAGER NK YOU!
DATE START FINISH DURATION TY	PE TECH LINE(S)	CHG	
03-13-09 16:06 16:06 0.00 16:06 16:06 0.00	W 5034 A W 5034 B		
03-14-09 10:04 10:19 0.25	W 5215 C		
	STATEMENT OF DISCLAIMER		
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws,	The factory warranty constitutes all of the warranties with respect to	DESCRIPTION LABOR AMOUNT	TOTALS
hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	· · · · · · · · · · · · · · · · · · ·
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBE WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OF REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	warranty of merchantability or D fitness for a particular purpose.	SUBLET AMOUNT	
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OF REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	authorizes any other person to assume for it any liability in connection with the sale of this	MISC. CHARGES	
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE connection with the sale of this AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE item/tiems.			
		SALES TAX	· · · · · · · · · · · · · · · · · · ·
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

## ACCOUNTING COPY

CUSTOMER #	:		308332		S		
			*ACCOUNT	ING*		9146 S. Memor	
					SERVIC	Tulsa, OK 741 25 DIRECT (918 (918) 481-800	3) 491-7222
COWETA, OK HOME:	CONT:N/A	**	PAGE 3 PRE-INVOIO		www.s	outhpointechev	
BUS:	CELL:		SERVICE AD			DY W BRO	
COLOR	MAKE/MODEL		VIN		LICENSE	MILEAGE	EIN/OUT TAG
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01JAN08 DD				2.			INV. DATE
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COST, SALE,	& COMP TOTALS		4 24340 STATEMENT OF DIS	O CLAIMER I	DESCRIP	TION	TOTALS
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hand cleaner, small amounts of jubricant, e	6. but are not limited to rade r	nuts holts screws I	the sale of this item Seller hereby expressly of warranting either	disclaims all	PARTS AMOUN		0.00
total labor charge. ON BEHALF OF SERVICING DEALER,	HEREBY CERTIFY THAT TH		implied, including ar warranty of merchan fitness for a particula	implied tability or	GAS, OIL, LUBE SUBLET AMOU		0.00
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SERVICING DEALER FOR INSPECTION BY	T MANUPACTURER'S REPRESE	INTATIVE.		ľ	SALES TAX		0.00

ACCOUNTING	COPY
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CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT 0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

	CUSTOM	ER #:						308827	•	Ę	SOUTH		ΤE	
							*	ACCOUNT	ING*		9146 S. N			
							E.	UPLICAT	E 2	SER	Tuisa, OK VICE DIRECT	(918) 49	1-7222	
	COWETA, OK		~ ~ ~ ~ ~ ~	/ _			. –	PAGE :	3	ŴŴ	(918) 48 w.southpoint	1-8000 echevrole	et.com	
	HOME : BUS :	·	CON	$\Gamma:N/A$				E-INVOIO						
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COST, SALE, & COMP TOTALS 896	<u>530</u>		
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
"shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and control of upbile. These there is all the second sec	The factory warranty constitutes all of the warranties with respect to the cale of this isometry to	LABOR AMOUNT	65.00
and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the	Seller nereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the read of this	PARTS AMOUNT	0.00
total labor charge. ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION		GAS, OIL, LUBE	0.00
CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED		SUBLET AMOUNT	0.00
WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR		MISC. CHARGES	9.75
REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE		TOTAL CHARGES	74.75
AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	item/items.	LESS INSURANCE	0.00
		SALES TAX	0.83
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	75,58

WADDANITY CODV

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CUSTOMER #:	308827	SOUTH POINTE CHEVROLET			
	*ACCOUNTING*	9146 S. Me Tulsa, OK SERVICE DIRECT (9	74133		
	PAGE 1 * PRE-INVOICE **	(918) 481 www.southpointed	chevrolet.com		
BUS: CELL COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	5135 RANDY W BI	ROOKS AGE IN/ OUT TAG		
TAN         08         CHEVROLET MALIBU           DEL DATE         PROD. DATE         WARR. EXP.         PROMISED	1G1ZH57B48F	ATE PAYMENT	7/22937 T1042 INV. DATE		
01JAN08 DD WAIT 30M R.O. OPENED READY OPTIONS:		0.00 CASH	31MAR09		
	DLR:05241 _Liter_MFI_DOHC_HC	_ECOTEC			
LINE OPCODE TECH TYPE A/HRS S/HRS C	OST SALE COMP	LIST NE			
A SINCE GAR RICHD DENLAST MONDAY, BR.	AKE LIGHTS STAY ON	I INTERMETENTI V			
VAND CRUISE DOESNI WORK CAUSE: F B2642 CAUSE PEDAL POSITIV	SN19405 MILLING COLUMN				
BRO, ISRAEL LIC#:	158 4883	48.8	48.83		
	210 1694 0				
CLAIM TYPE: AUTH CODE:					
1:	210 1694 TPARTS				
11	158 4883 TLABOR 22937 FOUND BRAKE				
POSITION WOULD NOT ALLOW DUE TO THE V VOLTS PER PIC4330B MINE WAS DISPLAYED	/OLTAGE WAS NOT WI	THIN .73-1.47	1		
THE ROD GOING INBETWEEN THE LEGS OF	THE BPPS TO CORREC	T VALUES TO'BE			
INBETWEEN THE SPECIFIED VOLTAGE. REPI C0278 AND THE CONCERN IS CORRECTED.FC	2 93				
SENSOR LEG BROKEN COUND NOT FIND BROK	22937 THE BRAKE P EN LEG ON THE FLO	OR BORAD,			
WOULD NOT ALLOW DUE TO THE VOLTAGE WA		1.47 VOLTS PER	ON		
PIC4330B MINE WAS DISPLAYED .6 VOLTS GOING INBETWEEN THE LEGS OF THE BPPS	TO CORRECT VALUES	TO BE INBETWEE			
THE SPECIFIED VOLTAGE. REPLACE PEDAL CONCERN IS CORRECTED.FC 93			HE		
B SINCE CAR PICKED UP LAST MONDAY,, NON OUT,, IT DID READ 3 OF THEM NOW CAUSE: F		SSURE READ			
NWP NO WORK PERFORMED 5034 BRO,ISRAEL LIC#:					
WWC 0.00 0.00	0 0 0 0 TPARTS	0.0	0 0.00		
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs o certain materials that cannot be accurately itemized, but which are generally used in the repair	The factory warranty constitutes all of the warranties with respect to	DESCRIPTION LABOR AMOUNT	TOTALS		
and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the	Seller hereby expressly disclaims all	PARTS AMOUNT	· · · · · · · · · · · · · · · · · · ·		
total labor charge.	warranties either express or	GAS, OIL, LUBE SUBLET AMOUNT			
CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM TH	fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	<del></del>		
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OI REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT NECLIGENCE OF MISSING THIS CLAIM ANY	authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES	·····		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THI APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPARED OI REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARI AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THI SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	item/items.	LESS INSURANCE			
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX			
		PLEASE PAY THIS AMOUNT			

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	CUSTOME	R #:		3	08827	S	OUTH PC		
i na seconda de la companya de la compan	а. С			*	ACCOUNTING*		9146 S. Mem	orial	
						SERVI	Tulsa, OK 74 CE DIRECT (91)	133 3) 491-7222	
COWETA	, OK			D	JPLICATE 2 PAGE 2		(918) 481-8(	000	
HOME		CONT:N/A	*		E-INVOICE **		.southpointech		
BUS:	R IYEAR	CELL: MAKE/MODE		SER	VICE ADVISOR:	5135 RA	NDY W BRC	OKS E IN/ OUT	TAG
						LIGENOL	MILLAG	E IIN/ 0/0/1	IAG
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SHOP SU	PPLIES	nn.c		000	975		37.00	37. 9.	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
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			SURV	/EY,	AND IF, FOR	ANY REASC	N, YOU C	ANNOT	*****************
					THE HIGHEST D)", PLEASE				
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"shop charge" a	s part of the repa	s, labor, tax, etc., South Poin ir bill. This "shop charge" is	to help defrav the costs of	a The fa	EMENT OF DISCLAIMER ctory warranty constitutes all	DESCRIF		TOTAL	S
certain materials and service of ve	that cannot be acc shicles. These item	curately itemized, but which ar is include, but are not limited 1	e generally used in the repa to, rags, nuts, bolts, screws	r of the	warranties with respect to				
total labor charge	Э.	ricant, etc. This charge is calcu		e warrar implied	hereby expressly disclaims all tites either express or J, including any implied tty of merchantability or for a particular purpose, neither assumes nor	GAS, OIL, LUI	BE		
CONTAINED HEI	REON IS ACCURAT	ALER, I HEREBY CERTIFY TE UNLESS OTHERWISE SHO SE TO OWNER. THERE WAS N	WN. SERVICES DESCRIBE	Warrar D fitness E Seller	ity of merchantability or for a particular purpose. neither assumes nor	SUBLET AMO			
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AVAILABLE FOR SERVICING DEAL	CLIGENCE OR N R (1) YEAR FROM	MISUSE. RECORDS SUPPOR M THE DATE OF PAYMEN ON BY MANUFACTURER'S RE	T NOTIFICATION AT TH						
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PLEASE PAY THIS AMOUNT

		CUSTOMI	ER #:			3	0959(	)	S			
						. 1	ACCOUN	TING	CED	9146 S. Men Tulsa, OK 74	133	
	COWETA HOME:	. OK	CO	NT:N/A			PAGE	1		/ICE DIRECT (91 (918) 481-8 w.southpointech	000	
	BUS: COLOI	R YEAR	CE MA	LL: XE/MODEL		SER	VICE AI	OVISOR:	5135 RZ LICENSE	ANDY W BRO	OOKS E IN/ OUT	TAG
	TAN DEL DA	08 FE PROD.		DLET MAI	JBU PROMISE		<u>157B48</u> PO		RATE	24003/ PAYMENT	/24003	<u>T1284</u> ATE
	01JAN08 R.O.	3 DD OPENED	1	READY	WAIT 21		2:0524	1	0.00	CASH	21APRO	)9
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	CAUSE:	F P.Spron	ALL ORDE	RED PAR	TA	erne sere	SA198859					
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(	LUSTE	onler 1	eon	Neleas	-		COPY	efone	\$ pa	per Work		

