

Cambridge, Mn

ST PAUL MN 551

17 DEC 2007 PM 5 T

DEC 20 2007



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

Reimbursement Department
Po Box 33170
Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-07

17-Digit Vehicle Identification Number (VIN): 1G12T548X5F [REDACTED]

Mileage at Time of Repair: 50478 Date of Repair: _____

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Cambridge State: Ma ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 575³⁹/₁₀₀

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: [REDACTED]

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).





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

CUSTOMER NO 21357	ADVISOR JOHN ARACO	TAG NO. 70 957	INVOICE DATE 05/25/07	INVOICE NO CVCS133131
	LABOR RATE	MILEAGE 50,478	COLOR WHITE/	STOCK NO R2627
CAMBRIDGE, MN	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SEDAN		DELIVERY DATE 07/29/05	DELIVERY MILES 5,512
	VEHICLE ID NO. 1G1ZT548X5F		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO	P.O. NO	R.O. DATE 05/24/07	
COMMENTS				

LABOR & PARTS
J# 1 13CVZ STEERING/SUSP REPR TECH(S):105 185.40
OWNER REPORTS ERRATICALLY STEERING HAS A CATCH IN IT WHEN TRYING TO BRING IT BACK TO CENTER ROAD TESTED WITH CUSTOMER COULD NOT DUPLICATE CONDITION CUSTOMER O/K'ED TO REPLACE STEERING COLUMN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	366.18
JOB # 1 TOTAL PARTS				366.18
JOB # 1 TOTAL LABOR & PARTS				551.58

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller, JOHN HIRSCH'S CAMBRIDGE MOTORS and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way effects the terms of the manufacturer's warranty.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$576.00 (+TAX)

TOTALS

TOTAL LABOR....	185.40
TOTAL PARTS....	366.18
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	23.81
TOTAL INVOICE \$	575.39

PAY METHOD:
CASH CHECK #
CREDIT CARD DATE & INITIAL **VISA** MASTERCARD DISCOVER

CUSTOMER SIGNATURE

COPY

JOHN HIRSCH'S CAMBRI
700 S. GARFIELD ST
CAMBRIDGE, MN 55008

INCH 753
SALES DRAFT
7311017
0050013002

REF: 4040
CD TYPE: VISA
TR TYPE: PURCHASE
DATE: MAY 26, 87 13:35:48

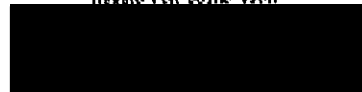
133131

TOTAL \$5,751.39

ACT: 747 FX: ##
AP: 630571
*** IMPRINT CARD ***

CARDHOLDER ACKNOWLEDGES RECEIPT OF GOODS
AND/OR SERVICES IN THE AMOUNT OF THE
TOTAL SHOWN HEREON AND AGREES TO PERFORM
THE OBLIGATIONS SET FORTH BY THE
CARDHOLDER'S AGREEMENT WITH THE ISSUER

THANKS FOR USING VISA



TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
01/22/08

*****575 DOLLARS

***39 CENTS

AMOUNT
*****575.39

PAY
TO THE
ORDER
OF

[REDACTED]
CAMBRIDGE MN [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

[REDACTED]

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000128
 VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]
 PAYMENT DATE 01/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1612T548XSF [REDACTED]	01/18/08 .71-593585	VH 1-9TLBVF 397.1-9TLBVF	00.0000	575.39	.00	575.39
TOTAL				575.39	.00	575.39

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

M3

February 3, 2011

[REDACTED]
[REDACTED]
Cambridge, MN [REDACTED]

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

Dear [REDACTED]:

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.

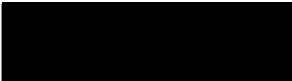
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$575.39.

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



Willingboro, NJ



SOUTH JERSEY NJ 080

19 DEC 2007 PM 6 T



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

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

DEC 21 2007


4823235170



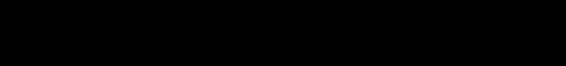
CUSTOMER REIMBURSEMENT CLAIM FORM

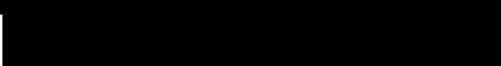
This section to be completed by Claimant


Date Claim Submitted: 12-19-07


17-Digit Vehicle Identification Number (VIN): 1G1ZT548X5F 

Mileage at Time of Repair: 46,935 Date of Repair: 11-27-07

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): Same As Above

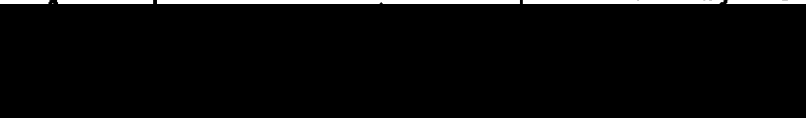
Amount of Reimbursement Requested: \$ 916.46

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





GM

December 2007

[REDACTED]
Willingboro, NJ [REDACTED]

Dear [REDACTED]

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.

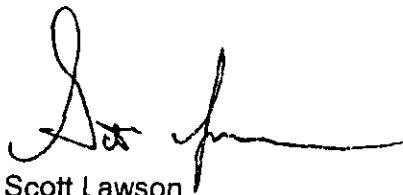
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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.



Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



27032

10102



105 East Route 130 South, Burlington, NJ 08016
(609) 386-2700
www.burlingtonchevy.com

*PA. #4249
11-27-07
916.46*

INVOICE

PAGE 1

WILLINGBORO, NJ
HOME

BUS

SERVICE ADVISOR: 1282 TURI BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MED-SPRAL	05	CHEVROLET MALIBU	1G1ZT548X5E		46935/46935	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
27DEC04 IS		27DEC2007	17:00 27NOV07			CASH
R.O. OPENED	READY	OPTIONS: STK:1037 ENG:3.5 LITER SFI				

08:18 27NOV07	11:05 27NOV07					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
A						TOTAL

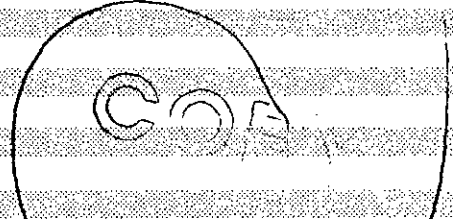
A CUSTOMER STATES THERE IS A NOISE GOING OVER BUMPS
L1 REMOVED AND REPLACED THE INTERMEDIATE SHAFT
AND POWER STEERING ASSEMBLY

128	C			386.15	386.15
1	22687711	SHAFT KIT		163.90	163.90
1	15858368	GEAR		299.95	299.95
PARTS:	463.85	LABOR:	386.15	OTHER:	0.00
				TOTAL LINE A:	850.00

B** SUPPLY RENTAL CAR
RENTAL SUPPLY RENTAL CAR
128 ISP (N/C)
MISC RENTAL
ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 6.50

DEAR VALUED CUSTOMER,
A SURVEY WILL BE SENT ASKING YOU ABOUT YOUR
SERVICE EXPERIENCE. OUR GOAL IS FOR YOU TO BE
COMPLETELY SATISFIED. IF FOR ANY REASON YOU
WERE NOT, PLEASE CONTACT OUR SERVICE MANAGER
JOHN DEFE0 SO HE MAY ASSIST YOU. THANK YOU FOR
HAVING YOUR SERVICE AT BURLINGTON CHEVROLET



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 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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	386.15
PARTS AMOUNT	463.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.50
TOTAL CHARGES	856.50
LESS INSURANCE	0.00
SALES TAX	59.96
PLEASE PAY THIS AMOUNT	916.46

CUSTOMER COPY

Member Share Drafts

IMAGE INQUIRY SELECTION

Print this Page

Trace No.	Account	Draft	Date	Amount
73512600		4249	11/29/2007	916.46

031000040
11/29/2007
6317997603

This is a LEGAL COPY of your check. You can use it the same way you would use the original check.

2002/12/17 1002/12/17 1002/12/17

4249

Ro 10102

11-27-07

Burlington Chevrolet, Inc.

916.46

ABCO Federal Credit Union

11-29-07 000473951
11-29-07 000473951
11-29-07 000473951
11-29-07 000473951

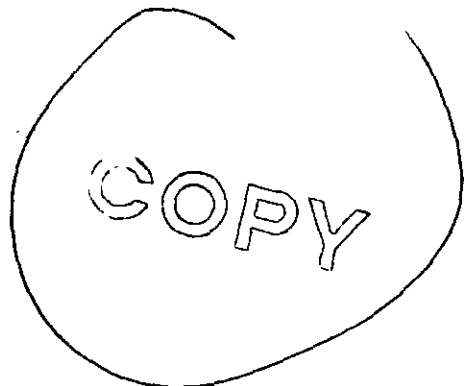
For Dep only
7846 48533

COMMERCIAL BANK
CHERRY HILL, NJ

11/29/07

11/29/2007
11/29/2007
11/29/2007

Do not endorse or write below this line



North American Operations

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



CHECK No. [REDACTED]

50-927
213

DATE
01/22/08

*****916 DOLLARS

****46 CENTS

AMOUNT
*****916.46

PAY
TO THE
ORDER
OF

[REDACTED]
 WILLINGBORO NJ [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Ribal C. [Signature]
 SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000227 1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT DATE 01/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161Z7548X5F [REDACTED]	01/21/08 71-593960	VM 1-9TTZIT 650.1-9TTZIT	00.0000	916.46	.00	916.46
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				916.46	.00	916.46

February 4, 2011

[REDACTED]

Willingboro, NJ [REDACTED]

Service Request: 71-593960650

Customer Relationship Specialist: Jasmine Cooper

Dear [REDACTED]:

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

[REDACTED]
Fort Worth, TX [REDACTED]

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

Dear [REDACTED]

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.

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Chevrolet Customer Assistance Center

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North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
01/22/08

*****564 DOLLARS

****02 CENTS

AMOUNT
*****564.02

[REDACTED]
 FORT WORTH TX [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Rihel Ch...
 SIGNATURE

PAY
TO THE
ORDER
OF

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000273
 VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]

PAYMENT DATE 01/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62825F [REDACTED]	01/21/08 .71-593998	VH 1-9TTJSX 469.1-9TTJSX	00.0000	564.02	.00	564.02
TOTAL				564.02	.00	564.02

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

M3



Ft. Worth, TX

FORT WORTH TX 761

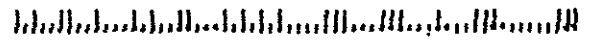
17 DEC 2007 PM 5 L



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

DEC 21 2007

98232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-14-07

17-Digit Vehicle Identification Number (VIN): 1G12T62825F

Mileage at Time of Repair: 55,627 Date of Repair: 6-13-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Ft. Worth State: TX ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): same as above

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.
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Claimant's Signature: [REDACTED]

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

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QUALITY CARS

GOODMAN
CHEVROLET-CADILLAC-NISSAN, INC.
1003 HAPPY VALLEY ROAD • P.O. BOX 487
GLASGOW, KENTUCKY 42142-0487
TELEPHONE: (270) 678-1300



QUALITY SERVICE

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Form with fields: CUSTOMER NO. 32433, ADVISOR GARLAND, TAG NO. 364, INVOICE DATE 06/13/07, INVOICE NO. CVCS76398, MILEAGE 55627, YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU MAXX LS, VEHICLE ID NO. 1G1ZT62825F, F.T.E. NO., RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, DELIVERY DATE, DELIVERY MILES, SELLING DEALER NO., PRODUCTION DATE, R.O. DATE 06/13/07.

LABOR & PARTS - J# 1 45CVZZO STEERING CONCERN HOURS: 2.50 TECH(S):160 175.00
STEERING COLUMN TO BE REPLACED PER R.O. #76234
CHECKED AND FOUND STEERING COLUMN
REPLACED STEERING COLUMN AND REPROGRAMMED SYSTEM

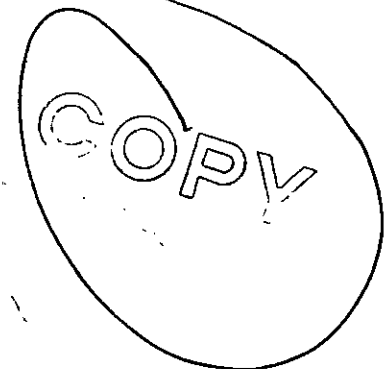
Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, LIST PRICE, UNIT, PRICE. Includes JOB # 1, 15926870, S/COL REM 6.518, 359.00, 359.00, 359.00. Totals: 534.00.

MISC - CODE - DESCRIPTION - CONTROL NO - JOB # A A2 HAZARDOUS WASTE 1.00
JOB # A A1 SHOP SUPPLIES 7.00
TOTAL - MISC 8.00

TOTALS - * [] CASH [] CHECK CK NO. [3904] * [] VISA [] MASTERCARD [] DISCOVER * [] OTHER [] CHARGE *
TOTAL LABOR 175.00
TOTAL PARTS 359.00
TOTAL SUBLET 0.00
TOTAL G.O.G. 0.00
TOTAL MISC CHG. 8.00
TOTAL MISC DISC 0.00
TOTAL TAX 22.02
TOTAL INVOICE \$ 564.02

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE
APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

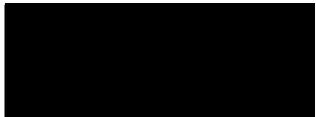


Reynolds and B. ... & EPALZIMAVE CC217667 R (11/05)

Edmonton State Bank

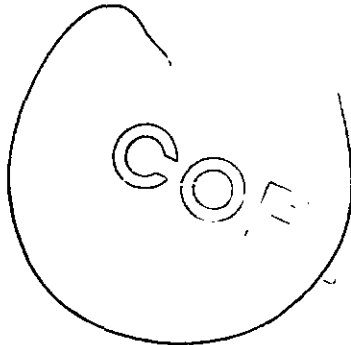
Current Date: December 14, 2007

Account Number: [REDACTED]
 Capture Date: June 18, 2007
 Item Number: 5250036552394
 Posted Date: June 18, 2007
 Posted Item Number: 61944
 Amount: \$564.02
 Record Type: Debit



GLASGOW

KY [REDACTED]



	[REDACTED] Glasgow, KY	3704 73-418089
Pay to the order of	<u>Godman Automotive</u>	<u>6/13/07</u> Date
	<u>Five hundred Sixty Four ⁰² 00</u>	\$ <u>564.02</u>
		Dollars
EDMONTON STATE BANK GLASGOW, KY 42141		Your soul shall be like a well-watered garden.
[REDACTED]	[REDACTED]	[REDACTED]

For Deposit Only
 Edman Chevrolet Cadillac Nissan, Inc.
 610007458

DO NOT SIGN/WRITE OR STAMP IN THESE AREAS

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- Presence of printed text

Document changes in appearance when viewed through a UV light

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



CHECK No. [REDACTED] 213

DATE 08/26/09 *****1,508 DOLLARS *****40 CENTS AMOUNT *****1,508.40

PAY TO THE ORDER OF

NEWPORT NEWS VA [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Ann D. Albee
 SIGNATURE

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

AUDIT



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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000041

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT DATE 08/26/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZK57868F [REDACTED]	08/25/09 .71-741633	VM 1-CF1X0H 358.1-CF1X0H	00.0000	1,508.40	.00	1,508.40
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				1,508.40	.00	1,508.40

April 25, 2011

[REDACTED]
Newport News, VA [REDACTED]

Dear [REDACTED]

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



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

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: [REDACTED]

Service Request: 71-741633358

BBB Case No.: CHV0942284

Only customer's last name to be recorded

Vehicle ID No: 1G1ZK57B68F [REDACTED]

In Service Date: 10/4/2008

Vehicle is: New

BAC Code: 113723

Year, Make & Model: 2008 Chevrolet Malibu
Mileage at Time of BBB Filing 16437

Vehicle Purchased Used on: n/a at odometer n/a

Lien holder: GMAC Other : {Name}

Sale Type: Purchase Lease Other : {Type}

DVM Name: Gordon Histed

CAM Name: Craig Joseph
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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.

Hesitation

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/12/09	20322 1	6	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.)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

{Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

{Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

{Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

Recall/Campaign (Not Related to Other Symptoms/Complaints): **No Recalls**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/23/08	15107 0	1	739	#08279 Install two cooling fan jumper harnesses

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

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

Are there any Aftermarket Modifications to the Vehicle Y or N? NO

Have you confirm this with the customer Y or N? Yes

List:

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileag e:</u>	<u>Description of Complaint and Repair Performed:</u>
10/10/08	147835	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
10/23/08	151070	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	193768		8417	Casey Chevrolet LOF, inspection
1/16/09	173177		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:

Days out of service: 30

Repairs 3

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 main weaknesses of the customer's case to win repurchase through Lemon Law?

Decision reached by CRS: Arbitrate case: Settle case:

CRS FINAL OFFER: GMPP Smart Care and Reimbursement		DATE: 8/18/09	CUST Accepted Offer
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

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

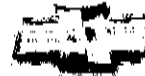
ATTN: Shon Brown
General Motors Relationship Specialist

Customer Number: 26868

Invoice No: 274602

Hutchens

THE CHEVROLET AUTHORITY
SINCE 1921



12920 JEFFERSON AVENUE
NEWPORT NEWS, VA 23608
TELEPHONE (757) 874-8111

THE CUSTOMER HAS BEEN #1
SINCE "1921"

INVOICE

PAGE 1

NEWPORT NEWS, VA

Home: [REDACTED] Bus: N/A
Email: [REDACTED] HOME

Cell:

SERVICE ADVISOR: 955 ROBIN D SCHEESSELE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BRONZE	08	CHEVROLET MALIBU	1G1ZK57B68F[REDACTED]	[REDACTED]	16388 / 16417	2647	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04OCT08			17:30 28JUL09	JWS		WARR	31JUL09
R.O. OPENED	READY	OPTIONS: CURT LING 24 Litr MPI DOHC HO ECOTEC 1)BLUL TEAM					
08:29 28JUL09	17:33 31JUL09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES WHEN TILT STEERING IS ALL THE WAY DOWN & LOCKED VEH HAS A VIOLENT VIBRATION BUT IF YOU MOVE TILT STEERING UP VIBRATION GOES AWAYS - SEE WARRANTY HISTORY OF REPAIRS BY CASEY.
CAUSE: BULLETING/PIC#4883B
H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT
920 WP
2 11518111 WASHER (N/C)
FC: 93 (N/C)
PART#: 11518111
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OA

SUBL Z5000 PARTS PU
PO#274602

INT (N/C)
16388 H1220 VERIFY CUSTOMER CONCERN AND THEN CHECK FOR BULLITENS ON SI, FOUND #PIC4883B FOR THE SAME CUSTOMER COMPLAIN. REMOVE BOOSTER AND INSTALL SPACERS #11518111 ON BOOSTER TO FIRE WALL TO STOP KNOCKING NOISE FROM PEDAL HITTING EPS. TEST DROVE AND VERIFY THAT ALL IS WORKING PROPERLY AT THIS TIME.

B CUST STATES VEH HESITATES ON ACCELERATION, ASLO CUST NOTES IT DOESN'T DRIVE THE SAME SINCE CONTROL SOLENOID VALVE ASSEMBLY REPLACED AT CASEY.
INFO RELATED TO LINE A.
920 CPL
16388 RELATED TO LINE A. 0.00 0.00

C PERFORM MULTI-POINT INSPECTION PER CUSTOMER REQUEST
CAUSE: ENTERPRISE RENTAL
MPI PERFORM MULTI-POINT INSPECTION PER CUSTOMER

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
FLUIDS	
SUBLET AMOUNT	
MISCELLANEOUS	
SUB TOTAL	
DISCOUNT/PAYMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you or your employees permission to operate the car or truck herein described on the streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair thereto. I further authorize HUTCHENS CHEVROLET, INC. to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

CUSTOMER SIGNATURE:

Copyright 2000 APG, Inc. 8144102.205

Customer Copy

Page 1 of 2

**We Thank You
For Your
Business!**

Service Department Hours
Monday to Friday
7:30am - 5:30pm
Saturday
8:00am - 2:00pm
Apointments
757-874-8111

**FILTER EXPLOSION
SPECIAL**

All Filters
15% Off
(Parts Only)

*Valid for next service visit. Expires: 29Oct2009

Customer Number: 26868

Invoice No: 274602

Hutchens

THE CHEVROLET AUTHORITY
SINCE 1921

12920 JEFFERSON AVENUE
NEWPORT NEWS, VA 23608
TELEPHONE (757) 874-8111

THE CUSTOMER HAS BEEN #1
SINCE "1921"

INVOICE

PAGE 2

NEWPORT NEWS, VA

Home Bus: :N/A

Email HOME

Cell:

SERVICE ADVISOR: 955 ROBIN D SCHEESSELE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BRONZE	08	CHEVROLET MALIBU	1G1ZK57B68F		16388 / 16417	2647	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04OCT08			17:30 28JUL09	JWS		WARR	31JUL09
R.O. OPENED		READY		OPTIONS: DLR? ENG? 24_LIN? MFI? DOHC? HO? ECOTEC? 1?BLUE TEAM			
08:29 28JUL09		17:33 31JUL09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			REQUEST				
			920 CPL			0.00	0.00
			Z7903 COURTESY TRANSPORTATION - 3 DAYS				
			920 WP				(N/C)
			FC: 98 PART#: COUNT: 0				
			CLAIM TYPE:				
			AUTH CODE: G				
			MJ				

SUBL ENTERPRISE RENTAL PO # 105846 RENTAL AGREEMENT # 170171 VIN
#KL1DT56E29B661989
PO#274602

WP (N/C)
,,,,,16417 Z7903 CUSTOMER REQUESTED TRANSPORTATION

AMERICA'S OLDEST CHEVROLET DEALERSHIP
GM PARTS AND REPLACEMENT LABOR NOW GUARANTEED
12 MONTHS OR 12,000 MILES!
THANKS FOR ALLOWING US TO SERVE YOU!