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CUSTOMER #:	309252	SOUTH POINTE CHEVROLET	
	*ACCOUNTING*	9146 S. Memorial Tulsa, OK 74133	
	DUPLICATE 1	SERVICE DIRECT (918) 491-7222	
COWETA, OK HOME: CONT:N/A	PAGE 2 ** PRE-INVOICE **	(918) 481-8000 www.southpointechevrolet.com	
BUS: CELL:	SERVICE ADVISOR:	5135 RANDY W BROOKS	
COLOR YEAR MAKE/MODEL	VIN		TAG
TAN         08         CHEVROLET         MALIBU           DEL DATE         PROD. DATE         WARR. EXP.         PROMIS	1G1ZH57B48F	23674/23674 T1 BATE PAYMENT INV. DATE	. <u>175</u>
01JAN08 DD 17:00 14 R.O. OPENED READY OPTIONS		0.00 CASH 14APR09	
	.4_Liter_MFI_DOHC_H	IO_ECOTEC	
LINE OPCODE TECH TYPE A/HRS S/HRS	COST SALE COME	LIST NET TOTAL	
WWC	7400 7400	74.00 74.00	
SU	JRVEY FROM CHEVROLE	LECTED TO RECEIVE A T MOTOR DIVISION ABOUT	
YC	OUR SERVICE EXPERIE	NCE. PLEASE COMPLETE YOUR ANY REASON, YOU CANNOT	
GI	VE US THE HIGHEST	MARKS "(COMPLETELY CALL OUR SERVICE MANAGER	
KE	VIN BENTON AT (918	) 491-7231 THANK YOU!	
	TYPE TECH LINE (S	) СНБ	
04-13-0907:5309:161.3904-14-0908:4408:490.09		A A	
08:49 08:49 0.00	*****	B	
TRGT/ACCOUNT SALE COST CONTRO	L TRGT/ACCOUNT	SALE COST CONTROL	
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7/121001 17072 ******	7/ 7/	7400 7400 0 *****	
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In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charge "shop charge" as part of the repair bill. This "shop charge" is to help dofer the area	STATEMENT OF DISCLAIMER	DESCRIPTION TOTALS	
certain materials that cannot be accurately itemized, but which are generally used in the reg and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, scre hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of	pair of the warranties with respect to	LABOR AMOUNT         0.00           PARTS AMOUNT         0.00	
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CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIE WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FRO A T APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY DATE DESCRIPTION	BED fitness for a particular purpose. THE Seller neither assumes nor	SUBLET AMOUNT 0.00 MISC. CHARGES 0.00	
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SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		LESS INSURANCE 0.00 SALES TAX 0.00	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT 0.00	
St Signature is	on other page	· Shann	<u></u>

	CUSTOM	IER #	:		3	09252	S	SOUTH PC		
		· .			*;	ACCOUNTING*		9146 S. Mem		
COWETA, HOME	, OK		CONT:N/A		** PRI	UPLICATE 1 PAGE 1 E-INVOICE **	ww	Tulsa, OK 74 /ICE DIRECT (91 (918) 481-8 w.southpointech	8) 491-7222 000 evrolet.com	
BUS: COLOF	R YEAI	3	CELL: MAKE/MODEL	-	<u> </u>	VICE ADVISOR:	5135 RA	ANDY W BRO	OKS E IN/ OUT	TAG
TAN DEL DAT	08 E PBO		EVROLET MARR EXP	ALIBU     PROMISE	<u>1G1ZH</u>	157B48F PO NO.	RATE	23674/ PAYMENT	[/] 23674 INV. DA	<u>T1175</u>
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AND 5	AND MEA	ASURE	OL FOR A	LL BUTTON	DEPRE	SSES AT THE	ON/OFF-S	ET-RES		
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and service of ve	hicles. These ite	ems include	, but are not limited to	to help defray the custs e generally used in the re o, rags, nuts, bolts, sore	ws, the sa	warranties with respect to ale of this item\items. The hereby expressly disclaims all	LABOR AMO PARTS AMO		••• • • • • • • • • • • • • • • • • • •	<u>_</u> _
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				THAT THE INFORMATI WN. SERVICES DESCRIE IO INDICATION FRO /1	BED fitness	ty of merchantability or for a particular purpose.	SUBLET AMO			
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CUSTOMER #			30	9885	S		
		· .	*A(	COUNTING*		9146 S. Mem	orial
			DUE	PLICATE 1	SERV	Tulsa, OK 74 ICE DIRECT (918) (918) 481-80	3) 491-7222
COWETA, OK HOME:	CONT: <u>N/A</u>		** PRE-	PAGE 2 INVOICE *	* ww	w.southpointech	evrolet.com
BUS: COLOR YEAR	CELL : MAKE/MODEL				_	NDY W BRC	
TAN 08 CH	EVROLET MAI	. TDII	101805				
00 011	WARR. EXP.	PROMIS	IG1ZH5	PO NO.	RATE	24440/ PAYMENT	24440 T5398 NV. DATE
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		SL	JRVEY, A	ND IF, FOF	ANY REAS MARKS "()	ON, YOU C	ANNOT
		SA	TISFIED	)", PLEASE	CALL OUR 8) 491-72	SERVICE I	MANAGER
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In addition to the charges for parts, labor, "shop charge" as part of the repair bill. Th certain materials that cannot be accurately its	tax, etc., South Pointe Cl	hevrolet also charge	es a STATEM	ENT OF DISCLAIMER warranty constitutes a rranties with respect t	R DESCRIP		TOTALS
and service of vehicles. These items include, hand cleaner, small amounts of lubricant, etc total labor charge.	but are not limited to re-	ae pute boite core	ws, the sale c	of this item\items. Th	PARTS AMOU	NT	0.00
ON BEHALF OF SERVICING DEALER, I	SS OTHERWISE SHOWN	CEDVICED DECCDI	BED fitness for	either express c ncluding any implie of merchantability c a particular purpose	SUBLET AMOL		0.00
WERE PERFORMED AT NO CHARGE TO OV APPEARANCE OF THE VEHICLE OR OT REPLACED UNDER THIS CLAIM HAD BE ACCIDENT, NEGLIGENCE OR MISUSE.	HERWISE, THAT ANY	PART REPAIRED	OR authorizes	either assumes no any other person t or it any liability i	MISC. CHARGE		0.00
AVAILABLE FOR (1) YEAR FROM THE [	NECONDA SUPPORTING	DIMIS CLAIM /	HRE Connection	with the sale of thi	s		
SERVICING DEALER FOR INSPECTION BY M	ANUFACTURER'S REPRES	SENTATIVE,	THE item/items.		SALES TAX		0.00

CUSTOMER #:	309885	SOUTH P CHEVRO	
	*ACCOUNTING*	9146 S. Me	
	DUPLICATE 1	7 Tulsa, OK 9 SERVICE DIRECT ⊱918) 481	18) 491-7222
COWETA, OK HOME: CONT:N/A *	PAGE 1 * PRE-INVOICE **	www.southpointec	
BUS: CELL:	SERVICE ADVISOR:	5135 RANDY W BR	DOKS
COLOR YEAR MAKE/MODEL	VIN	LICENSE MILEA	GE IN/ OUT TAG
TAN 08 CHEVROLET MALTBU			
TAN         08         CHEVROLET MALIBU           DEL DATE         PROD. DATE         WARR. EXP.         PROMISED	1G1ZH57B48F PO NO.	BATE PAYMENT	/24440 T5398 INV. DATE
01JAN08 DD WAIT 29A R:0. OPENED READY OPTIONS:		0.00 CASH	29APR09
	DLR:05241 Liter MFI DOHC H		
14:39 29APR09 16:25 29APR09		O_ECOIEC	
	OST SALE COMP	LIST NE	T TOTAL
A THERE IS POP NOISE SOMETIMES WHEN BE CAUSE: F	rake pedal releasi	ED SOP IN 5034	
11220 POWER VACUUM BRAKE BOOSTER	REPLACEMENT		
BRO, ISRAEL LIC#:	567 15462	1F4 C	0
	184 678 0	154.6 4.25 3.3	······································
FC: 93			
PART#: 11518111 COUNT: 2			
CLAIM TYPE: AUTH CODE:			
NP			
	84 678 TPARTS 567 15462 TLABO		
VERSION 1 (EMP#, 29APR09 15:31):	24440 INSTALLED	OP WASHER PER	
PIC4883B TO CORRECT THE NOISE FROM BE ASSEMBLY TEST DROVE AFTER RELEARNING			
THE NOISE IS GONE.FC 93	DPP AND HIZZ	0 1.9 HRS 1.90	
B 20 POINT INSPECTION 20 20 POINT INSPECTION			
5999 CC 0.00 0.00	0 0	0.00	0.00
VERSION 1 (EMP# 5999,29APR09 15:31):	24440 JUST DONE		
C** CUSTOMER STATES CHECK TRANS FOR LA TRANS TRANSMISSION	TE SHIFTS 3RD AND	0 4TH GEARS	
9059 COOPER, ROBERT LIC#			
WWC 0.00 0.00	0 0	0.00	0.00
	0 0 TPARTS 0 0 TLABOR		
VERSION 1 (EMP# 5135,29APR09 16:15):	24440 NO DTC CODE	S CURRENT OR	
HISTORY. SHIFT ADAPTS ARE ALL NORMAL ADVISOR TEST DROVE APPROX7.5 MILES TR	AND WITHIN SPECS	AT THIS TIME.	
AMOUNT OF GIVEN THROTTLE PRESSURE AT	ANS SHIFTED PROPE THIS TIME	KDI FOR THE	
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in th∈ repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws,	The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The	LABOR AMOUNT	
and service of venicies. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.	Seller hereby expressly disclaims all warranties either express or implied, including any implied	PARTS AMOUNT GAS, OIL, LUBE	·····
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE	implied, including any implied warranty of merchantability or fitness for a particular purpose	SUBLET AMOUNT	······
WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR	fitness for a particular purpose. Seller neither assumes nor authorizes any other person to	MISC. CHARGES	······································
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM: ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES	
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	item/items.	LESS INSURANCE SALES TAX	

ED)	DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

PLEASE PAY THIS AMOUNT

CUSTOMER #:	308332		POINTE /ROLET
	ACCOUNTING		. Memorial
		SERVICE DIREC	OK 74133 ⊤ (918) 491-7222
COWETA, OK CONT:N/A	PAGE 3	(918) 4	181-8000 ntechevrolet.com
BUS: CELL	SERVICE ADVISOR:		
COLOR YEAR MAKE/MODEL	VIN		LEAGE IN/ OUT TAG
TAN         08         CHEVROLET MALIBU           DEL DATE         PROD. DATE         WARR. EXP         PROMISEE	1G1ZH57B48F PO NO.	BATE PAYMEN	502/22602 T3891 NT INV. DATE
01JAN08 DD 17:00 13M	ρησα	0.00 CASH	
R.O. OPENED READY OPTIONS:	DLR:05241		23MAR09
<u>15:06 13MAR09  15:48 23MAR09  </u>	Liter_MFI_DOHC_H	O_ECOTEC	
	COST SALE COMP		NET TOTAL
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SUBL RENTAL BILL PO#40057 WWT 37			
YOU	'00.0    37000 I MAY HAVE BEEN SE.	LECTED TO RECE	.00 370.00 IVE A
SUR YOU	VEY FROM CHEVROLE	T MOTOR DIVISI NCE. PLEASE CO	ON ABOUT MPLETE YOUR
SUR GIV	VEY, AND IF, FOR A E US THE HIGHEST N	ANY REASON, YO MARKS "(COMPLE	U CANNOT TELY
SAT	ISFIED)", PLEASE ( IN BENTON AT (918)	CALL OUR SERVI	CE MANAGER ANK YOU!
	YPE TECH LINE(S)		JIVIN I COUR
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16:06 16:06 0.00 03-14-09 10:04 10:19 0.25	W C	3 C	
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7/ 916 916 7/ 113586 *****	7/	37000 37000	)
	• •		
COST, SALE, & COMP TOTALS 755			
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill This "shop charge" is to belo defrou the costs of	a STATEMENT OF DISCLAIMER		TOTALS
certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentance of the	the sale of this item\items. The sale of this item items. The sale of this item items.	LABOR AMOUNT PARTS AMOUNT	0.00
total labor charge. ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WEEP FEEDEMED AT NO CHARGE TO OWNEES THE OWN AND AND A THE INFORMATION THE DESCRIPTION OF A THE OWNEES OTHERWISE SHOWN, SERVICES DESCRIBED	warranties either express or	GAS, OIL, LUBE SUBLET AMOUNT	0.00
APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OF	E Seller neither assumes nor Ri authorizes any other person to	MISC. CHARGES	0.00
REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES	0.00
		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

WADDANING CODY

CUSTOMER #:	а С	808332		S	OUTH PO		
		ACCOUNTI	NG	SERV	9146 S. Mem Tulsa, OK 74 ICE DIRECT (918	133 8) 491-7222	•
COWETA, OK CONT:N/A		PAGE 2			(918) 481-80 w.southpointeche	00	
BUS: CELL: COLOR YEAR MAKE/MODEL	SEF	VICE ADV	ISOR:	5135 RA	NDY W BRO		
		<u>VIN</u>		LICENSE	MILEAGI	IN/ OUT	TAG
TAN         08         CHEVROLET MALIBU           DEL DATE         PROD. DATE         WARR. EXP         PR	1G1Z	H57B48F PO NO		RATE	22602/ PAYMENT	22602 INV. DA	<u>T3891</u> TE
	0 13MAR09		# · ·	0.00	CASH	23MAR0	<u>9</u> `
	TIONS: DL] G:2.4_Lite	R:05241 er MFI D	онс но	) ECOTEC			
15:06 13MAR09 15:48 23MAR09 LINE OPCODE TECH TYPE A/HRS S/HRS		SALE	COMP				<u>.</u>
WWC 0.00 0.20	) 386	1628			<u>NET</u> 16.28	<u> </u>	
1 9596921 COVER FC: 5L PART#: 9596921	4720	6608	0	79.99	66.08	66.	08
COUNT: 1 CLAIM TYPE:							
AUTH CODE: OJ							
	4720	6608 1 1628 1					
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CAUSE: F		IŊ					
NE7020 STEERING WHEEL REPLACE DON JOHNSON LIC#							
• WWC 0.25 0.40 1 25898297 F-WHEEL	700 6678	3255 <b>'</b> 9349	0	117.15	32.55 93.49	32.5 93.4	eres en
FC: 5L PART#: 25898297							
COUNT: 1 CLAIM TYPE:							
AUTH CODE: OJ							
VERSION 1 (EMP# 5215,14MAR09 10:	6678 700	9349 T 3255 T	TABOR				
VERSION 2 (EMP# 5215,14MAR09 10: VERSION 2 (EMP# 5215,14MAR09 10: STEERING WHEEL WAS DISCOLORED. R	10): 2260	2 STEERI	NG WH	EEL 5L 7	'HE		
KEVIN.E7020 0.4 TECH 5215 D ENTERPRISE RENTAL	BPHACED I.	RE SIEEK	LING W.	HEEL PER			
CAUSE: F SUBLET SUBLET							
5999 WWT 0.00 0.00	0	0 EMENT OF DISC			0.00	0.0	0
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet als "shop charge" as part of the repair bill. This "shop charge" is to help defray to certain materials that cannot be accurately itemized, but which are generally used and service of vehicles. These items include, but are not limited to, rags, nuts, bo	the costs of The factor in the repair of the second the	ctory warranty cons warranties with r le of this item\ite	stitutes all espect to ems. The	DESCRIP	NT	TOTALS	
nand cleaner, small amounts or lubricant, etc. This charge is calculated as a percent total labor charge. ON BEHALF OF SERVICING DEALER. I HERERY CERTIEY THAT THE INF.	OBMATION	hereby expressly dis ties either exp , including any ty of merchanta	implied	GAS, OIL, LUE	3E		,
WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION	DESCRIBED fitness FROM THE Seller PAIRED OB authori	for a particular neither assum	purpose. les nor	SUBLET AMOU MISC. CHARG			·
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REF REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS C AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION	LAIM ARE connec	e for it any lia tion with the sale	ability in e of this	TOTAL CHARC			
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE		DMER SIGNATURE		SALES TAX			
				PLEASE PAY THIS AMOUN			

Vehiche i. on the 20th Imained body	
CUSTOMER #: 314635 SOUTH POINTE CHEVROLET	
*ACCOUNTING* 9146 S. Memorial Tulsa, OK 74133 SERVICE DIRECT (918) 491-7222	
COWETA, OK HOME: CONT:N/A ** PRE-INVOICE **	
BUS:     CELL     SERVICE ADVISOR:     5135     RANDY     W BROOKS       COLOR     YEAR     Make/MODEL     VIN     LICENSE     MILEAGE IN/OUT     TAC	<u> </u>
TAN         08         CHEV/ROLET MALIBU         1G1ZH57B48F         31938/31938         TSER           DEL DATE         PROD. DATE         WARR. EXP.         PROMISED         PO NO.         RATE         PAYMENT         INV. DATE	<u>v</u>
01JAN08 DD     WAIT 31AUG09     0.00     CASH     31AUG09       R.O, OPENED     READY     OPTIONS:     DLR:05241	
R.O. OPENED     READY     OPTIONS:     DLR:05241       09:14 31AUG09     09:17 31AUG09     ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC	
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL	
NC NO CHARGE 5034 BRO, ISRAEL LIC#: CC 0.00 0.00 0 0 0.00 0.00 0.00	
VERSION 1 (EMP# 39891, 31AUG09 09:17): 31938 LOOSEND AND RE TIGHTEND GRADIE BOLITS (N/C)	
YOU MAY HAVE BEEN SELECTED TO RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION ABOUT YOUR SERVICE EXPERIENCE. PLEASE COMPLETE YOUR	
SURVEY, AND IF, FOR ANY REASON, YOU CANNOT GIVE US THE HIGHEST MARKS "(COMPLETELY	
SATISFIED)", PLEASE CALL OUR SERVICE MANAGER KEVIN BENTON AT (918) 491-7231 THANK YOU! *** NO RO PUNCH TIMES ON FILE ***	
TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL	
7/0 0 0 7/C *****	
	938   248
	8

COST, SALE, & COMP TOTALS	0 0 0		
In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately it mized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge. ON BEHALF OF SERVICING DEALER, I HEREFY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLE'S OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OV/NER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRID O R REPLACED UNDER THIS CLAIM HAD B. EN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARY AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itemittems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS IN SURANCE SALES TAX	TOTALS           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00           0.00
(SIGNED) DEALER, GENERAL MANAGI R OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: ENKEY

.

# 314635

SOUTH POINTE CHEVROLET

	*A	CCOUNTING*	SERVI	9146 S. Memorial Tulsa, OK 74133 SERVICE DIRECT (918) 491-7222 (918) 481-8000				
COWETA, OK		PAGE 1		www	(918) 481-80 v.southpointeche			
HOME CONT:N/A BUS: CELL		-INVOICE * /ICE ADVISO	_	-405 00				
BUS: CELL COLOR YEAR MAKE/MODEL			<u>к:</u>	5135 RA LICENSE	NDY W BRC	OKS E IN/ OUT	TAG	
				LIGENCE	INILEAS		IAG	
TAN 08 CHEVROLET MALIBU	<u>1G1ZH</u>	57B48F			31938/	31938	TSERV	
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09:14 31AUG09 09:17 31AUG09	J:2.4_DILE	r_MFI_DOHC		_ECOIEC				
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A NOISE IN FRONT END ON SHARP TUP								
NC NO CHARGE								
BRO, ISRAEL LIC#:		<u>,</u>				_		
CC 0.00 0.00 VERSION 1 (EMP# 30891,31AUG09 05 CRADLE BOLTS N/C		0 38 LOOSEND	AN	D RE TI	0.00 Shtend	0.	00	
CRADLE BOILTS N/C		HAVE BEEN ,						
		ROM CHEVRO VICE EXPER					R	
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		THE HIGHES' D)", PLEASI					•	
	KEVIN BEI	NTON AT (9					•	
*** NO RO PUNCH TIMES ON FILE ***	r 							
TRGT/ACCOUNT SALE COST CON	ITROL TRO	GT/ACCOUNT	S	ALE	COST C	ONTROL		
7, 0 0		7/			******	ONTROL		
COST, SALE, & COMP TOTALS	0	0	0					
In addition to the charges for parts, labor, tax, et, South Pointe Chevrolet al	so charges a STATE	EMENT OF DISCLAIM	1ER	DESCRI	PTION	TOTAL	S	
"shop charge" as part of the repair bill. This "shop charge" is to help defray certain materials that cannot be accurately it mized, but which are generally used	the costs of The fac	tory warranty constitutes warranties with respect	t to	LABOR AMO	UNT	0.	00	
and service of vehicles. These items include, but are not limited to, rags, nuts, b hand cleaner, small amounts of lubricant, etc. This charge is calculated as a perce	Seller h	e of this item\items. ereby expressly disclaims	sall	PARTS AMO		0.		
total labor charge. ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE IN	FORMATION	ties either express , including any imp , of merchantability	olied	GAS, OIL, LU		0.		
CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES WERE PERFORMED AT NO CHARGE TO OV/NER, THERE WAS NO INDICATION	DESCRIBED fitness	for a particular purpe		SUBLET AMC		0.		
APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART RE REPLACED UNDER THIS CLAIM HAD B EN CONNECTED IN ANY WAY	PAIRED OR authoriz WITH ANY assume	es any other person for it any liability	to in	TOTAL CHAR		0.		
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS ( AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTHICATIO SERVICING DEALER FOR INSPECTION BY MANIEACTURER'S REPRESENTATIV	CLAIM ARE connect	tion with the sale of	this	LESS IN SURA		0.		