ALL PARTS AND SERVICES ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY IMPLIED WARRANTIES. DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPLETELY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF REPAIR, WHICHEVER FIRST OCCURS.	DESCRIPTION	TOTALS
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	LABOR AMOUNT	\$ 0.00
I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you or your employees permission to operate the car or truck herein described on the streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize HUTCHENS CHEVROLET, INC. to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.	PARTS AMOUNT	\$ 0.00
CUSTOMER SIGNATURE:	FLUIDS	\$ 0.00
	SUBLET AMOUNT	\$ 0.00
	MISCELLANEOUS	\$ 0.00
	SUB TOTAL	\$ 0.00
	DISCOUNT/PAYMENTS	\$ 0.00
	SALES TAX	\$ 0.00
	PLEASE PAY THIS AMOUNT	\$ 0.00

Copyright 2000 AFP, Inc. 130452235

Customer Copy

Page 2 of 2

**We Thank You
For Your
Business!**

Service Department Hours

**Monday to Friday
7:30am - 5:30pm**

**Saturday
8:00am - 2:00pm**

**Apointments
757-874-8111**

FILTER EXPLOSION

SPECIAL

All Filters

15% Off

(Parts Only)

*Valid for next service visit. Expires: 29Oct2008

8/4/2009

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 these 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 /L4G
 53U AMBER BRONZE METALLIC
 342 COCOA/CASHMERE
 ORDER NO. MTSHHW/TRE STOCK NO.
 VIN 1G1 ZK57 B6 8F
 *****13*14096S

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD24335456

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
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	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 G0949 G0949
* ENGINE, 2.4L DOHC MFI			WFP-S QTR OPT-1
* 17" WHEELS, CHROMETECH (REPLACES STD/OPT WHEELS)			BANK: GMAC - 023
* SINGLE CHROME EXHAUST			CHG-TO 14-096
UE1 1YR ONSTAR DIRECTIONS W/TURN- BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	SHIP WT: 3439 HP: 19.3 GMS: 25571.93
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SUPPLR: 26715.92 MRM: 27720.00 DAN: LZ4SR MEMO 1203.50

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

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.

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

CASEY CHEVROLET
 REMIT TO GMAC NO. 023
 VIN 1G1ZK57B68F
 \$ 26775.43 INV 1AD24335456
 DUE 07/02/08 DEALER 14-096

08/04/2009 09:30 FAX

001/001



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

8/04/09

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

Re: [REDACTED]
Siebel Request: 71-741633358
2008 Chevrolet Malibu
VIN # 1G1ZK57B68F [REDACTED]

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

080096
10/08

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number 116625 Contract Number 116625

Buyer Name and Address (Including County and Zip Code) [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) CASEY CHEVROLET CORP 11700 JEFFERSON AVE REMBERT NEWS VA 22086
---	--	--

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	CHEVROLET TRUCK	1G1YD265000000000000000	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
7.99%	\$ 2,509.11	\$ 10,000.00	\$ 12,000.00	\$ 10,000.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
24	\$ 500.00	Monthly beginning 11/15/2007

Or As Follows:

Late Charge. If payment is not received in full within 7 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ <u>10,000.00</u> sales tax)	\$ <u>10,000.00</u> (1)
2 Total Downpayment =	\$ <u>0.00</u>
Trade-In <u>2007 CHEVROLET TRUCK EQUIPMENT</u>	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>1,000.00</u>
Less Pay Off Made By Seller	\$ <u>1,000.00</u>
Equals Net Trade In	\$ <u>0.00</u>
+ Cash	\$ <u>0.00</u>
+ Other	\$ <u>0.00</u>
(If total downpayment is negative, enter "0" and see 4I below)	
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>10,000.00</u> (2)
4 Other Charges Including Amounts Paid to Others on Your Behalf	\$ <u>0.00</u> (3)
(Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance	
Paid to Insurance Company or Companies.	
Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>
B Vendor's Single Interest Insurance	
Paid to Insurance Company(ies).	\$ <u>N/A</u>
C Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
D Optional Gap Contract	\$ <u>N/A</u>
E Official Fees Paid to Government Agencies	\$ <u>N/A</u>
1) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
2) to <u>STATE OF VA</u> for <u>SALES TAX</u>	\$ <u>200.00</u>
3) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
F Government Taxes Not Included in Cash Price	\$ <u>N/A</u>
G Government License and/or Registration Fees	\$ <u>N/A</u>
H Government Certificate of Title Fees	\$ <u>10.00</u>
I Other Charges (Seller must identify who is paid and describe purpose.)	
1) to <u>N/A</u> for Prior Credit or Lease Balance	\$ <u>0.00</u>
2) to <u>N/A</u> for <u>N/A</u>	\$ <u>0.00</u>
3) to <u>N/A</u> for <u>N/A</u>	\$ <u>0.00</u>
4) to <u>N/A</u> for <u>N/A</u>	\$ <u>0.00</u>
5) to <u>N/A</u> for <u>N/A</u>	\$ <u>0.00</u>
6) to <u>N/A</u> for <u>N/A</u>	\$ <u>0.00</u>
7) to <u>N/A</u> for <u>N/A</u>	\$ <u>0.00</u>
8) to <u>N/A</u> for <u>N/A</u>	\$ <u>0.00</u>
Total Other Charges	\$ <u>0.00</u>

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 not 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 box 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.

Check the insurance you want and sign below:
Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability: Buyer Co-Buyer Both
 Premium:
 Credit Life \$ N/A
 Credit Disability \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A

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 affect our decision to extend credit or the terms of this contract. Your decision to buy or not to 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. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit Disability Insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

N/A N/A
 Type of Insurance Term
 Premium \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A

N/A N/A
 Type of Insurance Term
 Premium \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not to buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost. Your choice of insurer will not affect our decision to extend credit or the terms of this contract.
 I want the insurance checked above.
 Buyer Signature _____ Date _____
 Co-Buyer Signature _____ Date _____

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY

A Cost of Optional Credit Insurance			
Paid to Insurance Company or Companies.			
Life	\$	N/A	\$
Disability	\$	N/A	\$
B Vendor's Single Interest Insurance			
Paid to Insurance Company(ies).			
	\$	N/A	\$
C Other Optional Insurance Paid to Insurance Company or Companies			
	\$	N/A	\$
D Optional Gap Contract			
	\$	6000.00	\$
E Official Fees Paid to Government Agencies			
	\$	N/A	\$
1) to N/A for N/A	\$	N/A	\$
2) to STATE OF VA for SALES REG TAX	\$	37.54	\$
3) to N/A for N/A	\$	N/A	\$
F Government Taxes Not Included in Cash Price			
	\$	N/A	\$
G Government License and/or Registration Fees			
TRANSFER/ONLINE REG	\$	13.00	\$
H Government Certificate of Title Fees			
	\$	13.00	\$
I Other Charges (Seller must identify who is paid and describe purpose.)			
1) to N/A for Prior Credit or Lease Balance	\$	1500.00	\$
2) to N/A for N/A	\$	N/A	\$
3) to N/A for SALES REG TAX	\$	37.54	\$
4) to N/A for N/A	\$	N/A	\$
5) to N/A for N/A	\$	N/A	\$
6) to N/A for N/A	\$	N/A	\$
7) to N/A for N/A	\$	N/A	\$
8) to N/A for N/A	\$	N/A	\$
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	1537.54	(4)
5 Amount Financed (3 + 4)	\$	23667.51	(5)

Other Optional Insurance

N/A N/A

Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

N/A N/A

Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

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 unless you sign and agree to pay the extra cost. Your choice of insurer will not affect our decision to extend credit or the terms of this contract.

I want the insurance checked above.

Buyer Signature Date

Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.

OPTION: You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

Returned Check Charge: If any check you give us is dishonored, we may, at our option, charge you \$ _____.35

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ _____ and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract. See Section 7 on the back for more information.

OPTIONAL GAP CONTRACT: A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ Mos. Name of Gap Contract _____

I want to buy a gap contract.

Buyer Signs

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract, along with all other documents signed by you in connection with the purchase of the vehicle, comprise the entire agreement between you and us affecting this purchase. No oral agreements or understandings are binding. Upon assignment of this contract: (i) only this contract and addenda to this contract comprise the entire agreement between you and the assignee relating to this contract; (ii) any change to this contract must be in writing and the assignee must sign it; and (iii) no oral changes are binding.

Buyer Signs Co-Buyer Signs

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

See back for other important agreements.

NO LIABILITY INSURANCE INCLUDED

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

Buyer Signs Date _____ Co-Buyer Signs Date _____

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

Other owner signs here Address _____

Seller signs _____ Date _____ By Title _____

Seller assigns its interest in this contract to _____ (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller _____ By _____ Title _____

VIRGINIA BUYERS ORDER-A

CASEY CHEVROLET CORP
 11700 JEFFERSON AVE
 NEWPORT NEWS, VA 23606

STOCK NO.
 085096

DATE OF SALE 10/01/08

PURCHASER'S NAME [REDACTED]		HOME ADDRESS [REDACTED]	
CO/PURCHASER NAME [REDACTED]		CITY, STATE, ZIP HAMPTON VA [REDACTED]	
PLEASE ENTER MY ORDER FOR THE FOLLOWING: <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO		E-MAIL ADDRESS	
YEAR 2008	MAKE CHEVROLET	MODEL MALIBU	COLOR AMBER BRONZE
MILEAGE 124	VIN 1G1ZK57B6S F	TYPE/DOORS V6 6SPD A/	IN SERVICE DATE

IMPORTANT! Purchaser(s) and dealer agree that if any Dispute (except those specifically noted in this Arbitration Agreement) arises, the Dispute will be resolved by binding arbitration by a single arbitrator under the applicable rules of the alternative dispute resolution agency named below, with that arbitrator rendering a written decision with separate findings of fact and conclusions of law. Purchaser(s) initials below evidence that the provisions in this box and section 17 on the reverse have been read and understood by Purchaser(s). THE PARTIES UNDERSTAND THAT THEY ARE WAIVING THEIR RIGHTS TO JURY TRIAL OF ALL DISPUTES BETWEEN THEM NOT SPECIFICALLY EXEMPTED FROM ARBITRATION IN THE ARBITRATION AGREEMENT.

Alternative Dispute Resolution Agency Name and Address
 PAUL WARREN
 500 E. MAIN ST. SUITE 830
 NORFOLK, VA 23510

PRICE INCLUDING FREIGHT, HANDLING & DELIVERY	25571.00
TOTAL PURCHASE PRICE	25571.00
PROCESSING FEE FOR CONSUMER SERVICES	75.00
3% VA. TITLE TAX	769.38
DEALER'S BUSINESS LICENSE TAX	23.64
ON-LINE SYSTEMS FILING FEE	10.00
REGISTRATION FEE 3.00 TITLE FEE 10.00	13.00
TOTAL DELIVERED PRICE	26462.02
SUBMITTED WITH ORDER	(1) N/A
ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED	13750.00
(PURCHASER RESPONSIBLE FOR) PAYOFF ACCURACY, APPROXIMATELY	16855.49
EQUITY ON TRADE-IN	(2) -3105.49
ADDITIONAL DOWN PAYMENT ON DELIVERY	(3) 1000.00
MFG. REBATE	(4) 500.00
TOTAL DOWN PAYMENT (1+2+3+4)	-1605.49
EXTENDED SERVICE CONTRACT INCLUDING	N/A
TAX OF	N/A
BALANCE DUE ON DELIVERY	28067.51

Purchaser Initials: [Signature]
 Co-Purchaser Initials:

LESS BALANCE OWING TO GMAC (PURCHASER RESPONSIBLE FOR) APPROXIMATELY 16855.49

FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #15 ON REVERSE SIDE)

DATE _____ SIGNATURE _____

DESCRIPTION OF TRADE-IN				
YEAR 2007	MAKE CHEVROLET TRUCK	MODEL EQUINOX	COLOR WHITE	TYPE/DOORS LT
MILEAGE 20523	VIN 2CNDL53FX7	TAG NO.		
SALESPERSON RICHARD C. PELCZARSKI				

EQUITY ON TRADE-IN	(2)	-3105.49
ADDITIONAL DOWN PAYMENT ON DELIVERY	(3)	1000.00
MFG. REBATE	(4)	500.00
TOTAL DOWN PAYMENT (1+2+3+4)		-1605.49
EXTENDED SERVICE CONTRACT INCLUDING		N/A
TAX OF		N/A
BALANCE DUE ON DELIVERY		28067.51

The front and back of this buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this purchase. No oral agreements or understandings shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) acknowledges he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants Seller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement, and such security interest shall remain 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 PROPOSED 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.

Approved: [Signature] Dealer or Authorized Representative
 Signed (1) [Signature] Purchaser Social Security Number
 Signed (2) [Signature] Purchaser Social Security Number

GM Exchange Reports Mailbox

2008 MALIBU LTZ
 53U AMBER BRONZE METALLIC /L4G GENERAL MOTORS CORPORATION
 342 COCOA/CASHMERE RENAISSANCE CENTER
 ORDER NO. MTSHHW/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1G1ZK57B68F VEHICLE INVOICE 1AD24335456

*****S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
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	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 BFF 06/17/08
PDZ LTZ SPRING SPECIAL INCLUDES:	825.00-	684.75-	KEYS G0949 G0949
* ENGINE, 2.4L DOHC MFI			WFP-S QTR OPT-1
* 17" WHEELS, CHROMETECH (REPLACES STD/OPT WHEELS)			BANK: GMAC - 023
* SINGLE CHROME EXHAUST			CHG-TO 14-096
UE1 1YR ONSTAR DIRECTIONS W/TURN- BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	SHIP WT: 3439
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	HP: 19.3
			GMS: 25571.93
			SUPPLR: 26715.92
			MRM: 27720.00
			DAN: 1Z48R
			MEMO 1203.50

C860916

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

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.

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

CASEY CHEVROLET

REMIT TO GMAC NO. 023
 VIN 1G1ZK57B68F
 \$ 26775.43 INV 1AD24335456
 DUE 07/02/08 DEALER 14-096



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



CUSTOMER NAME: [REDACTED]
 VIN: 1G11ZK1571316181F [REDACTED]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ _____	Employee
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of _____
 I elect to receive Employee price AND/OR _____

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 08/13/08. I acknowledge receipt of incentive (s) as described in Item ___ and release GM from any future claim or obligation for incentive (s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 08/13/08
 Authorized Dealer Signature: [Signature] Date: 08/13/08
 Dealership Name: Casery Chevrolet Dealer Code: 14096

OnStar Acknowledgement

Is vehicle equipped with OnStar? Yes ___ No

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided. Copies are available in the vehicle glove box, from the dealer, at www.onstar.com, or by contacting OnStar as described below.

OnStar Stolen Vehicle Slowdown Capability (Model Year 2009 or Newer)

My OnStar-equipped vehicle may have Stolen Vehicle Slowdown capability that enables OnStar to slow down my stolen vehicle remotely to assist authorities in its recovery.

I understand I must press the blue OnStar button and request the OnStar advisor to disable this capability if I don't want the Stolen Vehicle Slowdown capability on my vehicle. This capability can only be re-enabled at a GM dealership at my expense.

Cancellation of All OnStar Services:

I understand that to cancel all OnStar services in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that all OnStar services be cancelled.

Purchaser/Lessee Signature: [REDACTED] Date: 08/13/08

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive (s) described in Item #1; the OnStar Terms and Conditions; OnStar Stolen Vehicle Slowdown Capability and Cancellation of All OnStar Services have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

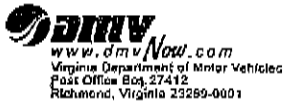
Authorized Dealer Signature: [Signature] Date: 08/13/08
 Dealership Name: Casery Chevrolet Dealer Code: 14096

2007/012

115603

CUSTOMER INFORMATION & PRE-APPRAISAL									
OWN	HOME PHONE	YEAR	MAKE	MODEL	REGISTRATION	YES <input type="checkbox"/> NO <input type="checkbox"/>	STOCK #	C860961	
STREET ADDRESS	CELL/WORK PHONE	BODY	COLOR	MILEAGE	VAC TITLE	YES <input type="checkbox"/> NO <input type="checkbox"/>	PROTECTION PKG	NO <input type="checkbox"/> YES <input type="checkbox"/>	
CITY	STATE	ZIP	SERIAL NO.	SPEEDOMETER OK	HAS TITLE WITH THEM	YES <input type="checkbox"/> NO <input type="checkbox"/>	EXTENDED WRTY	YES <input type="checkbox"/> NO <input type="checkbox"/>	
LIEN HOLDER	BALANCE OWED	NEXT PYMNT DUE	CURRENT PYMNTS	Body	Flawless <input type="checkbox"/>	Glass	Defects	<input type="checkbox"/>	
Upholstery	Clean <input checked="" type="checkbox"/>	Power Accessories	Works <input checked="" type="checkbox"/>	Transmission	Operates <input type="checkbox"/>	Body Repair Done	None <input checked="" type="checkbox"/>	Lights	Defects <input type="checkbox"/>
Carpet	Clean <input checked="" type="checkbox"/>	Instruments	Works <input checked="" type="checkbox"/>	Steering	Tight <input type="checkbox"/>	Body Repair Required	None <input checked="" type="checkbox"/>	Hail Damage	None <input checked="" type="checkbox"/>
Interior Panels	Clean <input checked="" type="checkbox"/>	Engine	Operates <input checked="" type="checkbox"/>	Suspension	Unaltered <input type="checkbox"/>	Frame / Unibody	Straight <input checked="" type="checkbox"/>	Flood Damage	Yes <input type="checkbox"/>
Odor: Smoke / Mold	None <input checked="" type="checkbox"/>	Service/ maintenance	Current <input checked="" type="checkbox"/>	Brakes	Worn <input type="checkbox"/>	Paint	Glossy <input checked="" type="checkbox"/>	Accident	Yes <input type="checkbox"/>
Air Conditioning	Works <input checked="" type="checkbox"/>	Records	Available <input type="checkbox"/>	Tires	Worn <input type="checkbox"/>	EQUIPMENT	ADD/DEDUCT	EQUIPMENT	ADD/DEDUCT
INTERIOR			MECHANICAL			BASE BOOK		TRIM PKG	
Clean			SVC			1. A/C		25. 4 CYL	<input type="checkbox"/>
INT. COST 300			MECH. COST 300			2. Auto Trans		26. 6 CYL	<input checked="" type="checkbox"/>
EXTERIOR			TOTAL RECON. COST 900			3. Pwr Shift		27. 8 CYL	<input type="checkbox"/>
Cuple small chips			GENERAL CONDITION			4. AM/FM		29. Diesel	<input type="checkbox"/>
Do deal			WHOLESALE YES <input type="checkbox"/> NO <input type="checkbox"/>			5. Cass		30. Turbo	<input type="checkbox"/>
EXT. COST 300			AS IS <input type="checkbox"/> ROUGH <input type="checkbox"/> AVG. <input type="checkbox"/> S.I. DATE 7/09			6. C/D		31. Spresrod	<input type="checkbox"/>
			BLACK BOOK / MANHEIM / OTHER			7. Pwr Windws		32. Dual Air	<input checked="" type="checkbox"/>
			13060 / 10295			8. Pwr Seat		33. Anti Theft	<input checked="" type="checkbox"/>
			13060 / 10295			9. Cruise		34. Tnt Glass	<input checked="" type="checkbox"/>
			13060 / 10295			10. Til Strg		35. Capt Chair	<input checked="" type="checkbox"/>
			13060 / 10295			11. Pwr Locks		36. 7-8 Pass	<input type="checkbox"/>
			13060 / 10295			12. Sport Whls		37. Airbag Swch	<input checked="" type="checkbox"/>
			13060 / 10295			13. Lther		38. Addnl Keys	<input type="checkbox"/>
			13060 / 10295			14. Two Tone		39. Remotes	<input type="checkbox"/>
			13060 / 10295			15. Lugg Rack		40. DVD	<input type="checkbox"/>
			13060 / 10295			16. T-Tops		41. VCR	<input type="checkbox"/>
			13060 / 10295			17. Pwr Steer		42. Run Brds	<input type="checkbox"/>
			13060 / 10295			18. Rr Defrost		43. Tow Pkg	<input type="checkbox"/>
			13060 / 10295			19. 4x4		44. Trk Cap	<input type="checkbox"/>
			13060 / 10295			20. Bed Liner		MILES ADD / DED.	15500
			13060 / 10295			21. Slng Wndw		TOTAL BOOK	
			13060 / 10295			22. 4 Speed		TOTAL RECON	
			13060 / 10295			23. 5 Speed		ACV	13050
			13060 / 10295			24. 6 Speed		CUSTOMER SIGNATURE	Mjell
SALES PERSON			SALES MANAGER			REPAIRS IN LAST 12 MONTHS			MPG
PRINT:			PRINT:			8			RATING
						2 chips			CUST. COMMENTS:
									DATE

08/04/2009 TUE 16:08 FAX



APPLICATION FOR CERTIFICATE OF TITLE AND REGISTRATION

VSA 17A (07/01/2008)

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

ACQUISITION TYPE (check all that apply)			
<input type="checkbox"/> Abandoned Vehicle (Complete VSA 40)	<input type="checkbox"/> Court Order	<input type="checkbox"/> Leased	<input type="checkbox"/> Replica
<input type="checkbox"/> Original Title is Electronic (No paper attached)	<input type="checkbox"/> Replevin	<input type="checkbox"/> Rental	<input type="checkbox"/> Reconstructed
	<input type="checkbox"/> Seizure	<input type="checkbox"/> Specially Constructed	<input type="checkbox"/> Mechanic's Lien/Storage Lien (Complete VSA 41)
			<input type="checkbox"/> Repossession (vehicle must be in your possession)

OWNER INFORMATION

Application Type: Check one (if applicable): Title Title and Registration (license plates issued)

NO PAPER TITLE- Check this box if you do not want a paper title issued to you. An electronic Certificate of Title will remain on file for this vehicle at DMV.

If this application is for joint ownership, do you wish clear rights of ownership to be transferred to the surviving owner in the event of the death of either the owner or co-owner? Yes No

OWNER'S FULL LEGAL NAME (last) (first) (mi) (suffix)	SOCIAL SECURITY NUMBER/FEIN
CO-OWNER'S FULL LEGAL NAME (last) (first) (mi) (suffix)	SOCIAL SECURITY NUMBER/FEIN

If you change your residence/home or mailing address to a non-Virginia address, your driver's license and/or photo identification (ID) card may be canceled.

RESIDENCE/HOME ADDRESS (Apt # if applicable)	CITY	STATE	ZIP CODE
MAILING ADDRESS (if different from above) OPTIONAL	CITY	STATE	ZIP CODE
CO-OWNER'S RESIDENCE ADDRESS (if different from above)	CITY	STATE	ZIP CODE

Are any of the vehicle owners on active military duty or service? YES NO

RESIDENCE JURISDICTION: HAMPTON LOCATION WHERE VEHICLE IS PRINCIPALLY GARAGED: CITY COUNTY TOWN OF VA HAMPTON

LIEN INFORMATION

Is there a lien on this vehicle? Yes No If yes, you must complete this section.