Total labor charge. ON BEHALF OF SERVICING DEALER, I HEREEY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OV/NER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD B EN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECO ADS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

		L
(SIGNED) DEALER, GENERAL MANAGI R OR AUTHORIZED PERSON	(DATE)	CUSTOMER SIGNATURE

SALES TAX

PLEASE PAY THIS AMOUNT 0.00

0.00

CIICTIONED #		314635					
CUSTOMER #:		214033	-	POIN			
		WORKORDER		CHEVROL 6. Memorial · Tuls	a, OK 74133		
COWETA, OK		PAGE 1		SERVICE DIRECT (918) 491-7222 (918) 481-8000 www.southpointechevrolet.com			
HOME : BUS :	CONT: <u>N/A</u> CELL:	SERVICE ADVIS	OR: 5135 BR				
COLOR YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/OUT TAG		
TAN 08 (	CHEVROLET MALIBU	1G1ZH57B48F		31938/	TSERV		
IN SERV. DATE PROD. D.	ATE WARR, EXP. PROM	ISED PO NO.	RATE	PAYMENT	INV. DATE		
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5034 lossend the tightent condle Bolts NC

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, regs, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge. charge.

### EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

#### AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle here in described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing Use to lark of antifreeza due to lack of antifreeze

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			



CUSTOMER SIGNATURE

CUSTOMER #	:					314635		CHEVRO	LET
,					V	ORKORDER		S. Memorial · Tu VICE DIRECT (918	
COWETA, OK	COWETA, OK			PAGE 1		(918) 481-8000 www.southpointechevrolet.com		000	
HOME: CONT:N/A BUS: CELL					SEF	VICE ADVISOR:	5135 BR	OOKS, RANDY	Z W
COLOR	YEAR		MAKE/MODEL			VIN	LICENSE	MILEAG	E IN/ OUT TAG
TAN			VROLET MA			I57B48F		31938/	
IN SERV. DATE	PROD. C	DATE	WARR. EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV, DATE
01JAN08 DD				** WAITE			0.00	CASH	
R.O. OPEN	ED		READY	OPTION	211	2:05241			
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# A MISC			CC N	OISE IN F	'RONT E	ND ON SHARP	TURNS		

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

#### EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to envy warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are into tresponsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond of transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE .\$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

SOUTH POINTE

are ond I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL or OF THE ABOVE REVISED ESTIMATES:

CUSTOMER SIGNATURE

# TECHNICIAN COPY

CUS	TOMER #:			31455	3	S	OUTH PO		
					NTING*		9146 S. Memor Tulsa, OK 741 ICE DIRECT (918 (918) 481-800	33 3) 491-7222 0	
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In addition to the char	ces for parts labor	r tax etc. South Point	e Chevrolet also cha	Ges a STATEMENT	OF DISCLAIMER	DESCF		TOTALS	
"shop charge" as part certain materials that ca	of the repair bill. annot be accurately	r, tax, etc., South Point This "shop charge" is t itemized, but which are	o help defray the co generally used in the	sts of The factory war repair of the warrantie the sale of th	ranty constitutes all es with respect to is item\items. The	LABOR AMO			
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ON BEHALF OF SER	VICING DEALER, IS ACCURATE UNL	I HEREBY CERTIFY T ESSOTHERWISESHOW	HAT THE INFORMA	ATION warranty of RIBED fitness for a	merchantability or particular purpose.	SUBLET AM			
APPEARANCE OF TH REPLACED UNDER TI	HIS CLAIM HAD	OTHERWISE, THAT A BEEN CONNECTED IN	NY PART REPAIRE	D OR authorizes any ANY assume for it	other person to any liability in the sale of this	MISC. CHAR TOTAL CHAR			
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# WARRANTY COPY

### CUSTOMER #: ENKEY

# 314553

SOUTH POINTE

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COWETA. OF	C							PAGE 2	2	www		18) 481-8 hpointech		et.com	
HOME			CON	T:N/A				E-INVOI				•			
BUS:		-	CEL				SEI	RVICE AD	VISOR:				-		
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in addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
"shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	0.00
and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, i hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the	the sale of this item\items. The Seller hereby expressly disclaims all	PARTS AMOUNT	0.00
total labor charge.	warranties either express or implied, including any implied	GAS, OIL, LUBE	0.00
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED	warranty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT	0.00
WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR	authorizes any other person to assume for it any liability in connection with the sale of this item/items.	MISC. CHARGES	0.00
REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY		TOTAL CHARGES	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE		LESS INSURANCE	0.00
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0 00

# 81999

*INVOICE*

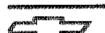
LAKE COUNTRY THE COUNTRY 144 West Shawnee · Muskogee, OK 74401 918-683-0311 · Fax 918-682-8151 · 800-299-0315

HOME:         CONT:N/A         SERVICE ADVISOR: 9490 MESLEY TOLLETT           BUS:         COLOR         VA         JUNE         JUNESCHEY TOLLETT           BUS:         CHEVROLET MALTEU         IGI2H576487         JUNESLEY TOLLETT           DRUD ART MARE LAT.         FOMMED         DATE MARE LAT.         JUNESCHEY TOLLETT           OLIOR         VEAT         MALE LAT.         FOMMED         DATE MARE LAT.         JUNESCHEY TOLLETT           OLIOR         OR         FADD ART MARE LAT.         FOMMED         DATE TOLAT         JUNESCHEY TOLLETT           OLIONO         OB         FADD ART MARE LAT.         FOMMED         DATE TOLAT         JUNESCHEY TOLLETT           OLIONO         DE         TOLAT         MARE LAT.         FOMMED         DATE TOLAT           OBSEP09         0.00         OBSEP09         0.00         CASH         DESEP09           INFO ORCOUNT INGE RECT TYPE HOURS         ILICT         NET         TOTAL           INFO ORCOUNT INGE RECT TYPE HOURS         ILICT         NET         TOTAL           STRAT STANDER KIT         STATE         ILICT         NET         TOTAL           STRAT STATE         OLION         ILICT         NET         TOTAL         ILICT         NET <t< th=""><th>COWETA, OK</th><th></th><th></th><th></th><th></th><th></th><th>PAC</th><th>Æ 1</th><th></th><th></th><th></th><th></th></t<>	COWETA, OK						PAC	Æ 1				
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P29448         REPOSITION L-BLAFF TO CORRECT NOISE         21.85         21.85         21.85           9763         VAR         13.90         11.10         11.10           FC: 93         FATM: 26098237         0.00         11.10         11.10           FC: 93         FATM: 26098237         0.00         11.10         11.10           FATM: 26098237         COUNT: 1         COUNT: 1         0.00         0.00           CALAM TYPE:         AUTH CODE:         NE         0.00         TOTAL LINE A:         0.00           PARTS:         0.00         LABOR:         0.00         OTHER:         0.00         TOTAL LINE A:         0.00           PARTS:         0.00         LABOR:         0.00         OTHER:         0.00         TOTAL LINE B:         0.00           PARTS:         0.00         LABOR:         0.00         OTHER:         0.00         TOTAL LINE B:         0.00           PARTS:         0.00         LABOR:         0.00         OTHER:         0.00         TOTAL LINE B:         0.00           PARTS:         0.00         LABOR:         0.00         OTHER:         0.00         TOTAL LINE C:         0.00           PARTS:         0.00         LABOR:         0.0		R CL	UCKI	NG NOISE	ON ACCL	INJENI	NG?					
9763       WAR       21.85       21.85       21.85         1 26098237       LUDBE KIT       13.90       13.10       11.10         FC: 93       PARTH: 26098237       LUDBE KIT       13.90       13.10       11.10         COUNT: 1       CLAIM TYPE:       AUTH CODE:       NE       0.00       TOTAL LINE A:       0.00         PARTS:       0.00       LABOR:       0.00       OTHER:       0.00       TOTAL LINE A:       0.00         ************************************	CAUSE: F		<u></u>				NOTOT	<b>62</b>				
9/05       WILL       13:90       11:10       11:10         13:90       11:10       11:10       11:10         PARTE:       26098237       11:10       11:10         COUNT:       1       CLAIM TYPE:       11:10       11:10         AUTH CODE:       NE       0.00       TOTAL LINE A:       0.00         PARTS:       0.00       LABOR:       0.00       TOTAL LINE A:       0.00         ************************************	×E9448				FT IO CU	JKKECI	NOISI	(200		21.8	5 21.	.85
I. 200302.37       JOBEL KIT         FC: 93       PARTS:       CLOUNT: 1         CLAIM TYPE:       AUTH CODE:         NE       NE         PARTS:       0.00       LABOR:       0.00         50       STRG/SUSP/TIRES & WHEELS       9999         9763       CPR       0.00         9763       CPR       0.00         9763       CPR       0.00         ************************************									13.90	<ul> <li>A second statement of the second statement os second statement of the second statement of the second statement of the second statement of the second statement os /li></ul>	En estas de la companya de la compa	
PARTA:         26098237.           COUNT: 1         CLAIM TYPE:           AUTH CODE:         NE           PARTS:         0.00 LABOR:         0.00 OTHER:         0.00 TOTAL LINE A:         0.00           PARTS:         0.00 LABOR:         0.00 OTHER:         0.00 TOTAL LINE A:         0.00           STRG/SUSP/TIRES & WHEELS         9999 CPR         9763 CPR         0.00 OTHER:         0.00 TOTAL LINE B:         0.00           PARTS:         0.00 LABOR:         0.00 OTHER:         0.00 TOTAL LINE B:         0.00           PARTS:         0.00 LABOR:         0.00 OTHER:         0.00 TOTAL LINE B:         0.00           PARTS:         0.00 LABOR:         0.00 OTHER:         0.00 TOTAL LINE B:         0.00           CJERKING/JUMPS SOMETIME AND PRM GO UP/DOWN         30 DRIVEABILITY         9999 CPR         9763 CPR         0.00 OTHER:         0.00 TOTAL LINE C:         0.00           VIEWALLING         0.00 OTHER:         0.00 TOTAL LINE C:         0.00         0.00         0.00           VIEWALLING         0.00 OTHER:         0.00 TOTAL LINE C:         0.00         0.00         0.00           VIEWALLING         0.00 OTHER:         0.00 TOTAL LINE C:         0.00         0.00         0.00         0.00         0.00         0.00 <td>ada marka ang sa /td> <td>construction and a second second</td> <td></td> <td>TOBE VIT</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	ada marka ang sa	construction and a second second		TOBE VIT								
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# CUSTOMER COPY

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# **General Motors Business Resource Center**



# To: Jeff Cantrell

Company: Fax: Phone:

9182599345

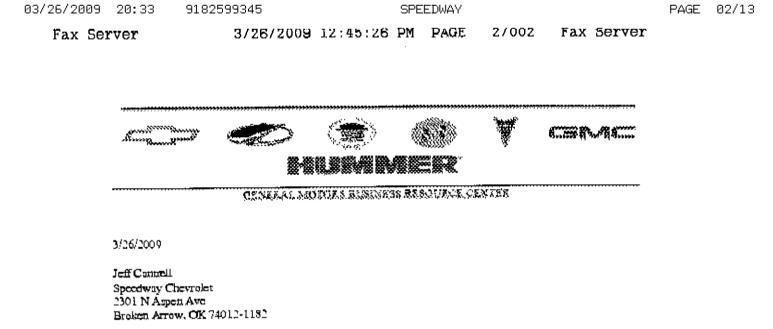
# From: Daniel Ramones

Fax: 8667759476 Phone: 866-790-5700 ext 41062 E-mail:

cc:

# NOTES:

Rei 2008 Malibu BBB Claim



Re:

Siebel Request: 71-703081327 2008 Chevroler Malibu VIN: 1G1ZH57B48F

Dear Mr. Thompson:

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

In order to petform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives seknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fox difficulties or the documents exceed 50 pages, please contact the 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,

Daniel Ramones BRC Customer Relationship Specialist Ph# 300-231-1341, prompt 1, extension 41062 FAX# 366-775-9476

03/26/2009 20:33 9182599345	SPEEDWAY	PAGE 03/13
		alider franklad al
CUSTOMER #: 487584	301303	
	*ACCOUNTING*	GHEVROLET
	IICCOM I LIO	2301 NORTH ASPEN AVE.
	DUPLICATE 1	BROKEN ARROW, OK 74012
COWETA, OK CONT:N/A	PAGE 1 ** PRE-INVOICE **	918-258-8000
BUS: CELL:	SERVICE ADVISOR:	2069 RUSSELL PEARSON
COLOR YEAR MAKE/MODEL	VIN	LICENSE MILEAGE IN/ OUT TAG
08 CHEVROLET MALIBU	1G12H57B48F	21107/21107 T3352
DEL DATE PROD. DATE WARE EXP	PO NO.	BATE PAYMENT TINK DATE
OTMAROS DD 17:00 17 RO OPENED READY OPTIONS	/FEB09  : ENG:2 4 Liter MB	<u> </u>
	· BHG: S: * _ DTCCT "UT	
12:30 17FEB09 15:17 17FEB09		
LINE OPCODE TECH TYPE A/HRS S/HRS A OIL & FILTER CHANGE	COST SALE COMP	<u>LIST NET TOTAL</u>
OFC OIL & FILTER CHANGE		
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**		IG SPEEDWAY CHEVROLET ***
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	ALL QUESTIONS PLE	ASE CONTACT YOUR SERVICE
A	VIDOR. AGRIN, HEAN	
DATE START FINISH DURATION	TYPE TECH LINE(S)	CHC
02-17-09 13:40 14:02 0.36	W 266 CE	IF HES I TO TU
DISCLAIMER OF WARRANTIES	areby expressive disciplines all werrenties, other	Sesquerto a COM ANGTALS
Any warranties on the products sold hereby are these of the manufacturer. Dealor is express or implied, including any implied warranty of merchantability or fitness for a pu authorizes any other person to assume for it any liability in connection with this sale.	nicular purpose, and Danlar neither assumes no	PARTS AND WAT ////
I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILIT SUPPLIED OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR I CARS OR TRUCKS IN CASE OF FIRE. THERT OR ANY OTHER CAUSE BY OND YOUR CONTROL.	A DE PARTS ON DELAYS IN PARTS SIMPMENTS BY THE DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN	
I hereby authorize the above mpair work to be done slong with the necessary material, and hereby an car or truck herein described on streats, highways or elsawhere for the purpose of texting and/or inspec on car or truck to pay the should be done to the interact. I further street to pay the sum of \$3.00 per day	nt you and/or your employees permission to opartia thi tion. An express machanic's lien is hereiny acknowledges for storage of the car or truck commoncing five (B) doy.	MISC. CHARGES
after receiving notice that the service requested of repair work has been completed. Storage fees shall upon the part of truck harain described for payment of auch storage costs and agrow that Denier may de its Dansenjon until detrage costs are costs. He can be foreclased in such manner as is provided	the payable doily. I nereby expressiv grant to payoff a lice tain the same at any time such our or truck is lawfully in for the foreglosure of mechanic's lices under the laws o	LESS INSURANCE
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		PLEASE PAY THIS AMOUNT

Gepyright 2000 ABP, Inc. SERVICE INVOICE #2 X5125

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CUSTOMER #:	487584		301303		
			*ACCOUNTING*	Cehevr	olet 7
				2301 NORTH /	
COWETA, OK			DUPLICATE 1 PAGE 2	BROKEN ARRON 918-258	•
HOME		ONT:N/A	** PRE-INVOICE **		
BUS:	AR	<u>ell:</u> //ake/model	SERVICE ADVISOR:	2069 RUSSELL P License	EARSON AGEIN/OUT
	08 CHEVI	ROLET MALIE	U 1G1ZH57B48F	2110 BATE FAYMENT	7/21107 T3352
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<u>12:30 17FEB0</u>		7 17FEB09			
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COST.		COMP TOTAL	<u>1588 2916 0</u>	DESCRIPTION	TOTALS
Any warranties on the proc	ducts sold heroby		turer. Dealer hereby expressly disclaims all warranties, either litness for a particular purpose, and Dealer neither assumes nor the this sale	LABOR AMOUNT	12.05
				PARTS AMOUNT	15.90
i Hereby Agree That you are Supplier or transporter. ( F	COSTONER	TYOU ARE NOT RESPONSIBLE	CEIPT OF COPY HEREOF. UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE FOR LOSS ON DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CONTROL. I, and hereby grant you and/or your ampliquees permiseion to eparate the ing and/or inspection. An express mechaniza isn't is horeby acknowledged of 63.00 per day for storage of the car or truck commencing five (SI days torage from allowing begins of the car or truck commencing five (SI days at Denier mmy detain the same ar any time such car ar truck is lawfully in or an is provided: for the for perclosure of mechanic's line under the laws of man. I prose to my mechanish attorney fees and court coats incurred by a ULARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES	SUBLET AMOUNT	0.00
CARS OR TRUCKS IN CASE OF F I hereby authorize the above mpa car or muck herein described on et	IRE, THEFT OR ANY C in work to be done all process, highways or els	THER CAUSE UNYOND YOUR	CONTROL. (), and hereby grant you and/or your amplayees permission to eperate the ing and/or inspection. An express mechanic's lich is hereby acknowledged () and one doubter thereby of the area of the complex and the doubter and and an area of the second se	MISC. CHARGES	<u>1.21</u> 29.16
on car or truck to secure the emo- after meaving notice that the cer- upon the car or truck herein descr	vice mounted or repairs thereto. vice mounted or repair ribed for payment of a	ir work has been completed. St uch etoman costs and ogree th	to the part of the payable delity. I have by expression of the second se	LESS INSURANCE	0.00
its possession until storage costs the State of Oklahome. The under Dealer if this account is placed to coort	ang pang. Buen lien ma malaned agrees to pay with an attomay for a	this secount at the office of D collection. LABOR AND PARTS	HANNA' I ADTOR TO DAY COMMONABLE ATTORNEY FOR AND COURT BOATS INCUMANA BY I GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES	SALES TAX	1.45
FIRST,		BEFORE SIGNING X		PLEASE PAY THIS AMOUNT	30.61

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03/26/2009 20:33 9182599345	SPEEDWAY PAGE 05/13
2301 N. Aspen Broken Arrow, OK 74 Phone (918) 259-93	
CUST. # CUSTOMER NAM	ME
ADDRESSC	
	BUSINESS PHONE #
	/EAR MODEL
LICENSE	
	NT SERVICE ADVISOR #
	HAS VEHICLE BEEN IN BEFORE FOR SAME COMPLAINT
	9/YES
·	And NO
SERVICE OPERATION C, M. 1 C/G /1B. CAL	101 IN regal at AMIPS YES
MON BRaking Find	is day, fodal is mit, smoond -
SERVICE OPERATION C, W, 1 C/S BLAKOS	Make a Subaking YES
//015 K	<u>NO</u>
SERVICE OPERATION C, W, 1	
	NO YES
SERVICE OPERATION C, W, I	NO
SERVICE INCLUDES: Oil change with up to 5 gts. of GM Goodwrench quality oil	WE ALSO INSPECT:
<ul> <li>AC Oil Filter</li> <li>Complete Chassis Lube (Including all door hinges)</li> </ul>	• Air Filter • Tire Pressure
<ul> <li>Checking these fluid levels         <ul> <li>Differential Fluid (Rear wheel drive)</li> <li>Transfer Case Fluid (4-wheel drive)</li> <li>Power Stering Fluid &gt; Transmission Fluid</li> <li>Brake Fluid &gt; Windshield Washer Fluid</li> </ul> </li> </ul>	MR. GOODWRENCH QUICK LUBE PLUS OIL AND FILTER CHANGE \$25,95 + TAX
\$90.00 MINIMUM	CHECK-OUT CHARGE
I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE, IN CASE OF FIRE, THEFT, OR ANY OTHER CASE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANS- PORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PUR- POSE OF TESTING AND / OR ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.	I hereby acknowledge that I am responsible for all charges <u>MQT</u> covered by warranty or extended warranty, including rental fees and any rental fees incurred after I am notifed of repairs completed. WE <u>DO_NOT</u> LOAN CARS SIGNATURE
🗆 ) DO NOT WANT REPLACED PARTS RETURNED TO MÉ	