DATE OF FIRST LIEN (mm/dd/yyyy)	LIENHOLDER NAME	LIENHOLDER CODE
<u>10/04/2008</u>	<u>GMAC</u>	
LIENHOLDER MAILING ADDRESS	CITY OR TOWN	STATE ZIP CODE
<u>P.O. BOX 8132</u>	<u>COCKEYSVILLE</u>	<u>MD 21030</u>
DATE OF SECOND LIEN (mm/dd/yyyy)	LIENHOLDER NAME	LIENHOLDER CODE
LIENHOLDER MAILING ADDRESS	CITY OR TOWN	STATE ZIP CODE

SOURCE OF OWNERSHIP INFORMATION

How was this vehicle sold to you? (check one)
 USED NEW DEMONSTRATOR

VEHICLE PURCHASED FROM	PURCHASE DATE (mm/dd/yyyy)	SALES PRICE	PROCESSING FEE	SALES AND USE TAX
<u>CASEY CHEVROLET CORP</u>	<u>10/04/2008</u>	<u>25571.00</u>	<u>75.00</u>	<u>N/A</u>
STREET ADDRESS	CITY	STATE	ZIP CODE	
<u>11700 JEFFERSON AVE</u>	<u>NEWPORT NEWS</u>	<u>VA</u>	<u>23606</u>	

VEHICLE INFORMATION

YEAR	MAKE	MODEL	PREVIOUS TITLE NUMBER	STATE
<u>2008</u>	<u>CHEVROLET</u>	<u>MALIBU</u>	<u>MS0</u>	
BODY TYPE	NUMBER OF AXLES	FUEL TYPE	EMPTY WEIGHT	GROSS WEIGHT
<u>V6 6SPD A/T</u>		<u>GAS</u>	<u>3439</u>	
VEHICLE COLOR	IS THIS A LOW SPEED VEHICLE?	IS THIS A LOGGING VEHICLE?		
<u>PRIMARY AMBER BRONZE</u>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
VEHICLE IDENTIFICATION NUMBER				
<u>1G17K57B6SF</u>				
IS VEHICLE STATE OR LOCALITY-OWNED?	If yes, enter agency code	Name of Unit having operational control		
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				

PRIVACY NOTICE

The information, including Social Security Number, is requested in accordance with Virginia Code §§ 46.2-623 and 46.2-629. Any person who refuses to supply the required information will be denied a Certificate of Title and/or registration. Titles and registration records may be disseminated, in accordance with §§ 46.2-208 through 46.2-214, to business, law enforcement or authorized government entities.

PERSONAL PROPERTY TAX RELIEF ELIGIBILITY (Passenger vehicles only)

Does your vehicle qualify for car tax relief? If you can answer YES to any of the following questions, your motor vehicle is considered by State law to have a business use and does NOT qualify for Personal Property Tax Relief.

- Is more than 50% of the vehicle's annual mileage used as a business expense for federal income tax purposes OR reimbursed by an employer?
- Is more than 50% of the depreciation associated with the vehicle deducted as a business expense for federal income tax purposes?
- Is the cost of the vehicle expensed pursuant to Section 179 of the Internal Revenue Service Code?
- If the vehicle is leased by an individual, does the leasing company pay the tax without reimbursement from the individual?

This vehicle is for: Personal Use Business Use (See business use criteria above.)

LOG NUMBER

TITLE NUMBER

ODOMETER STATEMENT

ODOMETER READING (no tenths) 124

Federal and state laws require that you state the mileage in connection with the transfer of ownership. Failure to complete the statement or providing a false statement may result in fines and/or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

The mileage stated is in excess of its mechanical limits. The odometer reading is not the actual mileage. (WARNING: Odometer discrepancy.)

The model year is at least 10 years or older than the current calendar year and was exempt from odometer disclosure in the prior state of title. (Applicant must present the out-of-state title showing the exemption)

REGISTRATION INFORMATION

REGISTRATION PERIOD (check one): ONE-YEAR TWO-YEAR (\$2 discount applies)

REGISTRATION TYPE (check one): PRIVATE RENTAL VOLUNTEER EMERGENCY VEHICLE FOR HIRE

FOR-HIRE VEHICLE USE (check all that apply) Interstate Operations Only (Less than 26,001 lbs) Exempt Commodity Operations

Operating Authority Leased to a Motor Carrier

If you checked Operating Authority or Leased to a Motor Carrier, check all of the following for which the vehicle is used:

Carrier Passengers (Regular Routes) Carrier Passengers (Irregular Routes) Non-Profit/Tax-Exempt Employee Hauler Taxicab

Bulk Property Carrier Contract Bus Carrier Contract Passenger Carrier Sight-Seeing Carrier Household Goods Carrier Property Carrier

TYPE OF PLATE REQUESTED

TRANSFER PLATE NUMBER [REDACTED]

(check one):

STANDARD (Blue and White) *PAST*

SCENIC: MOUNTAIN TO SEASHORE AUTUMN PATRIOT HERITAGE (DOGWOOD/CARDINAL)

ANTIQUA: (Not for General Transportation Use - VSA 10B certification required)

BLACK AND WHITE ANTIQUE YELLOW VINTAGE

VINTAGE (General Transportation Use)

PERMANENT PLATES - may be issued to trailers (except travel trailers), semi-trailers; trucks/tractor trucks with a GVWR or GCWR of more than 26,000 lbs; taxis; common carrier for-hire vehicles; truck/tractor trucks with GVWR or GCWR of 7,501 lbs to 26,000 lbs. if used for business only or farming.

TRAILER PERMANENT - one-time fee (check one):

Regular Size Plate Small Size Plate (Gross weight of trailer must be 4,000 lbs or less.)

FOR HIRE PASSENGER PERMANENT (check one):

E Permanent Plate Passenger Permanent Great Seal Permanent

Mountain to Seashore Permanent Plate

LEASED VEHICLE INFORMATION

Do you wish to have the vehicle renewal card mailed to the lessee? YES NO If yes, provide the information requested below.

LESSEE'S FULL LEGAL NAME (last) (first) (mi) (suffix)

CO-LESSEE'S FULL LEGAL NAME (last) (first) (mi) (suffix)

STREET ADDRESS (APT #, IF APPLICABLE) CITY STATE ZIP CODE

POWER OF ATTORNEY FOR NON-RESIDENT(S) AND/OR CORPORATION(S) NOT DOMICILED IN VIRGINIA

Pursuant to the provisions of Virginia Code §16.2-601, I/we appoint the Commissioner of the Department of Motor Vehicles of the Commonwealth of Virginia, to be my/our true and legal agent upon whom all legal processes against me/us may be served in any legal proceeding arising from the operation and/or use of any motor vehicle registered in my/our name(s) in the Commonwealth of Virginia. I/we agree that any lawful process or notice to me/us which is served on the Commissioner shall have the same legal effect as if served on me/us within the Commonwealth of Virginia.

INSURANCE CERTIFICATION

I/we certify that (check one):

This vehicle is insured by a liability policy issued through an insurance company licensed to do business in Virginia and it will remain insured while registered.

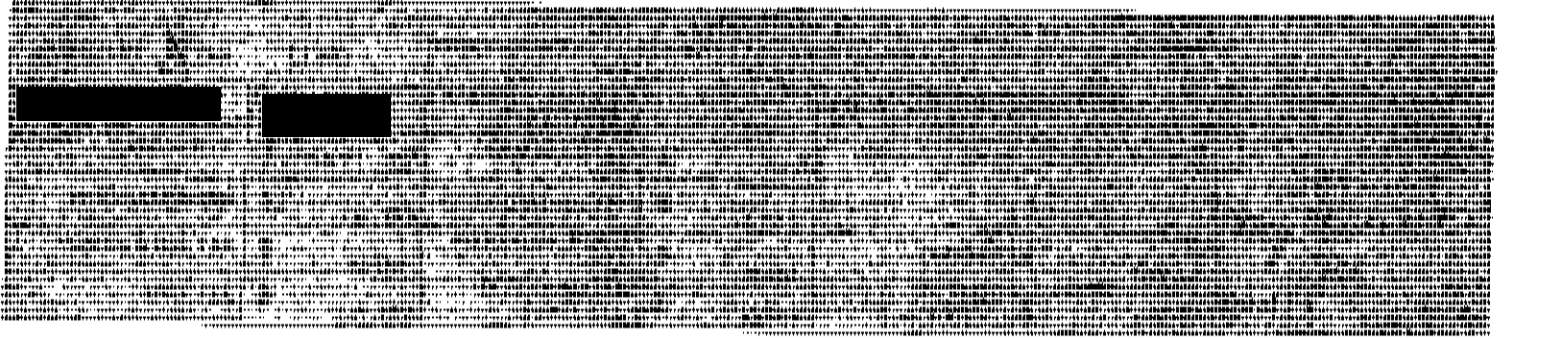
This vehicle is not insured; therefore, I am remitting the applicable uninsured motor vehicle fee. (This fee provides no insurance coverage.) A vehicle must be insured with liability coverage when it is registered, and it must remain insured while registered, whether or not it is operated, or the uninsured motor vehicle fee must be paid. Penalties are severe for violation of this requirement.

CERTIFICATION

I certify under penalty of perjury that the information contained in this application is true and correct to the best of my knowledge. I understand it is unlawful to knowingly make a false statement and any violation may be prosecuted as a crime under Virginia law.

SIGNATURE OF APPLICANT [REDACTED] DATE (mm/dd/yyyy) 10/04/2008

SIGNATURE OF CO-APPLICANT [REDACTED] DATE (mm/dd/yyyy)



C86096

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

CASEY CHEVROLET CORP

I, _____ (transferor's name, Print)

124

state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual milcage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

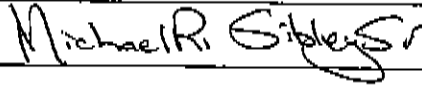
(2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE CHEVROLET	MODEL MALIBU	BODY TYPE V6 6SPD A/
VEHICLE IDENTIFICATION NUMBER 1G1ZK57B68F		YEAR 2008

X 

TRANSFEROR'S SIGNATURE (SELLER)
CASEY CHEVROLET CORP



PRINTED NAME
11700 JEFFERSON AVE

TRANSFEROR'S ADDRESS (STREET)
NEWPORT NEWS VA 23606

CITY STATE ZIP CODE
10/01/2008

DATE OF STATEMENT

X 
TRANSFEREE'S SIGNATURE (BUYER)

TRANSFEREE'S NAME (BUYER)

TRANSFEREE'S ADDRESS (STREET)
HAMPTON VA

CITY STATE ZIP CODE

RECEIPT OF COPY ACKNOWLEDGED

X  10/01/08

X  DATE

PRINTED NAME OF PERSON SIGNING

CERTIFICATE OF ORIGIN FOR A VEHICLE

2594

DATE

06/17/08

VEHICLE IDENTIFICATION NO.

1G1ZK57B68F

BODY TYPE

MALIBU 4-DOOR SEDAN

H.P. (S.A.E.)

19.3

G.V.W.T.

4479

2008

NO. CYLS.

04

RBLPD019
INVOICE NO.

1AD24335456

MAKE

CHEVROLET

SHIPPING WEIGHT

3439

SERIES OR MODEL

1ZK69

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

NAME OF DISTRIBUTOR, DEALER, ETC.

CASEY CHEVROLET
PO BOX 120588
NEWPORT NEWS

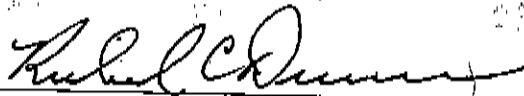
14096 MTSHHW

VA 23612-0588

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

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

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY: 

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G53199885

DETROIT

MI 48243-1114

CITY - STATE

GIM 521 REV. 10-05

"Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle. FOR VALUE RECEIVED I TRANSFER TO YOU THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR/DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenth
 DEALER NAME OF DEALERSHIP Chry Chevrolet DEALER'S LICENSE NUMBER 098 BY Blaine
 State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of _____ Notary Public
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR/DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenth
 DEALER NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ BY _____
 State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of _____ Notary Public
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR/DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenth
 DEALER NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ BY _____
 State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of _____ Notary Public
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR/DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenth
 DEALER NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ BY _____
 State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of _____ Notary Public
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ODOMETER DISCREPANCY FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.
 I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ No Tenth. The mileage stated is in excess of its mechanical limits. The odometer reading is not the actual mileage.
 Signature(s) of Seller(s) _____ Date of Statement _____ Date of Sale _____
 Printed Name(s) of Seller(s) _____ Dealer's No. _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 Signature of Purchaser(s) _____ Notary Public
 Printed Name of Purchaser(s) _____ State of _____
 Company Name (if Applicable) _____ County of _____
 Address of Purchaser(s) _____
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

LIENHOLDER

1st lien in favor of Amac
 whose address is _____
 2nd lien in favor of _____
 whose address is _____

GM521 REV. 1-2000

08/04/2009 TUE 16:07 FAX

SIMPLE FINANCE CHARGE

Dealer Number 118025 Contract Number 111505

Buyer Name and Address (Including County and Zip Code) FRANK B. COOPER 109 SIGNATURE WAY 2071 HAMPTON VA 23060	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) CASEY CHRYSLER CORP 11000 JEFFERSON AVE NEWPORT NEWS VA 23088
--	--	---

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
New	2009	CHRYSLER RAM 1500	1C4PDTAF877324000	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
7.99%	\$ 1,150.00	\$ 10,000.00	\$ 11,150.00	\$ 10,000.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
36	\$321.39	Monthly beginning 11/15/2009

Or As Follows:

Late Charge. If payment is not received in full within 7 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ <u>1,000.00</u> sales tax)	\$ <u>10,000.00</u> (1)
2 Total Downpayment =	
Trade-In <u>2007 CHRYSLER PT CRUISER 4 DOOR</u>	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>1,000.00</u>
Less Pay Off Made By Seller	\$ <u>1,000.00</u>
Equals Net Trade In	\$ <u>0.00</u>
+ Cash	\$ <u>1,000.00</u>
- Other	\$ <u>0.00</u>
(If total downpayment is negative, enter "0" and see 4s below)	\$ <u>0.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>9,000.00</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance	
Paid to Insurance Company or Companies:	
Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>
B Vendor's Single Interest Insurance	
Paid to Insurance Company(ies)	\$ <u>N/A</u>
C Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
D Optional Gap Contract	\$ <u>N/A</u>
E Official Fees Paid to Government Agencies	\$ <u>N/A</u>
1) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
2) to <u>STATE OF VA</u> for <u>CHRYSLER REG. TAX</u>	\$ <u>21.00</u>
3) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
F Government Taxes Not Included in Cash Price	\$ <u>N/A</u>
G Government License and/or Registration Fees TRANSFER, REG. FEE, TAG	\$ <u>75.00</u>
H Government Certificate of Title Fees	\$ <u>10.00</u>
I Other Charges (Seller must identify who is paid and describe purpose.)	
1) to <u>N/A</u> for <u>Prior Credit or Lease Balance</u>	\$ <u>0.00</u>
2) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
3) to <u>FRANK B. COOPER</u> for <u>PERSON ASSISTANCE FEE</u>	\$ <u>25.00</u>
4) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
5) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
6) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
7) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
8) to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>

Insurance. You may pay 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 not 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 box 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.

Check the Insurance you want and sign below:

Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both

Credit Disability: Buyer Co-Buyer Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name: N/A

Home Office Address: N/A

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 affect our decision to extend credit or the terms of this contract. Your decision to buy or not to 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. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit Disability Insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

N/A N/A

Type of Insurance Term

Premium \$ N/A

Insurance Company Name: N/A

Home Office Address: N/A

N/A N/A

Type of Insurance Term

Premium \$ N/A

Insurance Company Name: N/A

Home Office Address: N/A

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 unless you sign and agree to pay the extra cost. Your choice of insurer will not affect our decision to extend credit or the terms of this contract.

I want the insurance checked above.

X Buyer Signature _____ Date _____

X Co-Buyer Signature _____ Date _____

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR RENT V. INJURY OR DAMAGE.

11700 Jefferson Avenue
Newport News, VA 23606
Phone: 757-591-1156
Fax: 757-591-1016



Fax

To: Shon Brown From: Rick Milton
 Fax: 866-268-5528 Date: 8/4/2009
 Phone: (757) 591-1116 Pages: 51 (including COVER sheet)
 Re: _____ CC: _____

- Urgent For Review Please Comment Please Reply Please Recycle

•Comments:

ATTN: Shon Brown;
Faxing service history that
you have Requested.

IP120339

IP120339



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CASEY CHEVROLET
 11700 JEFFERSON AVE
 NEWPORT NEWS, VA 23606
 757-591-1100
 M-F 7 00-6 00 SAT 7 00-5 00



02011CVIP120339

SERVICE INVOICE

CUSTOMER No 10	ADVISOR MICHAEL LAWSON	929	TAG No 6096	INVOICE DATE 07/07/08	INVOICE No CVIP120339
CONSOLIDATED ACCOUNTING P.O. BOX 120588 975 J. CLYDE MORRIS BLVD NEWPORT NEWS, VA 23612-0588	LABOR RATE	LICENSE No	MILEAGE 1	COLOR AMBER BRONZ	STOCK No C86096
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID No 1 G 1 Z K 5 7 B 6 8 F			SELLING DEALER NO	PRODUCTION DATE
	F T E No X			P O No	R O DATE 07/02/08
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 1

LABOR	DESCRIPTION	HOURS	TECH(S)	AMOUNT
J# 1 30CVZ	*NEW VEHICLE PREP SALES REQUEST PDI NEW VEHICLE CHECK VEHICLE OVER BEFORE IT IS SOLD PREPPRM PRE DELIVERY SERVICE	0 40	186 354	32 79
J# 2 32CVZZ	STAT-INS *STATE INSPECTION PERFORM STATE INSPECTION	0 30	186 354	24 59
	0709485 VEHICLE INSPECTED AND PASSED			
J# 3 31CVZZ	NW CLEAN *NEW VEHICLE CLEAN NEW VEHICLE CLEAN COMPLETED	1 50	158 657	52 50

TOTAL LABOR 109 88

MISC	CODE	DESCRIPTION	CONTROL NO-	AMOUNT
JOB # 1	30	PDI EXPENSE	120339	120 88
JOB # 3	2	DETAIL CLEAN MATERIALS	120339	5 00
JOB # 3	14	PREP		6 00
TOTAL MISC				109 88

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT
C86096		TOTAL LABOR 109 88
		TOTAL PARTS 0 00
		TOTAL SUBLET 0 00
		TOTAL G O G 0 00
		TOTAL MISC CHG 11 00
		TOTAL MISC DISC 120 88
		TOTAL TAX 0 00

TOTAL INVOICE \$ 0 00

APPROVED BY SIGNATURE

SCANNED
 Date: *07/08*

[] CASH [] CHECK CK NO []
 [] CREDIT [] DEBIT OTHER []

120339

REPAIR ORDER

120339



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CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO

P D I

STATE REG# DMV98

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK	VEHICLE ID NO 1G1ZK57B68F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	PROD DATE	STOCK No C86096	LICENSE No	R.O No 120339
PROR APPROVAL <input type="checkbox"/> OTHER	CUSTOMER No 10	SERVICE CONTRACT	DEL DATE	DEL MILES	SELL DEALER No	R.O DATE 07/02/08
E-MAIL <input type="checkbox"/> CALL <input type="checkbox"/>	CONSOLIDATED ACCOUNTING P O BOX 120588 975 J CLYDE MORRIS BLVD NEWPORT NEWS, VA 23612-0588		CONTRACT No	EXP DATE	EXP MILES	TAG No 6096
SALE REMOVED PARTS <input type="checkbox"/> FOR CUSTOMER <input type="checkbox"/>	RESIDENCE PHONE	BUSINESS PHONE	TURBO	M/MC	A/C	P S
<input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 10 37am	DATE / TIME PROMISED 07/02/08 01 54pm	TRANS	MILEAGE	ADVISOR No 929	ADVISOR MICHAEL LAWSON
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE		<small>I hereby authorize my repair work herein to both to be done along with the necessary oil and fluids to the extent your employees deem best to ensure the car or truck is in the best of shape condition for the purpose of leasing or for resale. As a prime reason for this I hereby acknowledge on car or truck to secure the benefit of repair should I later determine that I am not satisfied in regard to my auto per insurance company, unless any supplementary claims and I hereby waive the personal liability for payment in full for any and all work done.</small>			

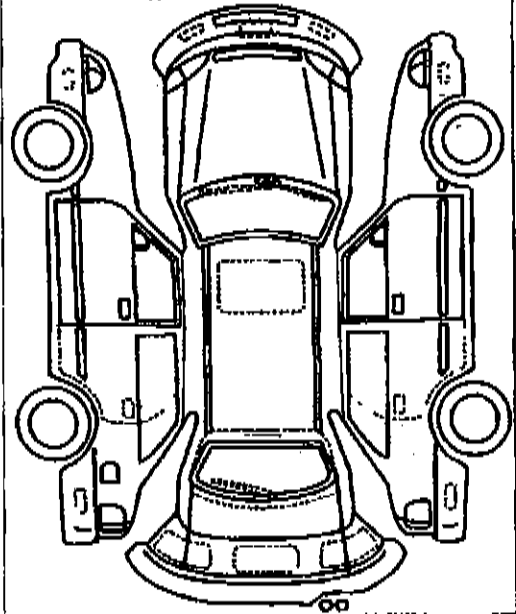
I have a service agreement made in advance.
 ALL PARTS AND SERVICES ARE SOLD "AS IS" THIS IS A DISCLAIMER OF IMPLIED WARRANTIES.
 DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPLETELY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF NINETY DAYS OR 1000 MILES FROM THE DATE OF REPAIR WHICHEVER FIRST OCCURS.