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTER VEHICLE IS DELIVERED TO SHOP WITHIN 10 DAYS

2/05/08, 15:47:48	OM WARKANTY INFORMATION NETWORK	05-387
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rensaction ID: 6527		

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Home Phone crk Phone

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Line-Tot Auth Cd Person Cd 131.07

12/05/08, 15:47:48	OM WARRANTY INFORMATION NETWORK	(WIN) Dealer: 05-387
File Type: SENT	NEW WARRANTY CLAIM REPORT	Chevrolat
Transaction IB: 6527		

### * CLAIM SUMMARY *

Total Parts;	0.00
Total Labor:	131.07
Total Net Item:	0.00
Part Tax;	0.00
Labor Tax;	0.00
Total Claim:	131,07

970 Deductible

CM95,9

03/26/2009 20:33 91825	99345		SPEEDWAY			PAGE	07/13
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		29	7925				
CUSTOMER #: 487584					CHEVRO		
		*ACCC	UNTING*	۱ ممر	1 NORTH AS		
					EN ARRÓW,		
		נס	AGE 1	DNVr	918-258-8	000	
COWETA, OK HOME: CONT:N/A	*	* PRE-II	VOICE **				
BUS: CELL:		SERVIC	E ADVISOR: ;		E TUDOR		TAG
COLOR YEAR MAKE/MOD			VIN	LICENSE	IVI12EPAS		
		<u>1G1ZH57</u>	3487		16253/3	16253 T	2816
08 CHEVROLET M			PO NO-	RATE	PAYMENT		re in in
						A DECOR	
07MAR08 DD	17:00 02E			85.00	CASH	04DEC08	
R.O. OPENED READY	OPTIONS:	ENG:2	.4_Liter_MF		HO_BCOIEC		
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16:13 02DEC08 10:37 04DEC LINE OFCODE TECH TYPE A/H	C C/HRS (	OST	SALE COMP	LIST	NET	TOTA	
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CAUSE · F							
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		<b>O</b> RIES	O TPARTS				
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CAUSE: F						wheeld successive services and	UMBRIDE BERREICHER (* 1997)
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	ising sing provide service and an and the service of the service o	0	0 TPART		111. / Alexandro unencomponentes Maddia (8)		
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WO		8400	8400	entennen en e			
DISCLAIMEN OF WARRANTIES					SCRIPHION	TOIL	<b>- 15</b>
Any warranties on the products sold hereby are those of	the manufacturer, Dealer antability or fitness for a pr	herapy expressiv i articular purpose, t	and Dealer noither assumed	PARTS A			
BUTHORIZES any other phrace to assertion for it any many							
CUSTOMER ACKNOW I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELA SUPPLIER ON TRANSPORTER. I FURTHER AGREE THAT YOU ARG MC CAREGO TRUCKS IN CASE OF FIRE, THIFT ON ANY DELA I ANY AUTHORS IN CASE OF FIRE, THIFT OF ANY OTHER CAUSE I any of Truck hardin dearibed on attents, fightways or elevations of the or truck hardin dearibed on attents, fightways or elevations for the or de truck hardin dearibed on attents, fightways or elevations for the or or truck to another the amount of realist intertors. I further agree of the or truck hardin dearibed on the service any most of the storage or imposterior on the therein dearing of the or or paid work has be- upon the or truck to Another the amount of the or the storage or the State of Dikindows, Thu underlanding deares to pay this reacount a Dearing if this account is placed with an interdety for collection. LAD interts.	LEDGES RECEIPT OF C	TY OF PARTS OR DO.	AYS IN PARTS SHIPMENTS BY OR TRUCKS OR PROPERTY LEP		AMOUNT		
SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARU MC CARS OR TOLICKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE I harmby authorize tha above repair work to be done along with the a	REYOND YOUR CONTROL.	ani you and/or your o	mplovana permission to operate shanic's lien is hereby acknowle	e the MISC. C			
car or truck harein described on streets, highways or eleviders for the on an or rouck to shoure the amount of repairs therato. I further agree effect repairing paties that the source industried or repair work has be-	to pay the sum of \$3.00 per da to pay the sum of \$3.00 per da to completed. Storage foce shall	y for storage of the ci be nevable daily, I be	ar or thick commending five (0) reby expressly grant to Dealer i		SURANCE		
upon the car or trick harein depended for payment of mich storage or into personalen until storage costs are prid, such lien may be foredion the State of Oktohoma. The understored enserts on pay this storage	ets and agree that Denier may d ad in such manner as is provided t the office of Denier. I agree to	for the foreolosure of pay misonable attom	f mechanic's liens under the law	MIS SALES 1			
Dealer if this account is placed with an attended for collection, LAD "INST.	OR AND PARTS GUARANTEED	12 MONTHS OR 12	,000 MILES - WHICHEVER CO	PLEASE			
READ BEFORE SI		<u> </u>					
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03/26/2009 20:33	9182599345	SPEEDWAY		PAGE 08/13
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!				
CUSTOMER #: 487584		297925		
		*ACCOUNTING*	\ Chevro	
		Accountatio	2301 NORTH AS	
			BROKEN ARROW	
COWETA, OK		PAGE 2	918-258-8	3000
	DNT:N/A	** PRE-INVOICE ** SERVICE ADVISOR: 23		
	CLLI: Make/Model		LICENSE MILEAU	SEIN/ OUT
COLOR YEAR N				
08 CHEVE	OLET MALIBU	1G1ZH57B48F	16253/	<u>16253 T2816</u>
DEL DATE PRODIDXTE M		PO NO:	RATE	
	17.00	02DEC08	S.00 CASH	04DEC08
07MAR08 DD ROI OPENED		TIONS: ENG:2.4_Liter_MFI_		
16:13 02DEC08 10:3"	7 04DEC08		LIST NET	TOTAL
LINE OPCODE TECH TY	<u>PE A/HRS S/HRS</u>	<u>S COST SALE COMP</u> 5:13 SA: 2314	<u>LIST NET</u>	
EST: 0.00	ONDROG2			
		***THANK YOU FOR USING	SPEEDWAY CHEVE	OLET***
01000000000000000000000000000000000000		WE ARE VERY INTERESTED	IN YOUR OPINIC	N YOU
		MAY SOON RECEIVE A SURV	CANNOT ANSWER	<b>( III, II, III, N., III, III, N., P</b> SO, SONG SONG SONG SONG SONG SONG SONG SONG
		COMPLETERY S	ATISFIED"	
		TO ALL OTESTIONS PLEAS	SE CONTACT YOUR	SERVICE
		ADVISOR AGAIN, THANK	YOU FOR YOUR BL	JSINESS.
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		70 W 266 A	g phryspic build a star	
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COST, SALE, &	COMP TOTALS	<u>13150 23087 0</u>	DESCRIPTION	TOTALS
DISCLAIMER OF WARRANTIES		r. Dealer hereby expressly disclaims all warranties, either as for a particular purpose, and Dealer noither assumes nor		0.00
express or implied, including any implied we	where the second s	his anio		0.00
autorizes any one parson to taken a to a	R ACKNOWLEDGES RECEI	PT OF COPY HEREOF. VAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE A LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN TROL. Id hereby event you end/ar your employees permission to operate the ind/or inspection. An expressed mechanic's lien in hareby activated by days 3.00 park day for stringe of the day or truck commonship Dations (in the free shall be pryskib days). I hereby expression string to batter a line and or inspection and the string of the day of truck is lawfully in a provide for the fractionary for string high and a batter a line r. I spress to pay refearing the trunk be and a batter of the have of r. I spress to pay refearing the trunk is a which ever a string additionary for the fractionary for a batter of the have of r. I spress to pay refearing the or 12,000 Milles - which ever COMES	GAS, OIL, LUBE	0.00
( MEREBY AGREE THAT YOU ARE NOT ARSPONSIBL SUPPLIER OR THANSPORTED. I FURTHER AGREE TH	E FOR ANY DELAYS CAUSED BY UNA	NAILABILITY OF PARTE OF DELAYE IN PARTE ANTONIO UN TRALE ANTONIO UN TRALESS OR PROPERTY LEFT IN R LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN TROL.	SUBLET AMOUNT MISC, CHARGES	0.00
CARS OR TRUCKS IN CASE OF FIRE. THEFT OR ANY I hereby sutherize the above repair work to be done as the truck people described on strents. highways or	along with the neoescary material, an elsewhere for the purpose of testing a	id hereby grant you and/or your employees poimington to applicit ing and/or inspaction. An express machanic's lien in hereby asknewindiged 3.00 ned day for atorsage of the car or truck commonsing five (8) days	TOTAL CHARGES	0.00
on car or fruck to pecute the amount of repairs therein after receiving notice that the service requested or r	(b) I further agree to pay the sum of supply work has been completed. Storage four bare share bar	je fees shall be prysible dely. I hereby expressly grant to Dealor a line galor may detain the some at any time slich car of truck is isovielly in galor may detain the some at any time slich car of truck is isovielly in	LESS INSURANCE	0.00
upon the car or truck therein described of perform its possession until storage costs are paid. Such lien the State of Oklahoma, The underbigned agrees to p	may be foreclosed in such manner as ay this account at the office of Dealer a collection ( ACOD AND PARTS GU	I B provided for the idealable thomay fees and boun costs incurred by r.   agree to pay reseanable starmay fees and boun costs incurred by ARANTEED 12 MONTHE OR 12,000 MILES - WHICHEVER COMES	SALES TAX	0.00
			PLEASE PAY	0.00
REA	D BEFORE SIGNING X			Representation and a second statements and a second s