ORIGINAL CUSTOMER ESTIMATE TOTAL 0 00

- X _____
- 1 | 30CVZ *NEW VEHICLE PREP
SALES REQUEST PDI NEW VEHICLE
- 2 | 32CVZZ-STAT-INS *STATE INSPECTION
PERFORM STATE INSPECTION # 0709485
- 3 | 31CVZZ-NW-CLEAN *NEW VEHICLE CLEAN
NEW VEHICLE CLEAN

Deal 1.9

THANK YOU FOR PERMITTING US TO BE OF SERVICE!
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0201J120339

RESET FORM PRINT FORM



**2008 Malibu & Malibu Hybrid
Pre-Delivery Inspection Form**

Vehicle Identification Number

Dealer/BAC Code

1G1ZK57B68F

14096

Stock # 88696 Repair Order # 120339

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle

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

Initial Preparation

- ✓ Leave door edge protection and other shipping/storage materials on until customer delivery
- ✓ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record adjusted results
- Temperature 75 °F / 24 °C
- Tire LF 30 RF 30 LR 30 RR 30
- ✓ Install loose shipped parts and all accessories (torque as needed)

Interior

- ✓ Power mirrors (if equipped)
- ✓ Seats, all. Check material, operation and that removable seats are properly secured
- ✓ Seat belts all material, operation, routing and latches
- ✓ Displays, gauges, interior and exterior lights

Exterior

- ✓ Doors, locks, all keys/fobs and Keyless entry system
- ✓ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ✓ Fit/function removable top/panel, convertible top (if equipped)
- ✓ Fit/function/retention of parts such as bumpers, moldings, grille emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches (if equipped)

Under Hood

- ✓ Remote hood release latch and hood safety latch
- ✓ Check battery state of charge and record voltage. Charge battery if below 12.6 volts
- VOLTAGE 13.1
- ✓ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ✓ Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- ✓ Fluid levels. Add as required

Under Vehicle

- ✓ Visually inspect underbody, check all fluid systems for leaks
- ✓ Brake/fuel lines secured in clips

Road Test

ODOMETER Before 1 After 8

Before, during and after this test, check all standard equipment, options and accessories for proper operation as applicable. Drive on a legal roadway with road conditions permitting. Evaluate the following

- ✓ Remote start (if equipped)
- ✓ Engine Performance. Cold start, idle quality
- ✓ Front and rear HVAC system controls blower(s), heater, A/C, front defroster and rear defogger
- ✓ Electronic compass for function. Set to correct zone and calibrate (if equipped)
- ✓ Regular and steering wheel controls for radio, cassette, CD, MP3, XM, and NAV (if equipped)
- ✓ Steering wheel - center position
- ✓ Steering for leads, pulls, vibration at idle, vibration while driving
- ✓ Wipers, delay, RainSense and washers (front and rear)
- ✓ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ✓ Unusual wind noise
- ✓ Unusual noise/vibration/squeak/rattle
- ✓ Cruise/adaptive cruise (if equipped)
- ✓ Verify OnStar function indicator light is green (if equipped)
- ✓ Transfer case operation all ranges (if equipped)
- ✓ Transmission shifter, clutch, noise, shift smoothness
- ✓ Engine performance. Hot start, idle quality
- ✓ Check for MIL, SES, SVS, and any warning lights

Special Inspection Items

- ✓ **NOTE** - Report product issues, quality concerns and repetitive conditions through a Field Product Report per TSB 07-00-89-036
- ✓ **NEW Interior** - Inspect IP upper trim panel top cover. Improperly seated retaining clips may cause a warped appearance. Refer to TSB 08-08-49-004 for repair information
- ✓ **Under Vehicle** - Avoid under body damage when lifting the vehicle. Refer to TSB 05-06-04-004D and SI Document ID# 1850089 on Lifting and Jacking for additional information
- ✓ **Final Inspection & Prep** - Do NOT use silicone or wax-based products to clean the interior. Refer to TSB 06-00-89-029D for details
- ✓ **Final Inspection & Prep** - Due to seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Refer to TSB 07-03-16-004

Final Inspection & Preparation

- Perform just prior to delivery
- 1) Interior. Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
 - 1) Install floor mats (if equipped)
 - 1) Check heated/cooled seats/steering wheel (if equipped)
 - 1) Insert NAV map disc and set to correct region (if equipped)
 - 1) Thorough exterior wash and dry check for water leaks
 - 1) Exterior finish. Check paint finish for dents, dings, chips, scratches or blemishes. Repair
 - 1) Reset fuel economy readings
 - 1) Set clock/calendar to local time
 - 1) Using a clean cloth, clean the wiper blades using GM OptiKleen windshield washer solvent
 - 1) Thoroughly clean all glass surfaces. Use plain water on interior glass
 - 1) Recheck tire pressures and battery state of charge
 - 1) Check GM Vehicle Information System (VIS) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery Inspection has been completed by

Technician (Print Name)

Service Manager (Signature)

Date



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CS147835

SERVICE INVOICE

CS147835



02011CVCS147835

CELL [REDACTED]

Customer information table including fields for CUSTOMER No (139791), ADVISOR (EURSLA GILES), INVOICE DATE (10/15/08), INVOICE No (CVCS147835), LABOR RATE, LICENSE No, MILEAGE (301), COLOR (AMBER BRONZ), STOCK No (C86096), YEAR / MAKE / MODEL (08/CHEVROLET/MALIBU/V6 6SPD A/T), DELIVERY DATE (10/04/08), DELIVERY MILES (124), VEHICLE ID No (1G1ZK57B68F), SELLING DEALER No, PRODUCTION DATE, F T E No, P O No, R O DATE (10/10/08), REPRINT# (1), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, MO (319).

LABOR
J# 1 06CVZZ-BRK DIAG *DIAG BRAKES HOURS 0 40 TECH(S) 106 354 WARRANTY
CUSTOMER STATES WHILE DRIVING BRAKES
PULL TO THE RIGHT
TIRE
ROAD TESTED FOR BRAKE PULL COULD NOT DUPLICATE BRAKE PULL
ROAD TESTED WITH CUSTOMER CAR HAD VERY SLIGHT PULL TO THE
LEFT AT ALL SPEEDS CROSS ROTATED FRONT TIRES AND RELEARNED
TIRE MONITOR SYSTEM ROAD TESTED AGAIN CAR HAD SLIGHT PULL TO
THE RIGHT ROTATED RIGHT FRONT TIRE WITH RIGHT REAR TIRE AND
REPROGRAMMED TIRE MONITOR SYSTEM ROAD TESTED AGAIN CAR TRAVE
LS STRAIGHT AND STEERING WHEEL IS CENTERED
E0100 (4)
TOTAL LABOR 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0 00 (+TAX)

COMMENTS
DROPOFF

TOTALS

You may be receiving a survey in the next few weeks regarding your service visit today. Surveys are vital to the success of our business. Please take a moment to complete the survey and send it in. We use the feedback from these surveys to address concerns and to recognize service personnel for their efforts in satisfying your service needs. We hope you had an EXCELLENT experience in our service department today. Thank you for allowing us to be of service. We appreciate your business and look forward to your next scheduled visit approximately 90 days from today. You will be receiving a reminder prior to the appointment.

TOTAL LABOR 0 00
TOTAL PARTS 0 00
TOTAL SUBLET 0 00
TOTAL G O G 0 00
TOTAL MISC CHG 0 00
TOTAL MISC DISC 0 00
TOTAL TAX 0 00
TOTAL INVOICE \$ 0 00

CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []



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SERVICE INVOICE

CASEY CHEVROLET
11700 JEFFERSON AVE.
NEWPORT NEWS, VA. 23606
757-591-1100
M-F 7:00-6:00 SAT 7:00-5:00



0201ICVWS147835

CELL [REDACTED]

CUSTOMER No. 139791		ADVISOR EURSLA GILES	TAG No. 1369	INVOICE DATE 10/15/08	INVOICE No. CVWS147835
[REDACTED] NEWPORT NEWS, VA		LABOR RATE [REDACTED]	MILEAGE 301	COLOR AMBER BRONZ	STOCK No. C86096
[REDACTED]		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	DELIVERY DATE 10/04/08		DELIVERY MILES 124
[REDACTED]		VEHICLE I.D. No. 1 G 1 Z K 5 7 B 6 8 F	SELLING DEALER NO. ORG		PRODUCTION DATE 06/01/08
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	F. T. E. No. [REDACTED]	P. O. No. [REDACTED]	R.O. DATE 10/10/08	
COMMENTS					MO: 319

LABOR & PARTS

J# 1 06CVZZ-BRK-DIAG *DIAG BRAKES HOURS: 0.40 TECH(S): 186 354 32.79

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
354	10/10/08	16.30	16.40	0.00	0.00	FINISHED
186	10/10/08	16.30	16.40	0.00	0.00	FINISHED
321	10/10/08	16.30	16.40	0.00	0.00	FINISHED
1689	10/10/08	16.30	16.40	0.00	0.00	FINISHED
OR00	10/10/08	16.30	16.40	0.10	0.00	FINISHED
OR00	10/14/08	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
354	10/14/08	0.00	0.10	0.00	0.10	ENTERED IN INVOICING
186	10/14/08	0.00	0.10	0.00	0.10	ENTERED IN INVOICING
321	10/14/08	0.00	0.10	0.00	0.10	ENTERED IN INVOICING
1689	10/14/08	0.00	0.10	0.00	0.10	ENTERED IN INVOICING
TOTAL TECH TIME				0.10	0.40	

CUSTOMER STATES WHILE DRIVING BRAKES
PULL TO THE RIGHT
TIRE.
ROAD TESTED FOR BRAKE PULL. COULD NOT DUPLICATE BRAKE PULL.
ROAD TESTED WITH CUSTOMER. CAR HAD VERY SLIGHT PULL TO THE
LEFT AT ALL SPEEDS. CROSS ROTATED FRONT TIRES AND RELEARNED
TIRE MONITOR SYSTEM. ROAD TESTED AGAIN, CAR HAD SLIGHT PULL TO
THE RIGHT. ROTATED RIGHT FRONT TIRE WITH RIGHT REAR TIRE AND
REPROGRAMMED TIRE MONITOR SYSTEM. ROAD TESTED AGAIN. CAR TRAVE
LS STRAIGHT AND STEERING WHEEL IS CENTERED.
E0100 (.4)

JOB # 1 TOTAL LABOR & PARTS 32.79

COMMENTS
DROPOFF

R/O TAX	0.00
R/O TOTALS	32.79

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	32.79
CLAIM TOTALS	32.79

APPROVED BY SIGNATURE

[] CASH [] CHECK OK NO. []
[] CREDIT [] DEBIT OTHER []



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SERVICE INVOICE

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0201CVWS147835

CELL: [REDACTED]

CUSTOMER No. 139791		ADVISOR EURSLA GILES	TAG No. 1369 5994	INVOICE DATE 10/15/08	INVOICE No. CVWS147835
[REDACTED] NEWPORT NEWS, VA [REDACTED]		LABOR RATE [REDACTED]	LICENSE No. [REDACTED]	MILEAGE 301	COLOR AMBER BRONZ
[REDACTED]		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	VEHICLE I.D. No. 1G1ZK57B68F [REDACTED]	DELIVERY DATE 10/04/08	STOCK No. C86096
RESIDENCE PHONE [REDACTED]		F. T. E. No. [REDACTED]	P.O. No. [REDACTED]	SELLING DEALER NO. ORG	DELIVERY MILES 124
BUSINESS PHONE [REDACTED]		COMMENTS		R.O. DATE 10/10/08	PRODUCTION DATE 06/01/08

MO: 319

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.873
 10/15/2008
 1308
 WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
147835	10/10/2008	1G1ZK57B68F [REDACTED]	3	14096	301	[REDACTED]

CUSTOMER NAME; FIRST: [REDACTED] MIDDLE: L
 LAST: [REDACTED] PHONE; WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		00				3A	E0100	.4			32.79

LN-TOT: 32.79 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.: [REDACTED]

R.O. TOTAL: 32.79

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

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



Handwritten notes: 01/09

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00

147835

REPAIR ORDER

147835

Drop off

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/02/08	120339	1	929	354 354 657		30CVZ 32CVZZ-STAT-INS 31CVZZ-NW-CLEAN	*NEW VEHICLE PREP *STATE INSPECTION *NEW VEHICLE CLEAN

SALESPERSON NO 768

RICHARD C PELCZARSK

SERVICE

STATE REG# DMV98

TERMS	VEHICLE ID NO 1G1ZK57B68F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	PROD DATE	STOCK NO C86096	LICENSE NO	R.O. NO 147835
OBJECT GARD						
CHRYSLER						
FINANCIAL						
OTHER						
E-MAIL CALL	HAMPTON, VA	CUSTOMER NO 139791	SERVICE CONTRACT	DEL DATE 10/04/08	DEL MILES 124	SELL DEALER NO R.O. DATE 10/10/08
YES		COLOR AMBER BRONZE/COCO	CONTRACT NO	EXP DATE	EXP MILES	TAG NO 5994
NO		TURBO M/MC	A/C	P/S	TRANS	MILEAGE 301
SAY REMOVED PARTS FOR CUSTOMER	RESIDENCE PHONE	ADVISOR NO 1369	ADVISOR EURSLA GILES	<small>I hereby authorize the repair work herein set forth to be done along with the necessary repairs and materials to be used for the purpose of restoring and/or repairing the vehicle as described on these work orders or estimates for the purpose of setting and/or reflecting on a title and/or registration. I understand that I am responsible for the cost of such work and amount of repairs listed. I further authorize CASEY AUTO GROUP to repair my vehicle as per repairs necessary and make including any suggested parts and I hereby assume liability for the payment in full for the work at work.</small>		
YES		<small>TERMS STRICTLY GOVERN UNLESS ARRANGEMENTS MADE IN ADVANCE</small>				<small>NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARRIER OR LOSS OF TITLE OR REGISTRATION</small>
NO	TIME RECEIVED 09 45am	DATE / TIME PROMISED 10/11/08 09 00am	PRIORITY 3	<small>ALL PARTS AND SERVICE ARE SOLD AS IS THIS IS A DISCLAIMER OF IMPLIED WARRANTIES</small>		
APPOINTMENT	E-Mail	LABOR RATE	<small>DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPLETED PERFORMED AND THAT ANY DEFECT WHICH OCCURS SHALL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF NINETY DAYS OR A MILEAGE FROM THE DATE OF REPAIR WHICHEVER FIRST OCCURS</small>			
Yes			<small>ADDITIONAL REPAIRS ORDERED BY</small>			
No	CELL		<small>EST. DATE OF COMPLETION</small>			
			<small>DATE</small>			
			<small>TIME</small>			
			<small>ORIGINAL ESTIMATE</small>			

ORIGINAL CUSTOMER ESTIMATE TOTAL 0 00

X. _____

COMMENTS DROPOFF

1 | 08CVZZ-BRK-DIAG *DIAG BRAKES
CUSTOMER STATES WHILE DRIVING BRAKES
PULL TO THE RIGHT

EO100 .4

Completed.

THANK YOU FOR PERMITTING US TO BE OF SERVICE!
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0201J147835

GM Vehicle Inquiry System Summary

ERCM -

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

[Help](#)

*U2106-00
Lost Comm WITH TRANS CONTROL
Syst*

VIN	1G1ZK57B6M [REDACTED]						
VEHICLE INFORMATION							
Merchandising Model	1ZK69 -2008 MALIBU LIZ			Warranty Start Date	10/04/2008		
BARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer	CASLY CHEVROLET PO BOX 120588 NEWPORT NEWS VA 23612-0588 (757) 591-1100			Selling Source	13 - CHRYSLER		
				Site Code	14096		
				Business Associate Code	113723		
Service Contract	No	Branded Title	No	Warranty Block	No	PDI Status	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
FI	00318	N/A	10/07/2008	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or go to OnStar Online Enrollment page on the OnStar web or GM InfoNL1 or 18888888188 (PSS) for details		
XM Equipped	Yes	XM Radio ID	P44311CN	XM Status	Inactive	Refer to Help page for details or www.xmradio.com or XM Help Line 1-877-GO-TO-XM (1-877-478-9679)

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	10/04/2008	124 miles	10/04/2011	36124 miles
72/100000 SHEET METAL COVERAGE, RUST THROUGH LIMITED WARRANTY	10/04/2008	124 miles	10/04/2014	100124 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV AND PCM	10/04/2008	124 miles	10/04/2016	80124 miles
60/100000 POWER TRAIN COVERAGE LIMITED WARRANTY	10/04/2008	124 miles	10/04/2013	100124 miles
36/36000 FEDERAL EMISSION	10/04/2008	124 miles	10/04/2011	36124 miles

CLAIM HISTORY

RO Date	RO Number	Type	Labor Operation	Odometer Reading
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



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WS151070

SERVICE INVOICE

WS151070

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00



0201CVWS151070

CELL: [REDACTED]

Customer information form including fields for CUSTOMER No (139791), ADVISOR (WILLIAM M NETTLES), TAG No (758 5310), INVOICE DATE (11/03/08), INVOICE No (CVWS151070), LABOR RATE, LICENSE No, MILEAGE (739), COLOR (AMBER BRONZ), STOCK No (C86096), YEAR / MAKE / MODEL (08/CHEVROLET/MALIBU/V6 6SPD A/T), DELIVERY DATE (10/04/08), DELIVERY MILES (124), VEHICLE ID No (1G1ZK57B68F), SELLING DEALER No, PRODUCTION DATE, P O No, R O DATE (10/23/08), RESIDENCE PHONE, BUSINESS, COMMENTS, and MO: 739.

LABOR table with columns: J# (2 08CVZZ-STRG DIA *STEERING DIAG), TECH# (186, 321, OR00), DATE (10/23/08, 10/24/08, 10/27/08, 10/28/08, 10/29/08, 10/30/08, 10/31/08), START, FINISH, ACT, TIME, TECH(S) (186 321), DESCRIPTION (HOLD PARTS, NON WORKING, FINISHED), and HOURS (TOTAL TECH TIME 73 70 0 00).

CUST STATES THAT STEERING WHEEL IS OFF CENTER TO THE LEFT AND VEHICAL PULLS TO THE RIGHT WHEN STEERING WHEEL IS STR STEERING WHEEL NOT CENTERED PERFORMED STEERING CONTROL MODULE SETUP

LABOR table for J# 3+60CVZ with columns: TECH# (186, 321, OR00), DATE (10/23/08, 10/24/08, 11/03/08), START, FINISH, ACT, TIME, TECH(S) (186 321), DESCRIPTION (HOLD PARTS, FINISHED, ENTERED IN INVOICING), and HOURS (TOTAL TECH TIME 0 10 0 00).

CAMPAIN RECALL 08279 VOLTAGE SURGE / REPLACE HARNESS SEE JOB 4

[] CASH [] CHECK CK NO [] [] CREDIT [] DEBIT OTHER []

WS151070

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NEWPORT NEWS, VA 23606
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M-F 7 00-6 00 SAT 7 00-5 00



0201CVWS151070

CELL. [REDACTED]

CUSTOMER No 139791		ADVISOR WILLIAM M NETTLES	TAG No 758	INVOICE DATE 11/03/08	INVOICE No CVWS151070
[REDACTED] HAMPTON, VA		LABOR RATE	LICENSE No	MILEAGE 739	COLOR AMBER BRONZ
[REDACTED]		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T		DELIVERY DATE 10/04/08	STOCK No C86096
[REDACTED]		VEHICLE ID No 1 G 1 Z K 5 7 B 6 8 F		DELIVERY MILES 124	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	P T E No		P O No	R O DATE 10/23/08
COMMENTS					MO: 739

J#	4+60CVZZ-08279	COOL FAN WRG HARNESS HOURS	0 40	TECH(S)	321	OR01	32 79
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
321	11/03/08	0 00	0 00	0 00	0 00	ENTERED IN INVOICING	
OR01	11/03/08	0 00	0 00	0 00	0 00	ENTERED IN INVOICING	
186	11/03/08	0 00	0 13	0 00	0 13	ENTERED IN INVOICING	
321	11/03/08	0 00	0 13	0 00	0 13	ENTERED IN INVOICING	
1689	11/03/08	0 00	0 14	0 00	0 14	ENTERED IN INVOICING	
		TOTAL TECH TIME	0 00	0 40			

PERFORM CAMPAIGN 08279
(EXPIRES WITH BASE WARRANTY)
INSTALL TWO COOLING FAN JUMPER HARNESSES
V1955 0 4 (0 70 IN N/A FOR TIE STRAP)

PARTS--	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	TOTAL
JOB # 4	1	22603384	RET MLDG 8 309	0 44	0 44	0 62	0 62
JOB # 4	2	15242642	HARNESS 1 055	14 33	28 66	20 06	40 12
JOB # 4 COST TOTAL				29 10			
TOTAL - PARTS							40 74

COMMENTS -
CONFIRMED DROPOFF PL

R/O TAX 0 00
R/O TOTALS 73 53

WARRANTY CLAIM DETAIL TOTALS-

CLAIM#	TOTAL
[REDACTED]	73 53
CLAIM TOTALS	73 53

APPROVED BY SIGNATURE

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []



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WS151070

SERVICE INVOICE

WS151070

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23608
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00



0201CVWS151070

CELL: [REDACTED]

Customer information table including fields for CUSTOMER No (139791), ADVISOR (WILLIAM M NETTLES), TAG No (5310), INVOICE DATE (11/03/08), INVOICE No (CVWS151070), LABOR RATE (758), LICENSE No, MILEAGE (739), COLOR (AMBER BRONZ), STOCK No (C86096), YEAR/MAKE/MODEL (08/CHEVROLET/MALIBU/V6 6SPD A/T), DELIVERY DATE (10/04/08), DELIVERY MILES (124), VEHICLE ID No (1G1ZK57B68F), SELLING DEALER No, PRODUCTION DATE, F T E No, P O No, R O DATE (10/23/08), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, and MO: 739.

DCS AUDIT SLIP--
DCS DATA FILE GGMWF 061
11/03/2008 WARRANTY NEW CLAIM
1516
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
151070 10/23/2008 1G1ZK57B68F 3 14096 739
CUSTOMER NAME FIRST MIDDLE
LAST PHONE WORK
LN JOB CT CC PC PART-NO TOT PTS FC LABOP LHRS OHRS NET AMT LAB TOT
1 04 MA 2 15242642 40 12 96 V1955 4 62 32 79
LN-TOT 73 53 TECH SSN AUTH CODE AUTH AUTHOR
R O TOTAL 73 53
***** DUPLICATE INVOICE *****

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []

CS151070

CS151070



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CELL :



02011CVCS151070

Customer information form including fields for CUSTOMER No (139791), ADVISOR (WILLIAM M NETTLES), TAG No (5310), INVOICE No (CVCS151070), LABOR RATE, LICENSE No, MILEAGE (739), COLOR (AMBER BRONZ), STOCK No (C86096), YEAR / MAKE / MODEL (08/CHEVROLET/MALIBU/V6 6SPD A/T), DELIVERY DATE (10/04/08), DELIVERY MILES (124), VEHICLE ID No (1G1ZK57B68F), SELLING DEALER NO, PRODUCTION DATE, F T E No, P O No, R O DATE (10/23/08), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, and MO: 739.

LABOR table with columns for JOB #, description, HOURS, TECH(S), and WARRANTY. Includes jobs 1 through 4 with details like 'PERFORM GM MULTI-POINT INSPECTION' and 'STEERING WHEEL IS OFF CENTER TO THE LEFT'.

TOTAL - LABOR 0 00

PARTS table with columns for JOB #, QTY, FP NUMBER, DESCRIPTION, UNIT PRICE, and WARRANTY. Includes parts for RET MLDG and HARNESS.

TOTAL PARTS 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0 00 (+TAX)

COMMENTS
CONFIRMED DROPOFF PL

TOTALS

You may be receiving a survey in the next few weeks regarding your service visit today. Surveys are vital to the success of our business. Please take a moment to complete the survey and send it in. We use the feedback from these surveys to address concerns and to recognize service personnel for their efforts in satisfying your service needs. We hope you had an EXCELLENT experience in our service department today. Thank you for allowing us to be of service. We appreciate your business and look forward to your next scheduled visit approximately 90 days from today. You will be receiving a reminder prior to the appointment.

TOTALS table with columns for TOTAL LABOR, TOTAL PARTS, TOTAL SUBLET, TOTAL G O G, TOTAL MISC CHG, TOTAL MISC DISC, TOTAL TAX, and TOTAL INVOICE \$ (0 00).

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []

CUSTOMER SIGNATURE



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CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT. 7 00-5 00

151070

REPAIR ORDER

151070

RECOMMENDED SERVICES

4PM

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/10/08	147835	301	1369	354	W	08CVZZ-BRK-DIAG	*DIAG BRAKES
07/02/08	120339	1	929	354		30CVZ	*NEW VEHICLE PREP
				354		32CVZZ-STAT-INS	*STATE INSPECTION
				657		31CVZZ-NW-CLEAN	*NEW VEHICLE CLEAN

SALESPERSON NO 768 RICHARD C PELCZARSK SERVICE STATE REG# DMV98

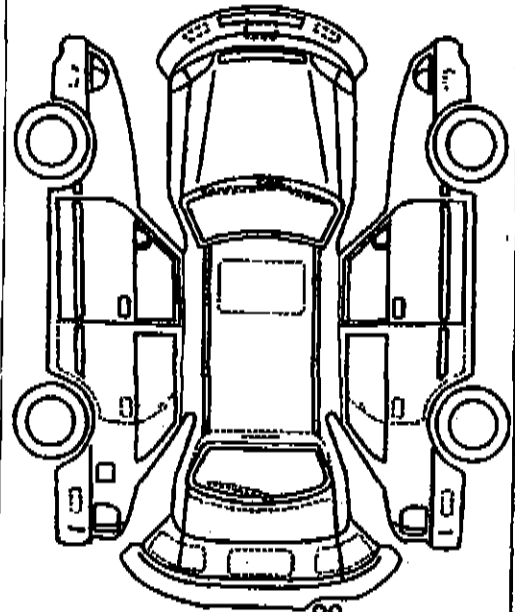
TERMS	VEHICLE ID NO	YEAR / MAKE / MODEL	PROD DATE	STOCK No	LICENSE No	R O No
CASH	1G1ZK57B68F	08/CHEVROLET/MALIBU/V6 6SPD A/T		C86096		151070
CREDIT CARD			DEL DATE	DEL MILES	SELL DEALER No	R.O. DATE
OTHER			10/04/08	124		10/23/08
PRER APPROVAL		CUSTOMER No	SERVICE CONTRACT	CONTRACT No	EXP DATE	EXP MILES
OTHER		139791				
E-MAIL	HAMPTON, VA	COLOR		MILEAGE	ADVISOR No	ADVISOR
YES		AMBER BRONZE/COCC		739	758	WILLIAM M NETTLES
NO		TURBO M/H/C	A/C	P/S	TRANS	
NO						
RESIDENCE PHONE		I hereby authorize my name and contact info to be done along with the necessary material and hereby grant you and your employees permission to operate the car or truck being described on this repair order as described in the service order and to operate the car or truck being described on this repair order as described in the service order. I further authorize CASEY AUTO GROUP to retain my auto as collateral security for payment in full for any and all work done.		I hereby authorize my name and contact info to be done along with the necessary material and hereby grant you and your employees permission to operate the car or truck being described on this repair order as described in the service order and to operate the car or truck being described on this repair order as described in the service order. I further authorize CASEY AUTO GROUP to retain my auto as collateral security for payment in full for any and all work done.		
TIME RECEIVED	DATE / TIME PROMISED	PRIORITY	TERMS, SUBJECTS, CANCELLATION ARRANGEMENTS MADE IN ADVANCE.			
07 12am	10/24/08 02 30pm	4	ALL PARTS AND SERVICE ARE SOLD AS IS THIS IS A DISCLAIMER OF IMPLIED WARRANTIES.			
E-Mail	CELL	LABOR RATE	I HEREBY GUARANTEE THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPLETED WITHOUT CHANGE BY THIS REPAIR SHOP FOR A PERIOD OF NINETY DAYS OR 1000 MILES FROM THE DATE OF REPAIR WHICHEVER FIRST OCCURS.			
APPOINTMENT			EST TIME OF COMPLETION			
Yes			DATE			
No			JOB NO			
			ORIGINAL ESTIMATE			

ORIGINAL CUSTOMER ESTIMATE TOTAL

X [REDACTED] 00
COMMENTS CONFIRMED DROPOFF PL

- 1 C 35CVZZ-GM-INSPT *GM MULTI PT-INSPECT
PERFORM GM MULTI-POINT INSPECTION
- 2 W 08CVZZ-STRG-DIA *STEERING DIAG
CUST STATES THAT STEERING WHEEL IS OFF CENTER TO THE LEFT AND VEHICAL PULLS TO THE RIGHT WHEN STEERING WHEEL IS STRAIGHT
- 3. Recall 08279
voltage surge / Replace harness
VI955.4

THANK YOU FOR PERMITTING US TO BE OF SERVICE!
www.caseyauto.com



Document ID: 2199609

#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



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

Equipped with a 2.4L Engine (RPO LE5) 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/retailer 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 VIN 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	Chevrolet	Malibu	94100023	94123944

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			9F100003	9F115837
2009	Pontiac	G6	94100001	94123912
2009	Saturn	AURA	9F100015	9F115839

Important Dealers/retailers etc. to confirm vehicle eligibility prior to beginning repairs by using the system below. If all vehicles within the above breakpoints may be involved

GM dealers and Saturn dealers should use the CMVIS

- Saturn US retailers should use the "Investigate Vehicle History" link on the Global Warranty Management website by the DealerWeb ID

Parts Information

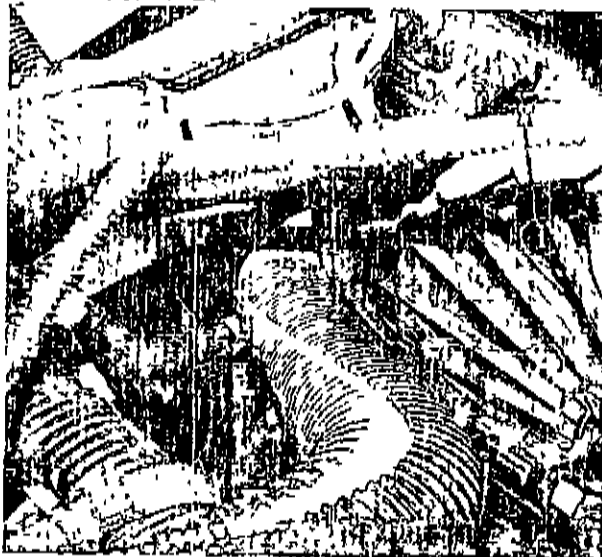
GM, Saturn Canada Only Parts required to complete this service update are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency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

Claim Information GM and Saturn Canada Only

For vehicles repaired under this service update, use

Labor Operation	Description	Labor Time	Net Item*
V1955	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 Operation	Description	Case Type	Labor Hrs	Net Item*
V1955	Install Two Cooling Fan Jumper Harnesses	VC	0.4	\$0.70

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

GM bulletins are intended for use by qualified technicians (GCI) to do a job right. 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. They are intended for technicians who have the equipment, tools, safety instructions, and know how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle or that your vehicle will have that condition. Ask your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Buys - Vehicle Components - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1G1ZK571665 [REDACTED]
-----	------------------------

VEHICLE INFORMATION

Merchandising Model	1ZK69-2008 MALIBU LTZ	Warranty Start Date	10/04/2008				
BARS Order Type	79 CHEVROLET STOCK						
Delivering Dealer	CASEY CHEVROLET PO BOX 170558 NEWPORT NEWS VA 23612-0558 (757) 591-1100	Selling Source	13 CHEVROLET				
		Site Code	14096				
		Business Associate Code	113723				
Service Contract	No	Branded Title	No	Warranty Block	No	PDI Status	Prod

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YI	08279	SERVICE UPDATE VOLTAGE SURGES/INSTALL WIRE HARNESS * EXP WITH BASE WARK *	10/13/2008	Open

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
UI	08348	POOR AC PERFORMANCE AC COMPRESSOR NOISE REPAIRS 08-01-07-00*	10/07/2008	See Bulletin

ONSTAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	View Help page for details of 2008 OnStar OnStar Enrollment located on the OnStar System GM InfoNet Tools Site (SERVICES) 401-311-1111		
XM Equipped	Yes	XM Radio ID	P4131CN	XM Status	Active	View Help page for details of 2008 XM Service and Enrollment located on the OnStar System GM InfoNet Tools Site (SERVICES) 401-311-1111

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	10/04/2008	124 miles	10/04/2011	36124 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/04/2008	124 miles	10/04/2014	100124 miles
96/80000 FEDERAL EMISSIONS ANALYTIC CONV AND PCKI	10/04/2008	124 miles	10/04/2016	80124 miles
60/100000 POWER TRAIN COVERAGE LIMITED WARRANTY	10/04/2008	124 miles	10/04/2013	100124 miles
36/36000 FEDERAL EMISSIONS	10/04/2008	124 miles	10/04/2011	36124 miles

CLAIM HISTORY

--

GM Vehicle Inquiry System - Summary

RO Date	RO Number	Type	Labour Operation	Odometer Reading
10/10/2008	147855		10300 PULL AND TORQUE STEER ANALYSIS	301 miles
06/17/2008	AS7819	1	27000 PRE-DELIVERY INSPECTION - BASE FIM	0 miles

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CS193768

SERVICE INVOICE

CS193768

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00



0201ICVCS193768

CELL: [REDACTED]

Customer information form including fields for CUSTOMER No (139791), ADVISOR (SHAWN WILCOX), TAG No (1902), INVOICE DATE (04/06/09), INVOICE No (CVCS193768), LABOR RATE, MILEAGE (8,417), COLOR (AMBER BRONZ), STOCK No (C86096), YEAR / MAKE / MODEL (08/CHEVROLET/MALIBU/V6 6SPD A/T), DELIVERY DATE (10/04/08), DELIVERY MILES (124), VEHICLE ID No (1G1ZK57B68F), SELLING DEALER No (ORG), PRODUCTION DATE (06/01/08), F T E No, P O No, R O DATE (04/06/09), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, and MO: 8417.

LABOR & PARTS
JOB # 1 02CVZZ-MAINT-1 *MAINTENANCE I PERFORM FACTORY MAINT I
HOURS 0 90 TECH(S) 186 436 67 59
MAINTENANCE PERFORMED

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes entries for FILTER 1 836 (6 60) and OIL ENGINE 8 800 (14 90). Totals: JOB # 1 TOTAL PARTS 21 50, JOB # 1 TOTAL LABOR & PARTS 89 09.

JOB # 2 35CVZZ-GM-COURT *GM COURTESY INSP PERFORM GM COURTESY INSPECTION
HOURS 0 00 TECH(S) 186 436 0 00

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes entry for ENVIRONMENTAL DISPOSAL/SHOP SUPP (6 76). Totals: JOB # 2 TOTAL LABOR & PARTS 0 00, TOTAL - MISC 6 76.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$97 27 (+TAX)
COMMENTS: CONF 3/27 WAITER RF

TOTALS
You may be receiving a survey in the next few weeks regarding your service visit today. Surveys are vital to the success of our business. Please take a moment to complete the survey and send it in. We use the feedback from these surveys to address concerns and to recognize service personnel for their efforts in satisfying your service needs. We hope you had an EXCELLENT experience in our service department today. Thank you for allowing us to be of service. We appreciate your business and look forward to your next scheduled visit approximately 90 days from today. You will be receiving a reminder prior to the appointment.

TOTALS table: TOTAL LABOR 67 59, TOTAL PARTS 21 50, TOTAL SUBLET 0 00, TOTAL G O G 0 00, TOTAL MISC CHG 6 76, TOTAL MISC DISC 0 00, TOTAL TAX 1 42, TOTAL INVOICE \$ 97 27.

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []

CUSTOMER SIGNATURE

Goodwrench

MULTI-POINT VEHICLE INSPECTION

Name [REDACTED] Year/Model 08 Malibu Date 6th April

Repair Order # 193768 VIN (last 8 digits) _____ Odometer 8412 MI _____ MII _____

Checked and OK May Require Attention Soon Requires Immediate Attention

INTERIOR

OnStar Subscription activated by Remaining engine oil life 100 % Reset N/A
 Air Conditioning Performance

WIPER BLADES	CHECK TIRES AND TREAD DEPTH	CHECK BATTERY
<p>LF <input checked="" type="checkbox"/> RF <input checked="" type="checkbox"/></p> <p>Cracks _____ Chips _____</p>	<p>(Check body condition)</p> <p>(Check lamps)</p> <p>Lowest Tread Depth. <u>3/32</u></p> <p><input checked="" type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Rotation performed <input type="checkbox"/> Alignment performed</p> <p>Wear Pattern/Damage</p>	<p>Battery condition <input checked="" type="checkbox"/> Battery cables and connections <input checked="" type="checkbox"/></p>

CHECK FLUID LEVELS	CHECK BRAKES/MEASURE FRONT AND REAR LININGS																								
<table border="1"> <tr><th>OK</th><th>FILLED</th><th>REQUIRES ATTENTION</th></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> </table>	OK	FILLED	REQUIRES ATTENTION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>7 mm (9/32) or greater</p> <p>6 mm (8/32) to 4 mm (5/32)</p> <p>3 mm (4/32) or less</p> <p>4 mm (5/32) or greater</p> <p>3 mm (4/32)</p> <p>2 mm (2/32) or less</p> <p>Lowest Front Lining _____ Lowest Rear Lining _____</p> <p><input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake)</p>
OK	FILLED	REQUIRES ATTENTION																							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>																							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>																							
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<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>																							

ADDITIONAL CHECKS	Additional Recommended Services
<p><input checked="" type="checkbox"/> Inspect for visible leaks</p> <p><input checked="" type="checkbox"/> Fuel system (also including gas cap seating)</p> <p><input checked="" type="checkbox"/> Engine, transmission, drive axle transfer case</p> <p><input checked="" type="checkbox"/> Engine cooling system</p> <p><input checked="" type="checkbox"/> Shocks and struts - also check operation</p> <p>Inspect visual condition</p> <p><input checked="" type="checkbox"/> Belts engine, accessory, serpentine, and/or V-drive</p> <p><input checked="" type="checkbox"/> Hoses engine, power steering and HVAC</p> <p><input checked="" type="checkbox"/> Engine air filter and cabin air filters</p> <p><input checked="" type="checkbox"/> Steering components and steering linkage</p> <p><input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints</p> <p><input checked="" type="checkbox"/> Exhaust system components</p>	<p>1) <u>Disc Rotation</u></p> <p>2) _____</p> <p>3) _____</p> <p>4) _____</p> <p>5) _____</p> <p>6) _____</p> <p>7) _____</p> <p>8) _____</p> <p>Service Consultant _____</p> <p>Technician _____ No. _____</p>

SIMPLIFIED MAINTENANCE

MI Required Performed MII Required Performed

DEALER 113723 VIN STATUS INQUIRY 04/06/09

RO NUMBER [REDACTED] VIN 1G1ZK57B68P [REDACTED] Page 1
INQUIRY DATE 04/06/2009

VEHICLE INFORMATION

MODEL 1ZK69 - MALIBU LTZ WARRANTY START DATE 10/04/2008
ORDER TYPE 70 - RETAIL - STOCK
DELIVERING DEALER CASBY CHEVROLET SELLING SOURCE 13 - CHEVROLET
PO BOX 120588
NEWPORT NEWS, VA 23612-0588 SITE CODE 14096
(757) 541-1100
BUSINESS ASSOCIATE CODE 113723
SERVICE CONTRACT N BRANDED TITLE N PDI STATUS P

REQUIRED FIELD ACTIONS

CAMPAIGN TYPE RC RECALL CAMPAIGN NUMBER 08279
CAMPAIGN DESCRIPTION SERVICE UPDATE - VOLTAGE SURGE(S)/INSTALL WIRE HARNESS -+
CAMPAIGN MAIL DATE
CAMPAIGN DISPOSITION CODE C

SERVICE INFORMATIONAL ITEMS

BULLETIN TYPE EI BULLETIN NUMBER 09348
BULLETIN DESCRIPTION POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE REP TSB 08-0
BULLETIN ISSUE DATE 10/07/2008 BULLETIN DISPOSITION CODE B

ON STAR AND XM SATELLITE RADIO INFORMATION

ONSTAR EQUIPPED Y ONSTAR STATUS ACTIVE
XM RADIO EQUIPPED Y XM RADIO STATUS ACTIVE

APPLICABLE WARRANTIES

DESCRIPTION	EFFECTIVE DATE	EFFECTIVE ODOMETER	END DATE	END ODOMETER
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	10/04/2008	124	10/04/2011	36124
WARRANTY BLOCK N				
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/04/2008	124	10/04/2014	100124
WARRANTY BLOCK N				
96/80000 FEDERAL EMISSION CATALYTIC CONV AND PCM	10/04/2008	124	10/04/2016	80124
WARRANTY BLOCK N				
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	10/04/2008	124	10/04/2013	100124

DEALER 113723

VIN STATUS INQUIRY

04/06/09

RO NUMBER

VIN 1G12K57B68F

Page 2

INQUIRY DATE 04/06/2009

WARRANTY BLOCK N

36/36000 FEDERAL EMISSION

10/04/2008

124 10/04/2011

36124

WARRANTY BLOCK N

CLAIM HISTORY

RO DATE	RO NUMBER	TYPE	LABOR OPERATION	ODOMETER READING
---------	-----------	------	-----------------	------------------

10/23/2008 15107D # V1955-08279 INSTALL TWO COOLING FAN JUMPER HARN 739

10/10/2008 147835 # E0100-PULL AND TORQUE STEER ANALYSIS 301

06/17/2008 A67819 I 27000-PRE-DELIVERY INSPECTION - BASE TIME 0

----- END OF REPORT -----



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193768

REPAIR ORDER

193768

#7

Wait

#7

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZZ-PKBR-ADJ	*ADJ PARKING BRAKE	MI	0 00	02CVZZ-15K-SVC	*MOC 15000M SERVICE	MO	0 00
02CVZZ-11250K	*MOC 11250M SERVICE	MO	0 00	60CVZZ-08279	COOL FAN WRG HARNESS	CA	0 00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/16/09	173177	4398	1902	436	C	01CVZZ-LOF	*OIL AND FILTER CHNG
				436	W	22CVZ	*EXTERIOR TRIM
				436	I	35CVZZ-SAFETY	*SAFETY CHECK
10/23/08	151070	739	758	186	C	35CVZZ-SAFETY	*SAFETY CHECK
				186	W	08CVZZ-STRG-DIA	*STEERING DIAG
				186	W	60CVZ	*CAMPAIGNS

SALESPERSON NO 768 RICHARD C PELCZARSK SERVICE STATE REG# DMV98

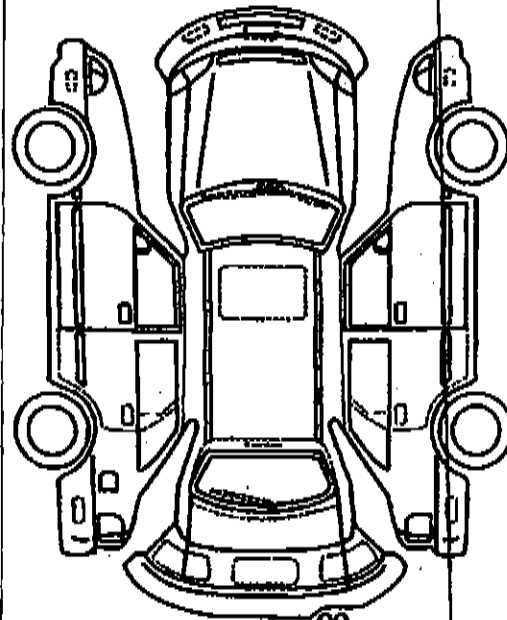
TERMS CASH CREDIT CARD CHECK FINANCIAL APPROVAL OTHER	VEHICLE ID NO 1G1ZK57B68F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	PROD DATE 06/01/08	STOCK No C86096	LICENSE No	P.O. No 93768
E-MAIL CALL YES NO	NEWPORT NEWS, VA	CUSTOMER No 139791	SERVICE CONTRACT	DEL DATE 10/04/08	DEL MILES 124	SELL DEALER No ORC
SAV REMARKS PARTS FOR CUSTOMER	RESIDENCE PHONE	COLOR AMBER BRONZE/COCC	CONTRACT No	EXP DATE	EXP MILES	P.O. DATE 04/06/09
YES NO	TIME RECEIVED 08 29am	TURBO M/MC CVZZ	A/C Y	P S Y	TRANS A	MILEAGE 8,417
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DATE / TIME PROMISED 04/06/09 03 54pm	ADVISOR No 1902	ADVISOR SHAWN WILCOX	I hereby authorize the repair work described herein to be done using with the necessary approval and I hereby grant you and your employees permission to operate the car or truck through disabling an alarm system in the absence of the police or fire department. An express mechanic's invoice is hereby acknowledged on my part as well as the amount of repairs. I further authorize CASEY AUTO GROUP to hold my auto per insurance company policies including any supplementary clause and I hereby assume personal liability for payment in full for any and all work done.		
LABOR RATE	E-Mail	CELL	TERMS, SERVICE, WARRANTY ARRANGEMENTS MADE IN ADVANCE			

ORIGINAL CUSTOMER ESTIMATE TOTAL 97 27

COMMENTS - CONF 3/27 WAITER RF

- 1 C 02CVZZ-MAINT-1 *MAINTENANCE I
PERFORM FACTORY MAINT I
- 2 C * 35CVZZ-GM-COURT *GM COURTESY INSP
PERFORM GM COURTESY INSPECTION

THANK YOU FOR PERMITTING US TO BE OF SERVICE!
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WS203221

WS203221



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*02011CVWS203221

CELL: [REDACTED]

CUSTOMER No 139791	ADVISOR SHAWN WILCOX	TAG No 1902	INVOICE DATE 05/19/09	INVOICE No CVWS203221
[REDACTED]	LABOR RATE	MILEAGE 10,115	COLOR AMBER BRONZ	STOCK No C86096
NEWPORT NEWS, VA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	DELIVERY DATE 10/04/08	DELIVERY MILES 124	
[REDACTED]	VEHICLE ID No 1 G I Z K 5 7 B 6 8 F	SELLING DEALER NO ORG	PRODUCTION DATE 06/01/08	
RESIDENCE PHONE	P O No	R O DATE 05/12/09		
BUSINESS PHONE	COMMENTS			MO: 10115

LABOR & PARTS
 J# 1 03CVZZ-EMS DIAG *EMISSIONS DIAG HOURS 2 60 TECH(S) 1689 436 223 18

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
436	05/12/09	10 10	11 30	0 00	0 00	HOLD AUTHORIZATION
1689	05/12/09	10 10	11 30	0 00	0 00	HOLD AUTHORIZATION
OR00	05/12/09	10 10	11 30	0 50	0 00	HOLD AUTHORIZATION
436	05/18/09	14 20	16 40	0 00	0 00	FINISHED
186	05/18/09	14 20	16 40	0 00	0 00	FINISHED
1689	05/18/09	14 20	16 40	0 00	0 00	FINISHED
OR00	05/18/09	14 20	16 40	2 20	0 00	FINISHED
OR00	05/18/09	0 00	0 00	0 00	0 00	FINISHED
OR00	05/18/09	0 00	0 00	0 00	0 00	ENTERED IN INVOICING
436	05/18/09	0 00	0 87	0 00	0 87	ENTERED IN INVOICING
186	05/18/09	0 00	0 87	0 00	0 87	ENTERED IN INVOICING
1689	05/18/09	0 00	0 86	0 00	0 86	ENTERED IN INVOICING
TOTAL TECH TIME				2 70	2 60	

CUSTOMER STATES THAT VEHICAL MAKE A LOUD AND HARD JERK MOTION THEN ENGINE LIGHT CAME ON AND VEHICAL WOULD BARLEY ACCELERATE CUSTOMER SHUT OFF VEHICAL AND RESTARTED DROVE FINE BUT ENIGIN LIGHT STAYED ON P0601 STORED IN TCM INTERNALLY TCM FAILURE CHECKED WIRING TO TCM GOOD REPLACE CONTROL SOLINOID VALVE ASSEMBLY/TCM AND RECHECK OK PROGRAM TCM S034B K6562 2 6

Signature
 Date: [REDACTED]

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1		24234281	GASKET 4 265 OVN	11 42	11 42	15 99
JOB # 1	1		88862155	FLUID 8 800	3 01	36 12	5 27
JOB # 1	1		24249028	VALVE 4 265	398 48	398 48	557 87
JOB # 1 COST TOTAL					446 02		
JOB # 1 TOTAL PARTS							637 10

J# 3+35CVZZ	RENTAL	*RENTAL CAR	HOURS	TECH(S)	436 OR00		
	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
	436	05/15/09	7 10	7 10	0 00	0 00	FINISHED
	OR00	05/15/09	7 10	7 10	0 00	0 00	FINISHED
	OR00	05/15/09	0 00	0 00	0 00	0 00	FINISHED
TOTAL TECH TIME				0 00	0 00		

COURTESY TRANSPORTATION RENTAL 6 DAYS WARRANTY (1 DAY DIAG 1 DAY PQC 1 DAY SOP 2 DAY WEEK END 1 DAY TO REPAIR) OK PER RICK MILTON 3GNDA23D289

SUBLET	BO#	VEND INV#	INV DATE	DESCRIPTION		
JOB # 3	291161	5993	05/19/09	WR106	222 03	[] CASH [] CHECK CK NO []
TOTAL SUBLET					222 03	[] CREDIT [] DEBIT OTHER []

WS203221

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0201CVWS203221

CELL.