03/26/2009 20:33 9182599345	SPEEDWAY PAGE 09/13
2301 N. Aspen Broken Arrow, OK 74 Phone (918) 259-93	
CUST. # CUSTOMER NAM	1E
ADDRESSC	ITY Carbe STATE O( ZIP
HOME PHONE #B	USINESS PHONE #
VEHID_1G_1Z]457BY8F	
LICENSE D	ELIVERY DATE MILEAGE
TAG # のをれた METHOD OF PAYMEN	NT SERVICE ADVISOR # 23/2
	HAS VEHICLE BEEN IN BEFORE FOR SAME COMPLAINT
PRIMARY SERVICE OPERATION C, W, I Ster	well shake whe brake YES
Stan where is perling	<u>NO</u>
Rentos	
SERVICE OPERATION C, W, 1 Sup.	
	YES
SERVICE OPERATION C, W, I	NO
	VES
SERVICE OPERATION C, W, I	NO
	WE ALSO INSPECT:
SERVICE INCLUDES:         Oil change with up to 5 qts. of GM Goodwrench quality oil         • AC Oil Filter         • Complete Chassis Lube (Including all door hinges)         • Checking these fluid levels         > Differential Fluid (Rear wheel drive)         > Transfer Case Fluid (4-wheel drive)         > Power Stering Fluid       > Transmission Fluid         > Brake Fluid       > Windshield Washer Fluid	• Drive Belts     • Hoses     • Air Filter     • Tire Pressure  MR. GOODWRENCH OUICK LUBE PLUS OIL AND FILTER CHANGE     \$25.95 + TAX
\$90.00 MINIMUM	CHECK-OUT CHARGE
I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE, IN CASE OF FIRE, THEFT, OR ANY OTHER CASE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANS- PORTER. I HEREBY GRANT YOU AND / OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PUR- POSE OF TESTING AND / OR ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.	i hereby acknowledge that I am responsible for all charges <u>NOT</u> covered by warranty or extended warranty, including rental fees and any rental fees incurred after I am notifed of repairs completed. WE <u>DO NOT</u> LOAN CARS SIGNATUREtime
DI DO NOT WANT REPLACED PARTS RETURNED TO ME	□ I REQUEST THE RETURN OF PARTS REPLACED DATE

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTER VEHICLE IS DELIVERED TO SHOP WITHIN 10 DAYS

03/26/2009 20:33 9182599345

Left ____

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SPEEDWAY

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ATTACHMENT FORM — GM BRAKE	SERVICE REPAIR	ORDER DOO	UMENTATION FOR
REQUI	RED MEASUREME	NTS	ą .
PART MEASUREME	NT/REPLACEMENT DO	CUMENTATION	
ealer Code: <u>05 38 7</u>	Repair Order	Number: 27	7925
	·		
Front Rotor - ORIGINAL/REFINISHED thicknes	s measurements (requi	red when front I	abor operation Is used):
Thickness Specification (Min. Thickness/Discard		<b>.</b>	
ORIGINAL measured thickness before refinish:		<u>رور (رور inch/mm</u>	
<ul> <li>REFINISHED measured thickness after refinish:</li> </ul>	Left Front (RLF)	<u>. 4</u> inch/mm	
Rear Rotor - ORIGINAL/REFINISHED thickness	measurements (requir	ed when rear lai	bor operation is used):
Thickness Specification (Min. Thickness/Discard	Stamped on Rotor/Si):		inch/mm (Circle One)
ORIGINAL measured thickness before refinish:		inch/mm	
<ul> <li>REFINISHED measured thickness after refinish:</li> </ul>	Left Rear (RLR) Right Rear (RRR)	inch/mm inch/mm	
Rotor Replacement:		I.	
If rotors are replaced, you must indicate reason for	replacement		
a rotors are replaced, yes made mareness	•		
			· · · ·
Pad Replacement:	,		
If Pads are replaced, you must indicate reason for r	eplacement:		
			· · · · · · · · · · · · · · · · · · ·
	······································		
LATERAL RUN OUT (LRO) DOCUMENTATION			
Front Rotor (required when front rotor labor o	peration is used):		·· · ·
LRO measurement after rotor refinish/replace:	Left Front (LLF) Right Front (LRF)	inch 	
. If shows LRO greater than 0.050 mm (0.002 in)	, document correction pla	ate part number i	Jsed:
Left Rig!	nt	(Example: 801	1–03)
Rear Rotor (required when rear rotor labor op	eration is used):		
<ul> <li>LRO measurement after rotor refinish/replace;</li> </ul>	Left Rear (LLR) Right Rear (LRR)		
<ul> <li>If above LRO greater than 0.050 mm (0.002 in)</li> </ul>	), document correction pl	ate part number	used:
Left Rig	ht	(Example: 80	103)

#### ENTERPRISE LEASING COMPANY - SOUTHWEST, 1185 \$ ASPEN AVE, BROKEN ARROW, OK 740124859 (918) 251-4880

RENTAL 59716	AGREEMENT	<b>REF#</b> 475M94

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#### SUMMARY OF CHARGES

DATE & TIME OUT       TIME & DISTANCE       12/02 - 12/04       2       DAY       \$36,68 *       \$73.35         DATE & TIME IN       Subtotal:       \$273.35         DATE & TIME IN       Subtotal:       \$73.35         DATE & TIME IN       SALES TAX       12/02 - 12/04       \$0.00         BILLING CYCLE       SALES TAX       12/02 - 12/04       \$0.517%       \$6.525         VEH #1 2008 CHEV \$15C LT2W       VEHICLE RENTAL TAX       12/02 - 12/04       \$0.517%       \$6.420         VEH #1 2008 CHEV \$15C LT2W       TIME & DISTANCE       12/02 - 12/04       2       DAY         VEH #1 2008 CHEV \$15C LT2W       TIME & DISTANCE       12/02 - 12/04       2       DAY         VIN# 2GCEC13C281       TIME & DISTANCE       12/02 - 12/04       2       DAY         VIN# 2GCEC13C281       TIME & DISTANCE       12/02 - 12/04       2       DAY         VIN# 2GCEC13C281       TIME & DISTANCE       12/02 - 12/04       1       PERCENT         SPEEDWAY CHEVROLET**       TAX       12/02 - 12/04       1       PERCENT       6%         SPEEDWAY CHEVROLET**       TOTAL TAX       12/02 - 12/04       1       PERCENT       6%         SPEEDWAY CHEVROLET**       TODOR, JAKE       2301 N ASPEN AVE.       SOLES T	RENTER	Charge Description	Date	Quantit	y Per	Rate	Total
DATE & TIME 00115 PM       Subtotal:       \$73.35         DATE & TIME IN       Taxes & Surcharges       \$12/02/2008 04:09 PM       \$54.25 TAX       \$12/02 - 12/04       \$6.517%       \$6.25         DELLING CYCLE       SALES TAX       \$12/02 - 12/04       \$6.517%       \$62.5 S4.40         BILLING CYCLE       Total Charges:       \$\$84.00         24-HOUR       BIII-TO / Deposits       \$\$96EBDWAY CHEVROLET**       \$\$17.04 1       \$\$96EBDWAY CHEVROLET**         VEH #1 2008 CHEV \$15C LT2W       TIME & DISTANCE       \$\$12/02 - 12/04 2       DAY         VIN# 2GCEC13C281       \$\$96EBDWAY CHEVROLET**       \$\$12/02 - 12/04 1       \$\$12/02 - 12/04 1       \$\$12/02 - 12/04 1         VEH #1 2008 CHEV \$15C LT2W       VIN# & DISTANCE       \$\$12/02 - 12/04 1       \$\$12/02 - 12/04 1       \$\$12/02 - 12/04 1       \$\$17.246         SALES TAX       \$\$12/02 - 12/04 1       \$\$17.06 S4.000       \$\$12/02 - 12/04 1       \$\$17.246       \$\$17.246         MILES DRIVEN 180       \$\$12/02 - 12/04 1       \$\$17.246       \$\$17.246       \$\$17.246       \$\$17.246         SPEEDWAY CHEVROLET**       \$\$17.05 S4.25 TAX       \$\$12/02 - 12/04 1       \$\$17.246       \$\$17.246       \$\$17.246       \$\$17.246         SPEEDWAY CHEVROLET**       \$\$17.246       \$\$17.246       \$\$17.246       \$\$17.246 <td< td=""><td></td><td>TIME &amp; DISTANCE</td><td>12/02 - 12/04</td><td>2</td><td>DAY</td><td>\$36.68 *</td><td>\$73.35</td></td<>		TIME & DISTANCE	12/02 - 12/04	2	DAY	\$36.68 *	\$73.35
12/02/2008       04:15 PM       Subtotal:       \$73.35         DATE & TIME IN       Taxes & Surcharges       \$24-HOUR       8.517%       \$6.25         VEH #1 2008 CHEV \$15C LT2W       VEHICLE RENTAL TAX       12/02 - 12/04       8.517%       \$6%       \$4.40         VEH #1 2008 CHEV \$15C LT2W       VIN# 2GCEC13C281       Time & DISTANCE       12/02 - 12/04       2       DAY         VIN# 2GCEC13C281       Time & DISTANCE       12/02 - 12/04       2       DAY         VIN# 2GCEC13C281       Time & DISTANCE       12/02 - 12/04       1       PERCENT         NILES DRIVEN       180       DEPOSITS       6%       \$4.00         BILL TO ACCOUNT#       SpeEeDWAY CHEVROLET**       12/02 - 12/04       1       PERCENT         SPEEDWAY CHEVROLET**       12/02 - 12/04       1       PERCENT       8.517%         SPEEDWAY CHEVROLET**       Total Amount Due       \$0.00       (\$84.00)         SPEEDWAY CHEVROLET**       Total Amount Due       \$0.00       \$0.00         BROKEN ARROW, OK 74012       PAYMENT INFORMATION AMOUNT PAID       TYPE       CREDIT CARD NUMBER         CLAIM INFO       (\$25.00)       Visa       PENDING	DATE & TIME OUT	REFUELING CHARGE	12/02 - 12/04				\$0.00
12/04/2008 04:08 PM       SALES TAX       12/02 - 12/04       8.517% \$6.25         BILLING CYCLE       VEHICLE RENTAL TAX       12/02 - 12/04       8.517% \$6.25         24-HOUR       VEH #1 2008 CHEV \$15C LT2W       Bill-To / Deposits       \$84.00         WIN# 2GCEC13C281       SPEEDWAY CHEVROLET**       TIME & DISTANCE       12/02 - 12/04       2 DAY         VIN# 2GCEC13C281       SPEEDWAY CHEVROLET**       TIME & DISTANCE       12/02 - 12/04       1 PERCENT         MILES DRIVEN 180       BILL TO ACCOUNT#       SPEEDWAY CHEVROLET**       12/02 - 12/04       1 PERCENT         BILL TO ACCOUNT#       DEPOSITS       Total Amount Due       \$0.00         SPEEDWAY CHEVROLET**       Total Amount Due       \$0.00         BROKEN ARROW, OK 74012       PAYMENT INFORMATION AMOUNT PAID TYPE       CREDIT CARD NUMBER         CLAIM INFO       VERO       Visa       PENDING					Subtotal:		\$73.35
BILLING CYCLE       VEHICLE RENTAL TAX       12/02 - 12/04       6% \$4.40         24-HOUR       Total Charges:       \$84.00         VEH #1 2008 CHEV \$15C LT2W       SPEEDWAY CHEVROLET**       12/02 - 12/04       2 DAY         VIN# 2GCEC13C281       LIC#       IIME & DISTANCE       12/02 - 12/04       2 DAY         MILES DRIVEN 180       SPEEDWAY CHEVROLET**       12/02 - 12/04       1 PERCENT       8.51724/r         BILL TO ACCOUNT#       SPEEDWAY CHEVROLET**       12/02 - 12/04       1 PERCENT       6% (\$64.00)         SPEEDWAY CHEVROLET**       Total Amount Due       \$0.00       \$0.00       \$0.00         BROKEN ARROW, OK 74012       PAYMENT INFORMATION       AMOUNT PAID TYPE       \$0.00       \$0.00         CLAIM INFO       Visa       Yisa       PENDING       PENDING	DATE & TIME IN	Taxes & Surcharges			1		
BILLING CYCLE       Total Charges:       \$84.00         24-HOUR       Bill-To / Deposits       5         VEH #1 2008 CHEV \$15C LT2W       Time & DISTANCE       12/02 - 12/04       2       DAY         VIN# 2GCEC13C281       Time & DISTANCE       12/02 - 12/04       2       DAY         LIC#       Time & DISTANCE       12/02 - 12/04       1       PERCENT       8.51724/cm         MILES DRIVEN 180       DEPOSITS       VEHICLE RENTAL TAX       12/02 - 12/04       1       PERCENT       6%         SPEEDWAY CHEVROLET**       Total Amount Due       Subtotal:       (\$84.00)       (\$25.00)       (\$25.00)         BROKEN ARROW, OK 74012       PAYMENT INFORMATION AMOUNT PAID       TYPE       CREDIT CARD NUMBER         CLAIM INFO       (\$25.00)       Visa       PENDING	12/04/2008 04:08 PM						
24-HOUR       Bill-To / Deposits         VEH #1 2008 CHEV \$15C LT2W       SPEEDWAY CHEVROLET**         VIN# 2GCEC13C281       IMME & DISTANCE         LIC#       IMME & DISTANCE         MILES DRIVEN 180       SUBTORNE         BILL TO ACCOUNT#       SPEEDWAY CHEVROLET**         SPEEDWAY CHEVROLET**       12/02 - 12/04       PERCENT         BILL TO ACCOUNT#       Subtotal:       (\$84.00)         SPEEDWAY CHEVROLET**       Total Amount Due       \$0.00         SPEEDWAY CHEVROLET**       Total Amount Due       \$0.00         BROKEN ARROW, OK 74012       PAYMENT INFORMATION AMOUNT PAID       SPEEDIT CARD NUMBER         CLAIM INFO       Visa       Visa       PENDING		VEHICLE RENTAL TAX	<u> 12/02 - 12/04</u>				
VEH #1 2008 CHEV S15C LT2W       SPEEDWAY CHEVROLET**         VIN# 2GCEC13C281       TIME & DISTANCE       12/02 - 12/04       2       DAY         VIN# 2GCEC13C281       SALES TAX       12/02 - 12/04       1       PERCENT       8.512Mr         VEH #1 2008 CHEV S15C LT2W       VIN# 2GCEC13C281       VIN# 2GCEC13C281       VIN# 2GCEC13C281       SALES TAX       12/02 - 12/04       1       PERCENT       8.512Mr         VIC#       VEHICLE RENTAL TAX       12/02 - 12/04       1       PERCENT       6%         SPEEDWAY CHEVROLET**       VEHICLE RENTAL TAX       12/02 - 12/04       1       PERCENT       6%         SPEEDWAY CHEVROLET**       Total Amount Due       Subtotal:       (\$25.00)       (\$25.00)       (\$25.00)         BROKEN ARROW, OK 74012       PAYMENT INFORMATION AMOUNT PAID       TYPE       CREDIT CARD NUMBER         CLAIM INFO       VISa       VISa       PENDING				Total	Charges:	:	\$84.00
VEH #1 2008 CHEV \$15C LT2W       TIME & DISTANCE       12/02 - 12/04       2       DAY         VIN# 2GCEC13C281       SALES TAX       12/02 - 12/04       1       PERCENT       8.51796         LIC#       MILES DRIVEN 180       VEHICLE RENTAL TAX       12/02 - 12/04       1       PERCENT       6%         BILL TO ACCOUNT#       DEPOSITS       DEPOSITS       (\$25.00)       (\$25.00)         SPEEDWAY CHEVROLET**       ATTN: TUDOR, JAKE       Total Amount Due       \$0.00         2301 N ASPEN AVE.       PAYMENT INFORMATION       \$0.00       \$0.00         BROKEN ARROW, OK 74012       PAYMENT INFORMATION       AMOUNT PAID       TYPE         CLAIM INFO       (\$25.00)       Visa       PENDING	24-HOUR	Bill-To / Deposits			<u> </u>		
BILL TO ACCOUNT#       DEPOSITS       (\$04.00)         SPEEDWAY CHEVROLET**       ATTN: TUDOR, JAKE       (\$25.00)         2301 N ASPEN AVE.       DAYMENT INFORMATION       \$0.00         BROKEN ARROW, OK 74012       PAYMENT INFORMATION       \$0.00         CLAIM INFO       (\$25.00)       Visa         CLAIM INFO       Visa       PENDING	VIN# 2GCEC13C281	TIME & DISTANCE SALES TAX	12/02 - 12/04	1	PERCENT		
SPEEDWAY CHEVROLET**     Total Amount Due     \$0.00       ATTN:     TUDOR, JAKE     2301 N ASPEN AVE.     PAYMENT INFORMATION       BROKEN ARROW, OK 74012     PAYMENT INFORMATION     AMOUNT PAID     TYPE       CLAIM INFO     (\$25.00)     Visa     PENDING		DEPOSITS			Subtotal:	(	
BROKEN ARROW, OK 74012     PAYMENT INFORMATION AMOUNT PAID     CREDIT CARD NUMBER       CLAIM INFO     (\$25.00)     Visa	SPEEDWAY CHEVROLET** ATTN: TUDOR, JAKE	Total Amount Due				C	\$0.00
		AMOUNT PAID TYPE	Ċ				
	RO:297925	(4			Ρ	ENDING	