Customer information form including fields for CUSTOMER NO (139791), ADVISOR (SHAWN WILCOX), TAG No (1902), INVOICE DATE (05/19/09), INVOICE NO (CVWS203221), LABOR RATE, MILEAGE (10,115), COLOR (AMBER BRONZ), STOCK NO (C86096), YEAR/MAKE/MODEL (08/CHEVROLET/MALIBU/V6 6SPD A/T), DELIVERY DATE (10/04/08), DELIVERY MILES (124), VEHICLE ID No (1G1ZK57B68F), SELLING DEALER NO (ORG), PRODUCTION DATE (06/01/08), R/O DATE (05/12/09), RESIDENCE PHONE, BUSINESS, COMMENTS, and MO (10115).

Table with columns for JOB #, CODE, DESCRIPTION, CONTROL NO, and amounts. Includes rows for GOG & SUPPLIES (FREIGHT PARTS), MISC (RENTAL SALES TAX W/O), and R/O TAX.

WARRANTY CLAIM DETAIL TOTALS

Table with columns for CLAIM#, TOTAL, and CLAIM TOTALS. Shows a total of 1117 72.

APPROVED BY SIGNATURE

DCS QUOT SLIP

DCS DATA FILE GMGMWF 195
05/19/2009 WARRANTY NEW CLAIM
1448
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
203221 05/12/2009 1G1ZK57B68F 3 14096 10115
CUSTOMER NAME FIRST MIDDLE LAST PHONE WORK HOME
LN JOB CT CC PC PART-NO TOT PTS FC LABOP LHRS OHRS NET AMT LAB-TOT
1 01 0T 14 24249028 637 10 S034B K6562 2 6 223 10
LN-TOT 860 28 TECH SSN AUTH CODE AUTH AUTHOR
MEMO PART NUMBERS 24234281 88862155
LN JOB CT CC PC PART NO TOT-PTS FC LABOP LHRS OHRS NET AMT LAB TOT
2 01 MD 1 24249028 00 25001 35 44
LN-TOT 35 44 TECH SSN AUTH CODE AUTH AUTHOR
LN JOB CT CC PC PART NO TOT-PTS FC LABOP LHRS OHRS NET AMT LAB TOT
3 03 NJ 222 00 27903 222 00
LN-TOT 222 00 TECH SSN AUTH CODE AUTH AUTHOR
COMMENTS 3GNOA23D285533567 VEH IN 05 12 09 INSPECTED CONTACTED PQC 05-13-09
SOR PARTS PARTS RECEIVED VEHICLE COMPLETED
COMMENT ROUTING CODE H

R D TOTAL 1117 72

***** DUPLICATE INVOICE ***** [] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []

CS203221

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CELL: [REDACTED]



02011CVCS203221

CUSTOMER No 139791	ADVISOR SHAWN WILCOX	TAG No 1902	INVOICE DATE 05/19/09	INVOICE No CVCS203221
[REDACTED]	LABOR RATE	MILEAGE 10,115	COLOR AMBER BRONZ	STOCK No C86096
NEWPORT NEWS, VA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	DELIVERY DATE 10/04/08	DELIVERY MILES 124	
[REDACTED]	VEHICLE ID No 1G1ZK57B68F	SELLING DEALER NO ORG	PRODUCTION DATE 06/01/08	
RESIDENCE PHONE	P T E No	P O	R D DATE 05/12/09	
BUSI	COMMENTS			MO: 10115

LABOR & PARTS
 J# 1 03CVZZ-EMS-DIAG *EMISSIONS DIAG HOURS 2.60 TECH(S) 1689 436 WARRANTY
 CUSTOMER STATES THAT VEHICAL MAKE A LOUD AND HARD
 JERK MOTION THEN ENGINE LIGHT CAME ON AND
 VEHICAL WOULD BARLEY ACCELERATE CUSTOMER SHUT
 OFF VEHICAL AND RESTARTED DROVE FINE BUT ENIGIN
 LIGHT STAYED ON
 P0601 STORED IN TCM, INTERNALLY TCM FAILURE CHECKED WIRING
 TO TCM, GOOD
 REPLACE CONTROL SOLINOID VALVE ASSEMBLY/TCM AND RECHECK OK
 PROGRAM TCM S034B
 K6562 2 6

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	24234281	GASKET 4 265 OVN		WARRANTY
JOB # 1	12	88862155	FLUID 8 800		WARRANTY
JOB # 1	1	24249028	VALVE 4 265		WARRANTY
JOB # 1 TOTAL PARTS				0 00	
JOB # 1 TOTAL LABOR & PARTS				0 00	

J# 2 35CVZZ-GM-COURT *GM COURTESY INSP HOURS 0 00 TECH(S) 436 0R00 WARRANTY
 PERFORM GM COURTESY INSPECTION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0 00	
JOB # 2 TOTAL LABOR & PARTS				0 00	

J# 3+35CVZZ-RENTAL *RENTAL CAR HOURS TECH(S) 436 0R00 WARRANTY
 COURTESY TRANSPORTATION - RENTAL
 6 DAYS WARRANTY (1 DAY DIAG, 1 DAY POC, 1 DAY SOP
 2 DAY WEEK END, 1 DAY TO REPAIR)
 OK PER RICK HILTON
 3GND230285

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0 00	
JOB # 3 TOTAL LABOR & PARTS				0 00	

SUBLET PO# VEND INV# INV DATE-DESCRIPTION
 JOB # 3 291161 5993 05/19/09 WR106

G D G & SUPPLIES	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1			FREIGHT (PARTS)		
TOTAL GOG				0 00	

MISC CODE DESCRIPTION CONTROL NO
 JOB # 3 50 RENTAL SALES TAX W/O

TOTAL - SUBLET	WARRANTY
0 00	
TOTAL - MISC	WARRANTY
0 00	

Warranty
Conit Charge w/ Rental
 CASH CHECK CK NO
 CREDIT DEBIT OTHER



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CELL. [REDACTED]



0201CVCS203221

CUSTOMER No 139791	ADVISOR SHAWN WILCOX	TAG No 1902	INVOICE DATE 05/19/09	INVOICE No CVCS203221
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 10,115	COLOR AMBER BRONZ	STOCK No C86096
NEWPORT NEWS, VA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T		DELIVERY DATE 10/04/08	DELIVERY MILES 124
[REDACTED]	VEHICLE I D No 1 G 1 Z K 5 7 B 6 8 F		SELLING DEALER NO ORG	PRODUCTION DATE 06/01/08
[REDACTED]	F T E No	P O No	R O DATE 05/12/09	
RESIDENCE PHONE	BUSINE	COMMENTS	MO: 10115	

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1200 00 (+TAX)
TOTALS-----

You may be receiving a survey in the next few weeks regarding your service visit today. Surveys are vital to the success of our business. Please take a moment to complete the survey and send it in. We use the feedback from these surveys to address concerns and to recognize service personnel for their efforts in satisfying your service needs. We hope you had an EXCELLENT experience in our service department today. Thank you for allowing us to be of service. We appreciate your business and look forward to your next scheduled visit approximately 90 days from today. You will be receiving a reminder prior to the appointment.

TOTAL LABOR	0 00
TOTAL PARTS	0 00
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	0 00
TOTAL MISC DISC	0 00
TOTAL TAX	0 00
TOTAL INVOICE \$	0 00

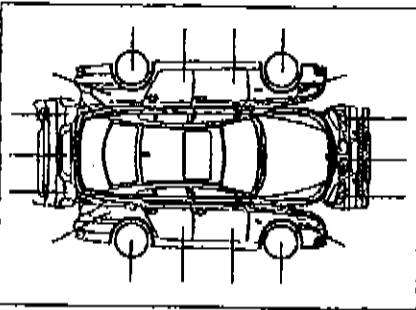
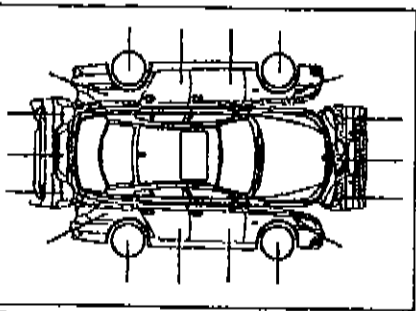
CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []



CAR RENTAL AGREEMENT

RA# 5993

OPERATOR			REPLACEMENT CAR NO		ORIG CAR NO WR106		
HOME ADDRESS			MAKE MODEL YEAR COLOR		MAKE MODEL YEAR COLOR CHEVROLET HHR SILV 2008		
CITY NEWPORT NEWS		STATE VA	ZIP CODE		LICENSE NUMBER		
E MAIL ADDRESS			ODOMETER IN	ODOMETER IN		22984	
HOME PHONE NO		STATE VA	EXP DATE 07/01/2012		ODOMETER OUT	22588	
BIRTHDATE		HOME PHONE		MILES DRIVEN	DATE AND TIME IN 05/18/2009 10 53 AM		
INSURANCE AGENT GEICO		POLICY NO	PHONE NO		MILES ALLOWED	DATE AND TIME OUT 05/12/2009 11 03 AM	
EMPLOYER			PHONE		CHARGEABLE MILES	DATE DUE EXPIRATION OF AGREEMENT 05/21/2009 06 00 PM	
EMPLOYER'S ADDRESS			CITY		STATE		
			ZIP CODE		FEES		
ADDITIONAL DRIVER NAME NONE		HOME PHONE NO	DATE OF BIRTH	GAS		Late fees	
DRIVER'S LICENSE NO		STATE/COUNTRY	EXPIRATION DATE	OUT	IN		
VIN NO 3GND23D285		RO NO 203221/PO#291161		H H		Hours @ \$	
SERVICE ADVISOR RACHAEL MCKEEN					6 Days @ 0 00 \$ 201 84		
VEHICLE CONDITION OUT			COMMENTS		Weeks @ \$		
			CUSTOMER INITIALS		Fuel gal \$ 0 00		
					Misc \$ 0 00		
VEHICLE CONDITION IN			COMMENTS		Sales Tax 8 00 % 16 15		
			CUSTOMER INITIALS		DMV Fee 2 00 % 4 04		
					Total Charge \$ 222 03		
CREDIT CARD CO			EXP DATE	AUTHORIZATION NUMBER AUTH#		**NOTICE**	
						1- Rental must be returned in the same condition it was received (\$150 cleaning fee applies)	
						2- Smoking is not permitted in rental vehicle (\$150 cleaning fee applies)	
						3- Pets are not permitted in rental vehicle (\$150 cleaning fee applies)	
						4- Rental must be returned within 24 hrs of work being completed (\$50/day charge thereafter)	
						5- Rental must be returned during service hours Monday-Friday 7 30-5 30, Saturday 7 30-5 00	
						6- Rental must be returned with the same fuel level as it was when issued (\$3 00/gal charge will apply)	
						Customer Signature _____	
						By signing below You agree to all the terms and conditions of this Agreement, and You acknowledge that You have been given an opportunity to read this Agreement before being asked to sign Your signature below authorizes Us to process a credit/debit card in Your name for all charges due Us under this Agreement	
						Your Signature _____	
EXTEND TO		DATE	INITIALS		EXTEND TO		DATE
CHECKED OUT BY RACHAEL MCK		CHECKED IN BY 1371					

FINAL CHARGES ARE SUBJECT TO AUDIT

FRONT



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 FAX# 757-591-1649
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**PARTS
 TICKET**

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!

CELL. [REDACTED]

CUST. NO.	TAX EXEMPT NO.	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
139791				CASH	JOHN R WHITE	05/13/09	PQ2158 CVR

B
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 [REDACTED]
 NEWPORT NEWS, VA
 [REDACTED]

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QUANTITY		PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT	
SHIP	B.O.						
1	0	17804068 TRANS REM 4 003 CORE PRICE	SP-ORD	2594 73	2594 73	2594 73	
12	0	88862155 FLUID 8 800	BULK	5 27	5 27	63 24	
						SUBTOTAL	3657 97
						RESTOCKING CHARGE	0 00
						TAX	132 90
						FREIGHT	0 00
						PAY THIS AMOUNT	3790 87

**NO RETURNS
 AFTER 10 DAYS**

ALL PARTS RETURNED MUST
 BE ACCOMPANIED BY THIS
 INVOICE AND WILL BE SUB-
 JECT TO A 10% HANDLING
 CHANGE RETURNED PARTS
 MUST BE IN ORIGINAL
 UNSOILED UNOPENED SALA-
 BLE CARTON OR PACKAGE

**ELECTRICAL OR SPECIAL
 ORDER PARTS ARE NOT
 RETURNABLE**

**THANK YOU
 FOR PERMITTING US
 TO BE OF SERVICE!**

4 Automatic transaxle serial number

618EKWR806 [REDACTED]

For PQC Only Enter the Automatic Transaxle Serial Number of the non-keyword qualifier line

5 Estimated cost to *Repair* automatic transaxle assembly \$ 988.55

6. Estimated cost to *Replace* automatic transaxle assembly \$ 3408.92

7 If analysis warrants repair, does the dealer have a qualified technician?

7 1 Yes

7 2 No

If No, Authorize Unit With DC06

8 PQC Comments

GM bulletins are intended for use by prof



Warranty Information

For vehicles repaired under warranty, use

Labor Operation	Description	Labor Time	Part Allowance
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)

10-4-13

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)

- 1 3 2. 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

P0601





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 ORDER PARTS ONLINE www.caseyauto.com

**PARTS
 TICKET**

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!

CELL: [REDACTED]

CUST. NO.	TAX EXEMPT NO.	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
139791				CASH	JOHN R WHITE	05/13/09	PQ2160 CVR

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NEWPORT NEWS, VA [REDACTED]

S
H
I
P
T
O

QUANTITY		PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B.O.					
1	0	24242274 PLATE 4 265	SP-ORD	96 19	76 76	76 76
1	0	24249028 VALVE 4 265	SP-ORD	699 09	557 87	557 87
1	0	24234281 GASKET 4 265	SP-ORD	20 06	15 99	15 99
12	0	88862155 FLUID 8 800	BULK	5 27	5 27	63 24
THE SELLER CASEY, AUTOMOTIVE GROUP, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF VEHICLE OR PARTS BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES DAMAGE TO PROPERTY DAMAGE FOR LOSS OF USE LOSS OF TIME LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES						SUBTOTAL 713 86 RESTOCKING CHARGE 0 00 TAX 35 70 FREIGHT 0 00 PAY THIS AMOUNT 749 56

**NO RETURNS
 AFTER 10 DAYS**

ALL PARTS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE AND WILL BE SUBJECT TO A 10% HANDLING CHANGE RETURNED PARTS MUST BE IN ORIGINAL UNSOILED UNOPENED SALABLE CARTON OR PACKAGE

ELECTRICAL OR SPECIAL ORDER PARTS ARE NOT RETURNABLE

**THANK YOU
 FOR PERMITTING US
 TO BE OF SERVICE!**



Customer Code	514098	Invoice Number	15680680	Invoice Date	14 May 2009
Payment Terms					

Control Number	Facility- Shipment #	Order Date	GM Order Number	Order Type	Part Name	Part Shipped	Qty	Unit Price	Gross Amount	Discount %	Discount Amount	Core Amount	Net Amount
Note	CASEY CHEVROLET 93375-1 C												
3134	051-2125413	14 May 2009	5736660	C&O	PLT-BS/NA	15036135	2	\$6.70	\$13.40	2.00	\$0.27	\$0.00	\$13.13
Note	DOTSON AUTO CENTER 93388-1 C												
3134	051-2125413	14 May 2009	5736660	C&O	CAP ASM-B	15635474	1	\$64.38	\$64.38	2.00	\$1.29	\$0.00	\$63.09
Note	COXTONS AUTO BODY 93377-1 C												
3134	051-2125413	14 May 2009	5736660	C&O	ARMREST	25893872	1	\$84.51	\$84.51	2.00	\$1.69	\$0.00	\$82.82
Note	CASEY CHEVROLET R0203870 C												
3134	051-2125413	14 May 2009	5736660	C&O	COOLER AS	26041426	1	\$77.75	\$77.75	2.00	\$1.56	\$0.00	\$76.22
Note	TALLIE'S AUTO SERVICE 93386-1 C												
3134	051-2125413	14 May 2009	5736660	C&O	PLATE	88935885	1	\$52.60	\$52.60	2.00	\$1.05	\$0.00	\$51.55
Note	THE AUTO CONNECTION OF N.J. 93444-1 C												
3134	051-2125413	14 May 2009	5736660	C&O	PLATE	88935966	1	\$52.45	\$52.45	2.00	\$1.05	\$0.00	\$51.40
Note	THE AUTO CONNECTION OF N.J. 93444-1 C												
3134	051-2125413	14 May 2009	5736660	C&O	MAT	88960016	1	\$4.55	\$4.55	2.00	\$0.13	\$0.00	\$4.45
Note	CASEY CHEVROLET R0203870 C												
3134	051-2125413	14 May 2009	5736660	C&O	PLATE	98462635	1	\$20.87	\$20.87	2.00	\$0.42	\$0.00	\$20.45
Note	NEW BEGINNINGS AUTO BODY 93381-1 C												
	IF OVN OR HEAVYWT/OVERSIZE DELY, REFER TO GMSPO SHIPPING GUIDELINES												
	10083125 1Q1ZK57B68F287819												
10853125	058-6004125	13 May 2009	1324289	C&O	VALVE	24249025	1	\$398.48	\$398.48	2.00	\$7.97	\$0.00	\$390.51

Quantity Total	121
Net Merchandise Amount	\$4,505.54
Net Core Amount	\$50.00
State Tax	\$0.00
County Tax	\$0.00
City Tax	\$0.00
Net Invoice Amount	\$4,555.54

Shipped To 514098
 Invoice Due Date
 Invoice Type GM / DEALER (PURCHASE)

We hereby certify that these goods were produced in compliance with all applicable requirements of articles 9, 7 and 12 of the fair labor standards act, its amendments, and regulations and orders of the United States Dept. of labor under section 14 (b)(1).
 If applicable, fees for Rhode Island lead in storage material, South Carolina sales waste water tax, and California air recycling have been paid on quantities of all materials and organic solvents.

MAY 20, 2009 PARTS DISPLAY R/O 203221 CASEY AUTOMOTIVE GRO PORT 5052 3651

J#	PART-NO	DESCRIPTION...	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	GM24234281	GASKET 4.265	O N	11.42	1	15.99	15.99	W	
1	GM88862155	FLUID 8.800	N	3.01	12	5.27	63.24	W	
1	GM24249028	VALVE 4.265	N	398.48	1	557.87	557.87	W	

05/14
05/14

CSO
date
overnight?
charger

BILL TYPE	COST	PRICE
CUSTOMER WARRANTY	0.00	0.00
INTERNAL	446.02	637.10
TOTALS	0.00	0.00
TOTALS	446.02	637.10

(E=ENTER) (P=PAGE) (S=SP ORD)



Customer Code		814086	Invoice Number		15890689	Invoice Date		14 May 2009				
Payment Terms												

Control Number	Facility- Shipment #	Order Date	GM Order Number	Order Type	Part Name	Part Shipped	Qty	Unit Price	Gross Amount	Discount %	Discount Amount	Core Amount	Net Amount
Note SHIPPING CHARGES / FRAIS DE LIVRAISON													
					SHIPPING CHARGES		0	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$17.12
IF OVN OR HEAVYWT/OVERSIZE DELV, REFER TO GMSPO SHIPPING GUIDELINES													
8133	078-4425185	13 May 2009	1119845	C&O	SHAFT	20834895	1	\$142.75	\$142.75	2.00	\$2.88	\$0.00	\$139.87
Note MICHAEL RAYMER RO203720 C													
Note SHIPPING CHARGES / FRAIS DE LIVRAISON													
					SHIPPING CHARGES		0	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$38.18
IF OVN OR HEAVYWT/OVERSIZE DELV, REFER TO GMSPO SHIPPING GUIDELINES													
8133	078-4425254	13 May 2009	1119844	C&O	TUBE ASM	14046820	1	\$9.03	\$9.03	2.00	\$0.18	\$0.00	\$8.85
Note DAVE'S AUTOMOTIVE 93358 C													
Note SHIPPING CHARGES / FRAIS DE LIVRAISON													
					SHIPPING CHARGES		0	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$9.16
IF OVN OR HEAVYWT/OVERSIZE DELV, REFER TO GMSPO SHIPPING GUIDELINES													
8133	078-4426682	13 May 2009	1119846	C&O	GASKET	24234281	1	\$11.42	\$11.42	2.00	\$0.23	\$0.00	\$11.19
Note TRACI L COODILL RO203221 C													
Note SHIPPING CHARGES / FRAIS DE LIVRAISON													
					SHIPPING CHARGES		0	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$9.16
3133	078-4427247	13 May 2009	1119807	C&O	MOLDING	25938934	1	\$37.06	\$37.06	2.00	\$0.74	\$0.00	\$36.31
Note DALE HETKE RO203712 C													
3133	092-3092925	13 May 2009	4588274	C&O	5W-F/WDO	90438593	1	\$74.74	\$74.74	2.00	\$1.49	\$0.00	\$73.25

Quantity Total												121
Net Merchandise Amount:												\$4,605.54
Net Core Amount:												\$50.00
State Tax:												\$0.00
County Tax:												\$0.00
City Tax:												\$0.00
Net Invoice Amount:												\$4,655.54

Shipped To 814086
 Invoice Due Date
 Invoice Type GM / DEALER (PURCHASE)

We hereby certify that these goods were produced in accordance with all applicable requirements of sections 8, 7 and 12 of the Car Label standards act, as amended, and regulations and orders of the United States Dept. of Motor under section 14 thereof.