**CLAIM INFO** RO:297925 TYPE CAR: MALIBU SHOP: SPEEDWAY CHEVROLET** PHONE: (918) 256-8000 ATTN; JAKE

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

GM Vehicle Inquiry System - Summary

# 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:	1G1ZH57B48F

# VEHICLE INFORMATION

Service Contract :	No	Branded Title :	No	Business Associate	e Code No		167909 I Status :	Paid
<b>Delivering Dealer :</b>		TULSA, OK 74101-2679 (918) 446-2200		Site Code :			05225	
		RIVERSIDE CHEVROLET PO BOX 2679		Selling Source :			13 - CHEVROLET	
BARS Order Type :		70 - RETAIL - STOCK						
Merchandising Model	:	1ZH69 -2008 MALIBU	JILT	Warranty Start Date :			03/07/2008	

# **REQUIRED FIELD ACTIONS**

Туре	Number	Description Posted D		Status
RC	<u>08102</u>	SERVICE UPDATE - 17"CHROME WHEEL COVER APPEARANCE - *EXPIRES W/BASE WARRANTY*		Closed

### SERVICE INFORMATIONAL ITEMS

1	Гуре	Number	Description	Posted Date	Status
	EI	<u>08348</u>	POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE. REF. TSB 08-01-37-002	10/07/2008	See Bulletin

# ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Statu	as Active	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR (888) 667-8271.				
XM Equipped	Yes	XM Radio ID	TE8TYOWR	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).		

# APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	03/07/2008	10 miles	03/07/2011	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/07/2008	16 miles	03/07/2014	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/07/2008	10 miles	03/07/2016	80010 miles

# 03/26/2009 20:33 9182599345

SPEEDWAY

GM Vehicle Inquiry System - Summary

	03/07/2008	10 miles	03/07/2013	100010 miles
WARRANTY 36/36000 FEDERAL EMISSION	03/07/2008	10 miles	03/07/2011	36010 miles

# CLAIM HISTORY

R.O Date	O Date R.O Type		Labor Operation	Odomcter Reading
	Number		H1220 - POWER VACUUM BRAKE BOOSTER REPLACEMENT	9146 miles
08/20/2008	365917	#		9146 miles
08/20/2008	365917	#	E7020 - STEERING WHEEL REPLACEMENT	////
08/20/2008	365917	#	V1799 - 08102 INSPECT WHEEL COVERS & REPLACE IF REQUIRED	9146 miles
02/12/2008	A18870	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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VIN: 1G1ZH57B48F TTL: TTLTYPE: ORIGINAL	VCD: V SFX: REG STAT: R	LESSEE : NAME :		
TTLDATE: 04222008		ADDR:		•
HLD STA: NO	NCIC STA:	AD+ CITY	CNTY	ST ZIP
SOLD DT: 03262008	MAILSTAT:	COWETA	73	OK
SALV DT: 00000000	SALV CD :		, 0	
TTLAGNT: 7315	INS LOSS:	TAG RPL: X * BRAND	CNT *	** LIENDATA **
EXC TAX: 762.00	SRCE DOC: ZZ	ACTIVE:	0	ACTIVE : 1
TTLRCPT:		REGRCPT: 090647267	'A5882	RELEASE: 0
CUR DEC: 0E087764	CLASS: AU	STAG:		** SYS DATA **
CUR TAG: 062BNR	VEHYR: 2008	SPCL: SCHL:		UPDT: 03052009
REGAGNT: 7267	MAKE : CHEV	XMPT: MAIL:	А	UPTM:
REGDATE: 03052009	MODEL: ML1	LSM : MFGH:		AGNT: 7267
EXPDATE: 032010	BODY : 4D	SEAT: 0 RENT:		OPER: AGT
NOTIFY : 032009	UNLAD:	0 AXLE: 0 LIAB:	Y	TERM: FTF4
FEE: 91.00	LADEN:	0 TR WHL: 0 AGSW:		TRAN: MVAR
PEN: 0.00	YREG : 02 FDP: 20305.0	FEE SW: RPL TA		** ACCESS **
TOT: 91.00			34.00	MISC DATA :
RFND DT: 00000000			0.00	LIENS :
XFER REC:	ODOM: 10 ACTUAL	ASGN DATE: 03262	008	TTL HIST :
STOP FLG: 00000		000000		MVAZ XFER :
*MST*	111 K/S: 00000	000000 PID:	ZJ05	DT: 09/18/2009 TM: 12:59:56

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