If applicable, fees for vehicle label used by this state, District, South Carolina and other states that are authorized for recycling have been paid on quantities of 95, 90, 85, and 80% recycled.

J2534 Pass Thru Final Instructions

Programming Complete

Warranty Claim Code S034B

Record this code on the warranty repair order (if applicable)

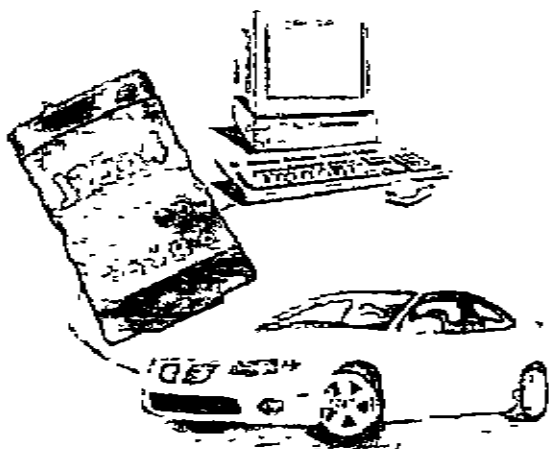
Post Programming Instructions

Follow the Controller Specific Instructions below

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller

Controller Specific Instructions

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



VIN 1G1ZK57B68F

Print

Clear DTCs

New

Cancel

GENERAL MOTORS RENTAL VEHICLE QUALIFICATION FORM

CASEY CHEVROLET / BAC 113723 Today's Date: 5/15/09

General Information			
RO #:	203821	Date in Rental:	5/12/09
RO Date:	5/12/09	Date Out of Rental:	5/19/09
VIN # (last 8):	8E [REDACTED]	Total Rental Days:	6 days
Reason for Rental:	<input checked="" type="checkbox"/> Parts Delay	<input checked="" type="checkbox"/> Diagnosis Time	<input type="checkbox"/> Other (explain below)

Daily Rental Tracking			
Day 1	Disassembled And Contacted POC for further Diagnostic	Day 4	Saturday non working day
Day 2	Received Auth from POC late in day David Bernhise #10853125	Day 5	Sunday non working day
Day 3	part arrived 330pm too late in day to complete repair	Day 6	Completed Repair test drive verified correction of repairs correct

Part Delay Information			
Failed Part Name:	Trans control module		
Part on Backorder:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	SPAC #:
Attempt to Obtain Locally:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	SPAC Order Date:
Date Part Ordered:	5/13/09		Date SPAC Part Received:
Date Part Received:	5/14/09		
See Bulletin 02-00-89-004 for Z7907 Guidelines			

Extensive Diagnosis Information			
Tech Assistance Called:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Date of 1 st Call:
TAC #: 10853125			5/12/09
			Tech 100% Trained: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Service Manager Signature [Signature] Date 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 Rental days due to delays in part ordering or service scheduling are not to be submitted to GM for payment

* * * Communication Result Report (May 20 2009 5 19PM) * * *

Fax Header

Date/Time May 20 2009 5 18PM

File

No Mode

Destination

Pg(s)

Result

Page Not Sent

8354 Memory TX

97574873681

P 1

OK

Reason for error
 1) Hang up or line fail
 2) No answer
 3) Exceeded max E-mail size
 E 2) Busy
 E 4) No facsimile connection

**GENERAL MOTORS
 RENTAL VEHICLE QUALIFICATION FORM**

CADillac CHEVROLET / MAC 115723 Today's Date 5/19/09

General Information			
RO #	25331	Date In Rental	5/19/09
RO Date	5/19/09	Date Out of Rental	5/20/09
VIN # (last 8)	8C4 [redacted]	Total Rental Days	16 days
Reason for Rental	Part Delay	Diagnosed Time	Other (explain below)

Daily Rental Tracking			
Day 1	Diagnosed by BIA and Contractor RAC Diagnosed	Day 1	Diagnosed by Contractor RAC Diagnosed
Day 2	Received parts from RAC and RAC Diagnosed	Day 2	Diagnosed by Contractor RAC Diagnosed
Day 3	Part Arrived 3:30pm RAC left RAC and Diagnosed	Day 3	Completed Repair RAC left RAC and Diagnosed

Part Delay Information			
Failed Part Name	Trans Control Module		
Part on Backorder	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	SPAC #	
Attempt to Obtain Locally	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	SPAC Order Date	
Date Part Ordered	5/19/09	Date SPAC Part Received	
Date Part Received	5/19/09		

See Repair Order 02-09-29-084 for 27507 Conditions

Extensive Diagnosis Information			
Tech Assistance Called	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Date of 1 st Call	5/19/09
TAC #	10843266	Tech 100% Trained	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Service Manager Signature	[Signature]	Date	5-19-09

Please attach completed form to Hard Copy of Repair Order. All cases requiring greater than 3 days rental (27504-27507) will require this form to be FAXed to (737) 497-3031 (G.A. Head, DSM Norfolk/Pittsford). If Rental Claims for 27504 will not be authorized if this form is not received. Rental rates may be subject to GM's published or special scheduled rates and to be authorized by GM for members.



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#7

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00

SPM

203221

REPAIR ORDER

203221

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZZ-PKBR-ADJ	*ADJ PARKING BRAKE	MI	0 00	02CVZZ-15K-SVC	*MOC 15000M SERVICE	MO	0 00
02CVZZ-11250K	*MOC 11250M SERVICE	MO	0 00	60CVZZ-08279	COOL FAN WRG HARNESS	CA	0 00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/06/09	193768	8417	1902	436	C	02CVZZ-MAINT-1	*MAINTENANCE I
01/16/09	173177	4398	1902	436	C	35CVZZ-GM-COURT	*GM COURTESY INSP
				436	C	01CVZZ-LDF	*OIL AND FILTER CHNG
				436	W	22CVZ	*EXTERIOR TRIM
10/23/08	151070	739	758	436	I	35CVZZ-SAFETY	*SAFETY CHECK
				186	C	35CVZZ-SAFETY	*SAFETY CHECK

SALESPERSON NO 768

RICHARD C PELCZARSK

SERVICE

STATE REG# DMV98

TERMS CASH CHECK ONLY CHECK PRICE APPROVAL OTHER	VEHICLE ID NO 1G1ZK57B68F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	PROD DATE 06/01/08	STOCK No C86096	LICENSE No [REDACTED]	R.O No 203221
CUSTOMER NO 139791	SERVICE CONTRACT	DEL DATE 10/04/08	DEL MILES 124	SELL DEALER No ORG	RED DATE 05/12/09	
E-MAIL, CALL YES YES NO NO	NEWPORT NEWS, VA	COLOR AMBER BRONZE/COCO	CONTRACT No	EXP DATE	EXP MILES	TGC No 5350
SAVE REMOVED PARTS FOR CUSTOMER	RESIDENCE PHONE	TURBO M/MC CVZZ	AC Y	PS Y	TRANS A	MILEAGE 10,115
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	E-Mail	LABOR RATE	<small>I hereby warrant the parts I will install will look to do right along with the necessary materials and repair work and further warrant appropriate performance of labor for the period specified in the contract. I warrant that I will not be held responsible for the purchase of parts or materials. An express warranty is hereby acknowledged on the part of the customer in the amount of repair charges. I further warrant that I will not be held responsible for the purchase of parts or materials. I further warrant that I will not be held responsible for the purchase of parts or materials. I further warrant that I will not be held responsible for the purchase of parts or materials.</small>			

ORIGINAL CUSTOMER ESTIMATE TOTAL

X [REDACTED] 00

David Berchme
#10853125

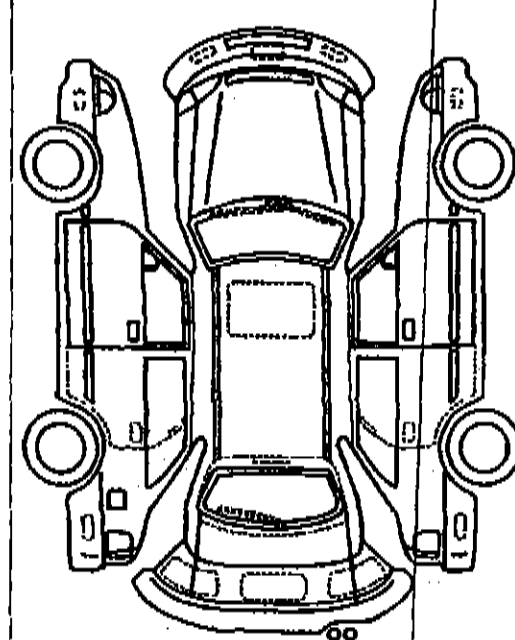
THANK YOU FOR PERMITTING US TO BE OF SERVICE!
www.caseyauto.com

1 **W** 03CVZZ-EMS-DIAG *EMISSIONS DIAG
CUSTOMER STATES THAT VEHICAL MAKE A LOUD AND HARD JERK MOTION, THEN ENGINE LIGHT CAME ON AND VEHICAL WOULD BARLEY ACCELERATE. CUSTOMER SHUT OFF VEHICAL AND RESTARTED DROVE FINE BUT ENIGIN LIGHT STAYED ON

2 **C*** 35CVZZ-GM-COURT *GM COURTESY INSP
PERFORM GM COURTESY INSPECTION

3. Rental 6 Days
1 Day Diag
1 Day pdc 2 Day weekend
1 Day sop 1 Day to repair

DRM H



82067272 }
 24234281 }
 8/18 }
 8/18 }

DEALER: 113723

VIN STATUS INQUIRY

05/12/09

RO NUMBER

VIN 1G1ZK57B68P

Page 2

INQUIRY DATE 05/12/2009

WARRANTY BLOCK N

36/36000 FEDERAL EMISSION

10/04/2008

124 10/04/2011

36124

WARRANTY BLOCK N

CLAIM HISTORY

RO DATE	RO NUMBER	TYPE	LABOR OPERATION	ODOMETER READING
---------	-----------	------	-----------------	------------------

10/23/2008 151070 # V1955-08279 INSTALL TWO COOLING FAN JUMPER HARN 739

10/10/2008 147835 # E0100-PULL AND TORQUE STEER ANALYSIS 301

06/17/2008 A87819 I 27000-PRE-DELIVERY INSPECTION - BASE TIME 0

----- END OF REPORT -----

DEALER 113723 VIN STATUS INQUIRY 05/12/09

RO NUMBER VIN 1G1ZK57B68F Page 1
INQUIRY DATE 05/12/2009

VEHICLE INFORMATION

MODEL 1ZK69 - MALIBU LTE WARRANTY START DATE 10/04/2008

ORDER TYPE 70 - RETAIL - STOCK

DELIVERING DEALER CASEY CHEVROLET SELLING SOURCE 13 - CHEVROLET
PO BOX 120588
NEWPORT NEWS, VA 23612-0588 SITE CODE 14096
(757) 591-1100

BUSINESS ASSOCIATE CODE 113723

SERVICE CONTRACT N BRANDED TITLE N PDI STATUS P

REQUIRED FIELD ACTIONS

CAMPAIGN TYPE RC RECALL CAMPAIGN NUMBER 08279
CAMPAIGN DESCRIPTION SERVICE UPDATE - VOLTAGE SURGE(S)/INSTALL WIRE HARNESS -
CAMPAIGN MAIL DATE
CAMPAIGN DISPOSITION CODE C

SERVICE INFORMATIONAL ITEMS

BULLETIN TYPE BI BULLETIN NUMBER 08348
BULLETIN DESCRIPTION POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE REF TSB 08-0
BULLETIN ISSUE DATE 10/07/2008 BULLETIN DISPOSITION CODE B

ON STAR AND XM SATELLITE RADIO INFORMATION

ONSTAR EQUIPPED Y ONSTAR STATUS ACTIVE
XM RADIO EQUIPPED Y XM RADIO STATUS ACTIVE

APPLICABLE WARRANTIES

DESCRIPTION	EFFECTIVE DATE	EFFECTIVE ODOMETER	END DATE	END ODOMETER
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	10/04/2008	124	10/04/2011	36124
WARRANTY BLOCK N				
72/100000 SHEET METAL COVERAGE	10/04/2008	124	10/04/2014	100124
RUST THROUGH LIMITED WARRANTY				
WARRANTY BLOCK N				
96/80000 FEDERAL EMISSION CATALYTIC CONV AND PCM	10/04/2008	124	10/04/2016	80124
WARRANTY BLOCK N				
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	10/04/2008	124	10/04/2013	100124



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CS217795

SERVICE INVOICE

CS217795

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00



0201CVCS 17795

CELL [REDACTED]

STOMER No 139701	ADVISOR SHAWN WILCOX	TAG No 1902	INVOICE DATE 07/06/09	INVOICE No CVCS217795
[REDACTED]	LABOR RATE	LICENSE No [REDACTED]	MILEAGE 15,366	COLOR AMBER BRONZ
NEWPORT NE	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	DELIVERY DATE 10/04/08	DELIVERY MILES 124	STOCK No C86096
[REDACTED]	VEHICLE ID No 1G1ZK57B68E	SELLING DEALER NO ORG	PRODUCTION DATE 06/01/08	
[REDACTED]	F T E No	P O No	R O DATE 07/06/09	
[REDACTED]	COMMENTS			

MO. 15366

LABOR & PARTS
1 32CVZZ STAT INS P S A E INSPECTION PERFORM STATE INSPECTION HOURS 0 30 TECH(S) 186 436 16 00

M/1623FD
V-F-11
TESTED AND PASSED

PARTS QTY P P NUMBER DESCRIPTION UNIT PRICE
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 16.00

2 01CVZZ LOF OIL AND FILTER CHNG HOURS 0 30 TECH(S) 186 436
PERFORM OIL AND FILTER CHANGE
OIL AND FILTER CHANGE COMPLETE

PARTS QTY P P NUMBER DESCRIPTION UNIT PRICE
JOB # 2 1 12601566 FILTER 1 836 6 40
JOB # 2 5 12345021 OIL ENGIN 8 800 15 10
JOB # 2 TOTAL PARTS 21 50
JOB # 2 TOTAL LABOR & PARTS 40 22

3 26CVZZ BLDE RHL WRFU TE WIPER BLADE HOURS 0 10 TECH(S) 186 436 8 71
OWNER REQUEST TO HAVE THE WIPER BLADE REFILLS REPLACED
BLADES WERE
REPLACE WIPER BLADE

PARTS QTY P P NUMBER DESCRIPTION UNIT PRICE
JOB # 3 1 20783204 BLADE 10 146 20 83
JOB # 3 1 20783205 BLADE 10 146 20 83
JOB # 3 TOTAL PARTS 41 66
JOB # 3 TOTAL LABOR & PARTS 50 37

4 19CVZZ ENG DIAG /DIAG ENGINE HOURS TECH(S) 186 436 0 00
CUSTOMER TELLS THAT VEHICAL IS HESITATING REALLY AD
WHILE WIPER IS RUNNING CHECK AND ADVISE
WAS NOT ABLE TO DUPLICATE AT THIS TIME
CUSTOMER IS GOING TO RETURN FOR TEST DRIVE WITH TECH

PARTS QTY P P NUMBER DESCRIPTION UNIT PRICE
JOB # 4 TOTAL PARTS 0 00
JOB # 4 TOTAL LABOR & PARTS 0 00

5+35CVZZ SHUTTLE COURTESY SHUTTLE HOURS TECH(S) 186 436 0 00
COURTESY TRANSPORTATION SHUTTLE
TWO WAY TRANSPORTATION
\$7 50 FLT WAY \$15 00 FOR 2 WAY SHUTTLE
(USE MISC CODE 51 FOR CHARGES)

PARTS QTY P P NUMBER DESCRIPTION UNIT PRICE

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []

CS217795

CS217795



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CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-8 00 SAT 7 00-5 00

CELL: [REDACTED]



02011CVCS217795

Table with columns: ADVISOR (SHAWN WILCOX), TAG No (1902), INVOICE DATE (07/06/09), INVOICE No (CVCS217795), LABOR RATE, LICENSE No, MILEAGE (15,366), COLOR (AMBER BRONZ), STOCK No (C86096), YEAR / MAKE / MODEL (08/CHEVROLET/MALIBU/V6 6SPD A/T), DELIVERY DATE (10/04/08), DELIVERY MILES (124), VEHICLE ID No (1G1ZK57B68F...), SELLING DEALER NO (ORG), PRODUCTION DATE (06/01/08), R.O. DATE (07/06/09), COMMENTS, MO (15366)

JOB # 5 TOTAL PARTS 0 00

JOB # 5 TOTAL LABOR & PARTS 0 00

Table with columns: DISC, C(NT), DESCRIPTION, CONTROL NO, and amounts. Includes rows for CITIZEN LABOR DISCOUNT and CITIZEN PARTS DISCOUNT.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$120 43 (+TAX)

COMMENTS
PRINT/SET/EG

DETAILS

You may be receiving... in the next few weeks regarding your... Today Surveys are vital to the success of our business. Please take a moment to complete the survey and send it in. We use the feedback from these surveys to address concerns and to recognize service personnel for their efforts in satisfying your service needs. We hope you had an EXCELLENT experience in our service department today. Thank you for allowing us to be of service. We appreciate your business and look forward to your next scheduled visit approximately 90 days from today. You will be receiving a reminder prior to the appointment.

Summary table with columns: TOTAL LABOR (43 43), TOTAL PARTS (53 16), TOTAL SUBLET (0 00), TOTAL G O G (0 00), TOTAL MISC CHG (0 00), TOTAL MISC DISC (9 59), TOTAL TAX (2 88), TOTAL INVOICE \$ (99 88)

CUSTOMER [REDACTED]

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []



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CASEY CHEVROLET
1700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-291-1100
M-F 7 00-6 00 SAT 7 00-5 00

217795

REPAIR ORDER

217795

#7

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
16CVZZ-PKBR-ADJ	ADJ PARKING BRAKE	MI	0 00	16CVZZ-AUTO-SRV	SVC AUTO TRANS	MI	0 00
04CVZZ-FLT-RPL	*RPL FUEL FILTER	MI	0 00	32CVZZ-STAT-INS	*STATE INSPECTION	MI	0 00
00CVZZ-08279	COOL FAN WRG HARNESS	CA	0 00				

SERVICE HISTORY

DATE	MI	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/12/09	203721	10115	1902	436	W	03CVZZ-EMS-DIAG	*EMISSIONS DIAG
				436	C	35CVZZ-GM-COURT	*GM COURTESY INSP
				436	W	35CVZZ-RENTAL	*RENTAL CAR
04/06/09	193768	8417	1902	436	C	02CVZZ-MAINT	*MAINTENANCE I
				436	C	35CVZZ-GM-COURT	*GM COURTESY INSP
01/16/09	173177	4398	1902	436	C	01CVZZ-LOF	*OIL AND FILTER CHNG

PERSON NO. 768 RICHARD C PELCZARSK SERVICE STATE REG# DMV98

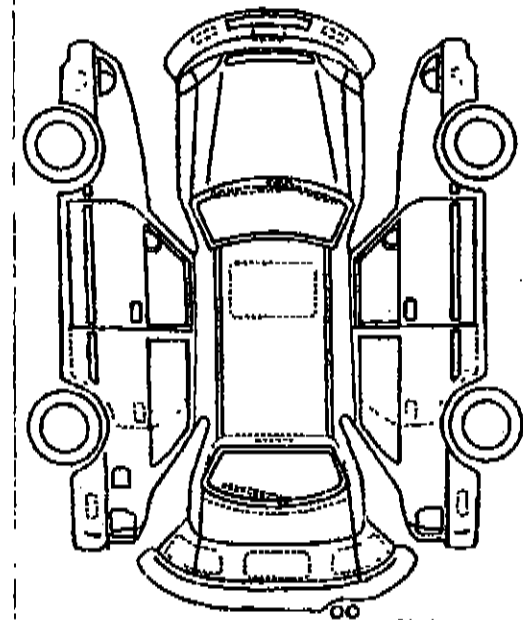
VEHICLE NO. 1G1ZK57B68F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	PROD DATE 06/01/08	STOCK No C86096	LICENSE No	R.O. No 217795
CUSTOMER No 139791	SERVICE CONTRACT	DEL DATE 10/04/08	DEL MILES 124	SELL DEALER No ORG	R.O. DATE 07/06/09
NEWPORT NEWS, VA	COLOR AMBER BRONZE/COCO	CONTRACT No	EXP DATE	EXP MILES	TAG No 2279
REWORK PHONE	TURBO MyML CVZZ I Y A/C Y P S Y TRANS A MILEAGE 15,366	ADVISOR No 1902	ADVISOR SHAWN WILCOX		
TIME RECEIVED 09 01am	DATE TIME PROMISED 07/07/09 10 00am	PRIORITY 4	LABOR RATE		

ORIGINAL CUSTOMER ESTIMATE TOTAL 120.43

bye EPM

THANK YOU FOR PERMITTING US TO BE OF SERVICE!
www.caseyauto.com

- C** 32CVZZ-STAT-INS *STATE INSPECTION
PERFORM STATE INSPECTION
MI 7162550
- C** 01CVZZ-LOF *OIL AND FILTER CHNG
PERFORM OIL AND FILTER CHANGE
- C** 26CVZZ-BLDE-RPL *REPLACE WIPER BLADE
OWNER REQUEST TO HAVE THE WIPER BLADE REFILLS REPLACED
- W** 19CVZZ-ENG DIAG *DIAG ENGINE
CUSTOMER STATES THAT VEHICAL IS HESITATING REALLY AD WORSE WHEN AC IS RUNNING ,CHECK AND ADVISE
Casey advised of noise before and 3rd gear





SERVICE INVOICE

WS173177

www.caseyauto.com

CASEY CHEVROLET
11700 JEFFERSON AVE.
NEWPORT NEWS, VA. 23606
757-591-1100
M-F 7:00-6:00 SAT 7:00-5:00



02011CVWS173177

CELL [REDACTED]

CUSTOMER No. 139791	ADVISOR SHAWN WILCOX	TAG No. 1902 5521	INVOICE DATE 01/16/09	INVOICE No. CVWS173177
[REDACTED]	LABOR RATE	LICENSE No. [REDACTED]	MILEAGE 4,398	COLOR AMBER BRONZ
NEWPORT NEWS, VA [REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	DELIVERY DATE 10/04/08	DELIVERY MILES 124	STOCK No. C86096
[REDACTED]	VEHICLE I.D. No. 1G1ZK57B68F [REDACTED]	SELLING DEALER NO. ORG	PRODUCTION DATE 06/01/08	
[REDACTED]	F. T. E. No.	P.O. No.	R.O. DATE 01/16/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 4398	

LABOR & PARTS
J# : 2 22CVZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
						*EXTERIOR TRIM
436	01/16/09	12.80	15.10	0.00	0.00	FINISHED
186	01/16/09	12.80	15.10	0.00	0.00	FINISHED
321	01/16/09	12.80	15.10	0.00	0.00	FINISHED
OR00	01/16/09	12.80	15.10	1.20	0.00	FINISHED
OR00	01/16/09	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				1.20	0.00	

DOOR STRIPPING COMING OFF
AFTERMARKET MOLDINGS. NOT GM WARRANTY

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
CNFRMD

CLAIM TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
--------------	------	------	------	------	------	------	------	------

APPROVED BY SIGNATURE

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

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []

CS173177

CS173177

SERVICE INVOICE



www.caseyauto.com

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00



02011CVCS173177

CELL: [REDACTED]

CUSTOMER No 139791	ADVISOR SHAWN WILCOX	TAG No 1902	INVOICE DATE 01/16/09	INVOICE No CVCS173177
[REDACTED]	LABOR RATE	MILEAGE 4,398	COLOR AMBER BRONZ	STOCK No C86096
NEWPORT NEWS, VA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	DELIVERY DATE 10/04/08	DELIVERY MILES 124	
[REDACTED]	VEHICLE ID No 1G1ZK57B68F	SELLING DEALER NO ORG	PRODUCTION DATE 06/01/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 4398	

LABOR--
 JOB# 1: 01CVZZ: LUB OIL, FILTER, LUBE OIL & FILTER SERVICE
 HOURS: 13.72 TECH(S): 186, 436
 DRAIN ENGINE OIL, REPLACE WITH CORRECT GRADE AND VISCOSITY
 REPLACE FILTER, LUBE CHASSIS, DOORS, HINGES AND CHECK ALL
 FLUIDS, CORRECT OR ADD WHEN NEEDED & CHECK AIR PSI IN TIRES
 OIL SERVICE COMPLETED

JOB# 2: 22CVZ: EXTERIOR TRIM, DOOR STRIPPING COMING OFF
 HOURS: 0.00 TECH(S): 186, 436 WARRANTY

JOB# 3: 35CVZZ: GM INSPT, GM MULTI-PT INSPECT, PERFORM GM MULTI-POINT INSPECTION
 HOURS: 0.00 TECH(S): 186, 436 INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
JOB # 1	1	12605566	FILTER 1 836	6.40	6.40
JOB # 1	5	12345621	OIL-ENGIN 8 800	3.02	15.10
				TOTAL PARTS	21.50

MISC	CODE	DESCRIPTION	CONTROL NO	TOTAL	
JOB # 1	1	ENVIRONMNTL DISPOSAL/SHOP SUPP		3.00	
				TOTAL - MISC	3.00

ESTIMATE--
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$40.00 (+TAX)
 COMMENTS CNFRMD

TOTALS--

TOTAL LABOR	13.72
TOTAL PARTS	21.50
TOTAL SUBLET	0.00
TOTAL G O G	0.00
TOTAL MISC CHG	3.00
TOTAL MISC DISC	0.00
TOTAL TAX	1.23

TOTAL INVOICE \$ 39.45

You may be receiving a survey in the next few weeks regarding your service visit today. Surveys are vital to the success of our business. Please take a moment to complete the survey and send it in. We use the feedback from these surveys to address concerns and to recognize service personnel for their efforts in satisfying your service needs. We hope you had an EXCELLENT experience in our service department today. Thank you for allowing us to be of service. We appreciate your business and look forward to your next scheduled visit approximately 90 days from today. You will be receiving a reminder prior to the appointment.

CUSTOMER SIGNATURE _____

[] CASH [] CHECK CK NO []
 [] CREDIT [] DEBIT OTHER []



www.caseyauto.com

IS173177

SERVICE INVOICE

IS173177

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23806
757-591-1100
M-F 7 00-8 00 SAT 7 00-5 00



02011CVIS173177

CELL: [REDACTED]

Customer information form including fields for Customer No (139791), Advisor (SHAWN WILCOX), TAG No (1902), Invoice Date (01/16/09), Invoice No (CVIS173177), Labor Rate, Mileage (4,398), Color (AMBER BRONZ), Stock No (C86096), Year/Make/Model (08/CHEVROLET/MALIBU/V6 6SPD A/T), Delivery Date (10/04/08), Delivery Miles (124), Vehicle ID No (1G1ZK57B68F), Selling Dealer No (ORG), Production Date (06/01/08), R.O. Date (01/16/09), and Comments.

Table with columns for CONTROL#, ACCOUNT NUMBER, AMOUNT, and various service categories. Includes a summary row: TOTAL INVOICE \$ 0.00.

APPROVED BY SIGNATURE

[] CASH [] CHECK CK NO []
[] CREDIT [] DEBIT OTHER []



www.caseyauto.com

CASEY CHEVROLET
11700 JEFFERSON AVE
NEWPORT NEWS, VA 23606
757-591-1100
M-F 7 00-6 00 SAT 7 00-5 00

173177

REPAIR ORDER

173177

Please call when Ready

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
60CVZZ-08279	COOL FAN WRG HARNESS	CA	0 00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/23/08	151070	739	758	186	C	35CVZZ-GM-INSPT	*GM MULTI PT INSPECT
				186	W	08CVZZ-STRG-DIA	*STEERING DIAG
				186	W	60CVZ	CAMPAIGNS
10/10/08	147835	301	1369	321	W	60CVZZ-08279	COOL FAN WRG HARNESS
07/02/08	120339	1	929	354	W	06CVZZ-BRK-DIAC	*DIAG BRAKES
				354	I	30CVZ	*NEW VEHICLE PREP

SALESPERSON NO 768 RICHARD C PELCZARSK SERVICE STATE REG# DMV98

VEHICLE ID NO TG1ZK57B68F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/V6 6SPD A/T	PROD DATE 06/01/08	STOCK No C86096	LICENSE No 73177	R.O. No 73177
CUSTOMER No 139791	SERVICE CONTRACT	DEL DATE 10/04/08	DEL MILES 124	SELL DEALER No ORG	R.O. DATE 01/16/09
NEWPORT NEWS, VA	COLOR AMBER BRONZE/COCC	CONTRACT No	EXP DATE	EXP MILES	TAG No 5521
TURBO CVZZ	M/MC Y	A/C Y	P/S Y	TRANS A	MILEAGE 4,398
ADVISOR No 1902	ADVISOR SHAWN WILCOX	I hereby authorize the repair shop to perform all work to be done along with the necessary material and labor that you desire and authorize the shop to repair the car or truck having described on above. I further authorize the shop to use or sell the parts of the car or truck as they see fit. I further authorize the shop to use or sell the parts of the car or truck as they see fit. I further authorize the shop to use or sell the parts of the car or truck as they see fit.			
RESIDENCE PHONE	DATE / TIME RECEIVED 12 17pm	DATE / TIME PROMISED 01/16/09 05 30pm	PRIORITY 3	LABOR RATE	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
E-Mail CELL	TERMS: VERIFY THE CASE UNLESS ARRANGEMENTS MADE IN ADVANCE				DATE 10/04/08

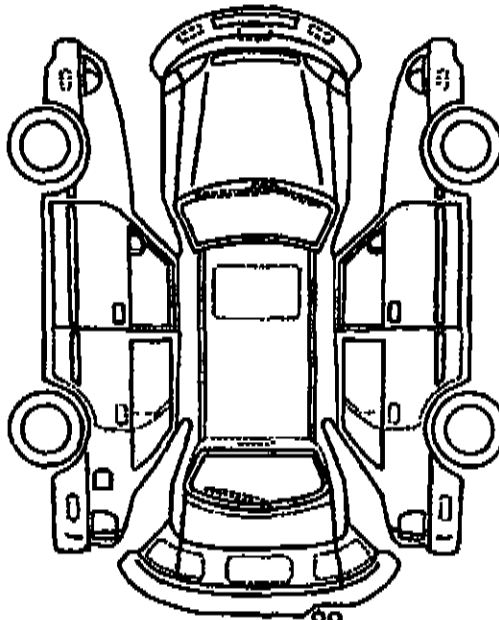
ORIGINAL CUSTOMER ESTIMATE TOTAL 36 77

with 757-285-5106

THANK YOU FOR PERMITTING US TO BE OF SERVICE!
www.caseyauto.com

COMMENTS CNFRMD

- 1. 01CVZZ-LOF LUBE,OIL,FILTER LUBE,OIL,& FILTER SERVICE
- 2. 22CVZ EXTERIOR TRIM DOOR STRIPPING COMING OFF
- 3. 35CVZZ-GM-INSPT GM MULTI PT. INSPECT. PERFORM GM MULTI-POINT INSPECTION



HOW TO CONDUCT A VEHICLE INSPECTION

- While in vehicle
 - MI or MU, 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 OnStar 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
 - Inspect left windshield wiper blade
 - Inspect left front tire (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 front 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 lamp 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 lamps and make sure key is in the off position

- Record all vehicle observations on Inspection Report and discuss findings with customer

NOTE: The Tire and Loading Information Label shows the correct inflation pressures for each vehicle's 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 Tire Label located on the driver's door edge.



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

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: [REDACTED]

Service Request: 71-741633358

BBB Case No.: CHV0942284

Only customer's last name to be recorded

Vehicle ID No: 1G1ZK57B68F [REDACTED]

In Service Date: 10/4/2008

Vehicle is: New

BAC Code: 113723

Year, Make & Model: 2008 Chevrolet Malibu
Mileage at Time of BBB Filing 16437

Vehicle Purchased Used on: n/a at odometer n/a

Lien holder: GMAC Other : {Name}

Sale Type: Purchase Lease Other : {Type}

DVM Name: Gordon Histed

CAM Name: Craig Joseph
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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.

Hesitation in Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/12/09	20322 1	6	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*

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

{Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

{Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

{Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

Recall/Campaign (Not Related to Other Symptoms/Complaints): No Recalls

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/23/08	15107 0	1	739	#08279 Install two cooling fan jumper harnesses

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

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

Are there any Aftermarket Modifications to the Vehicle Y or N? NO

Have you confirm this with the customer Y or N? Yes

List:

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileag e:</u>	<u>Description of Complaint and Repair Performed:</u>
10/10/08	147835	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
10/23/08	151070	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	193768		8417	Casey Chevrolet LOF, inspection
1/16/09	173177		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:

Days out of service: 30

Repairs 3

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 3, Hesitation 2, 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? 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}
-----------------------------	--------	--------------



Headquarters
U.S. Army Dental Activity Fort Eustis
Building 577 Stenberg Avenue
Fort Eustis, VA 23604-5311
Phone: (757) 314-7980/DSN: 826-7980
Fax: (757) 314-7942/DSN: 826-7942

Date: 24 Aug 09

Fax

To: Shawn Brown

From:

Fax #:

Phone #:

Phone #:

No. of Pages: 3

Subject:

CC:

Remarks: Urgent For your information Reply ASAP Please comment

Ref # 71-74163358

proof of monthly car payment amount.

Thank you!

Accounts	Bill Pay	Transfers	Investments	Customer Service
Accounts Overview	Account Details	My Portfolio	Alerts	Open an Account

PRIMARY

Account:

Balance Summary 

Available balance as of 08/24/2009 ¹

Available balance history

Account numbers & fees:

- Show account number
- Show routing numbers
- Personal schedule of fees

Account Activity

Find other transactions
You asked for:





















Transactions Containing: 503.00

Between now and October 2008

My Statements

Find Transactions

Find Transactions Results Newest • Next • Previous • Oldest

Date ↓	Description	Type	Status	Amount
Pending	GMAC PAYMENT PROCESSIN G CENTER BILL PAYMENT			-\$503.00
▶ 07/27/2009	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00
▶ 06/25/2009	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00
▶ 05/26/2009	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00
▶ 04/24/2009	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00
▶ 03/25/2009	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00
▶ 02/26/2009	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00
▶ 01/28/2009	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00
▶ 12/24/2008	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00
▶ 11/21/2008	GMAC PAYMENT PROCESSIN G CENTER Bill Payment			-\$503.00

Icon Legend

Newest • Next • Previous

My Keep the Change Savings



\$850.64 ²

My savings keep adding up with Keep the Change!

[View my savings](#)

Turn off Popup Help



[BankAmericard Cash Rewards™ Visa Signature® card](#)
[Learn more](#)

Customer Service

- Manage alerts
- Stop check payment
- Check card settings

Show me more services...

Buyer Name and Address (Including County and Zip Code) [REDACTED] HAMPTON VA	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) CASEY CHEVROLET CORP 11700 JEFFERSON AVE NEWPORT NEWS VA 23606 YOPK
---	--	---

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	CHEVROLET MALIBU	1G1ZK57B68F [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
7.00 %	\$ 7539.13	\$ 28667.51	\$ 36206.64	\$ 0.00 is \$ 36206.64

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$502.87	Monthly beginning 11/19/2008

Or As Follows:

Late Charge. If payment is not received in full within 7 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ <u>769.38</u> sales tax)	\$ <u>26340.38</u> (1)
2 Total Downpayment =	
Trade-In <u>2007 CHEVROLET TRUCK EQUINOX</u>	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>13750.00</u>
Less Pay Off Made By Seller	\$ <u>16855.49</u>
Equals Net Trade In	\$ <u>-3105.49</u>
+ Cash	\$ <u>1000.00</u>
+ Other	\$ <u>500.00</u>
(If total downpayment is negative, enter "0" and see 4I below)	\$ <u>0.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>26340.38</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.	
Life \$ N/A	
Disability \$ N/A	\$ N/A
B Vendor's Single Interest Insurance Paid to Insurance Company(ies).	\$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A
D Optional Gap Contract	\$ <u>600.00</u>
E Official Fees Paid to Government Agencies	\$ N/A
1) to N/A for N/A	\$ N/A
2) to STATE OF VA for GROSS REC TAX	\$ <u>23.64</u>
3) to N/A for N/A	\$ N/A

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 not 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 box 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.

Check the insurance you want and sign below:

Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability: Buyer Co-Buyer Both

Premium:

Credit Life \$ N/A
 Credit Disability \$ N/A

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

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 affect our decision to extend credit or the terms of this contract. Your decision to buy or not to 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. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit Disability Insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

N/A N/A
 Type of Insurance Term
 Premium \$ N/A
 Insurance Company Name N/A
 Home Office Address N/A
 N/A N/A
 Type of Insurance Term
 Premium \$ N/A

**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, print 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: [REDACTED]		
Mailing address: [REDACTED]		
City: NEWPORT NEWS	State: VA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2008	Current mileage: 16437
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: CASEY CHEVROLET, NEWPORT NEWS, VA			
Primary Servicing dealer/city/state: Hutchens Chevrolet,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/04/08		Mileage at purchase/lease:	
First repair attempt date: 10/06/08		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			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 IDENTIFICATION 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 THE BRAKE		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 copies 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**

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

April 25, 2011

[REDACTED]
Gulfport, MS [REDACTED]

Dear [REDACTED] i,

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[REDACTED]. 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 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

Customer Name: [REDACTED]

Service Request: 71-744475488

BBB Case No.: CHV0941903

Only customer's last name to be recorded

Vehicle ID No.: 1G1ZH57BX8F [REDACTED]

In Service Date: 1/31/2008

Vehicle is: new

BAC Code: 201991

Year, Make & Model: 2008 Chevrolet Malibu
Mileage at Time of BBB Filing 29,000

Vehicle Purchased Used on: 01/31/2009 at
odometer 308

Lien holder: GMAC Other : {Name}

Sale Type: Purchase Lease Other :
{Type}

DVM Name: Don Mills
Phone/Cell Number: 601-613-9803
Svc Mgr Name: Preston Hood: Walt Himel
Turan-Foley: Bill Rivenbark

CAM Name: Larry D. Shields
Phone number: 972-443-2901 (For BRC Use
Only)

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 _____

Water Leak

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 EVAPORATOR DRAIN PLU CLOGGED WITH DEBRIS. REMOVED A/C DRAIN PLUG AND REPLACED CARPET PADDING AS NEEDED.
09/08/2009	32181 6	Current	30739	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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.
09/08/2009	32181 6	CURRENT	30739	CUSTOMER STATED THE PASS FRONT DOOR LOCK IS INOP DOOR ACTUATOR WAS NOT WORKING TEST ELECTRICAL SYSTEM ITS OK REPLACE R.F. DOOR

SIGNAL

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/9/09	23668	*	27712	C/S TAG LIGHT OUT. REPLACED BLOWN BULB.

TIRES

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/7/09	23566 6	1	27750	C/S SLOW LEAK IN LF TIRE. PERFORMED DIAGNOSTIC AND WATER TESTED NO LEAKS FOUND. REPROGRAMMED TPMS

 SPEAKER

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/8/08	2291 07	1	14413	RIGHT REAR SPEAKER SOUNDS BLOWN. ORDERED SPEAKER.
10/21/08	22947 1	1	15170	RIGHT REAR SPEAKER DISTORTED. REPLACED SPEAKER

 Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/12/08	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 warranty.

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 main 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:

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 01/31/2008

Salesman PATRICK C MCDONALD

PURCHASER _____

BILOXI

11325 Cedar Lake Road, MS 39532
Phone: 228-388-8000 Fax: 228-702-3415

USED CARS BUYERS GUIDE
The information you see in the window form for this vehicle is part of this contract. Information on the window overrides any contrary provision in the contract of sale. This vehicle is sold as a used car. No claim or guarantee is made as to prior ownership or use. Some common sources of used cars are: Manufacturer's Auction, Rental Units, Trade-Ins, Manufacturer's Field Cars, etc.

DISCLAIMER OF WARRANTIES
*All expressed 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 the buyer additional rights. This order comprises the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promise whatsoever, will be recognized. This is not a binding contract if Preston Hood Chevrolet LLC arranged financing for buyer signs his or her retail installment contract. This is a binding contract when signed for all cash sales and sales where buyer makes his or her own financing arrangements.

ADDRESS _____ CITY GULFPORT STATE MS ZIP _____

PHONE: HOME _____ WORK _____ SSN _____ DATE OF BIRTH _____

COUNTY HARRISON

JAN 31 08

PURCHASE AGREEMENT AND INVOICE

STOCK NO. 4065	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMO <input type="checkbox"/> USED	YEAR 2008	MAKE CHEVROLET	CYL 4	MODEL MALIBU	BODY 4DR	COLOR SLVSTONE	MILES 000308
1 G 1 Z H 5 7 8 X 8 F		SERIAL # _____						
TRADE DESCRIPTION								
YR	MAKE	CYL	MODEL	MILES				
BODY		COLOR						
SERIAL # _____								
BALANCE OWED TO:							SELLING PRICE	\$ 20954.99
ADDRESS:							NOTARY & ADMIN. FEES	\$ 399.00
ACCT#	GOOD TIL	SPOKE TO					SUB-TOTAL (A)	\$ 21353.99
CREDITS							TAXES (A) LESS (B) \$.00 %	\$ 1067.70
TRADE ALLOWANCE (B)							INSP. FEE 5.00 & TITLE 5.00 =	\$ 10.00
BALANCE OWED							TOTAL	22431.69
NET ALLOWANCE							TOTAL OF CREDITS (Transfer from Left Column)	\$ N/A
PARTIAL PAYMENT WITH ORDER							PROTECTION PLAN	\$ N/A
DUE AT DELIVERY							UNPAID BALANCE	\$ 22431.69
OTHER							LIENHOLDER:	KEESLER FGL
TOTAL OF CREDITS (Transfer to Right Column)							P.O. BOX 7001	
							ADDRESS:	BILOXI MS 39534

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.

USED CAR

"A DOCUMENT/SERVICE FEE IS NOT AN OFFICAL FEE AND IS NOT REQUIRED BY LAW. HOWEVER, IT MAY BE CHARGED TO A BUYER/LESSEE 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."

PURCHASER'S SIGNATURE _____

CO-PURCHASER'S SIGNATURE _____

This transaction is not valid unless accepted by an officer of PRESTON HOOD CHEVROLET LLC.

Accepted By [Signature] Title [Signature]

CONSUMER REPORT I agree that 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/were 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 authorize 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.

STATE TAX COMMISSION

DEPARTMENT OF REVENUE
TITLE BUREAU - POST OFFICE BOX 1383
JACKSON, MISSISSIPPI 39215

Form 78-002-07-7-1-000 (Rev. 04/07)



APPLICATION FOR CERTIFICATE OF TITLE

ENTER COMPLETE MISSISSIPPI TITLE NO. VEHICLE TYPE:

First Miss. Title. Attach M.C.O. or other state title. Attach Miss. Title. Attach Mich. Title. Attach Miss. Title.

TITLE TYPE: ORIGINAL (O) CORRECTION (C) TRAN. FER (T) LIEN CHANGE (L)

8 DIGITS EXAMPLE 1 2 3 4 5 6 7-01

HAIL (H) FLOOD (F) SALVAGE (S) REBUILT (R) OTHER

PASS. (1) TRK. TRACTOR (2) AMB. (3) TRK. (4) BUS (5) PVT. TLR. (6) MOTORCYCLE (7) MO FOR HOME/CAB. (8) TRK TLR. (9)

YEAR	MAKE	MODEL/SERIES	CYL	NO. PASS OR GVW	BODY TYPE	COLOR	NEW	USED	FUEL	VEHICLE IDENTIFICATION NO (VIN)	DOOMETER CODE EXAMPLE 00-123456
2008	CHEVROLET	MALIBU	4	4415	4DR SD	SILVSTONE	XX		G	1G1ZH57B8F	308

FROM WHOM PURCHASED (NAME) [REDACTED] STREET / APT. / P.O. BOX / [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

PREVIOUS TITLE NO. [REDACTED] TITLING STATE [REDACTED] TAG ID. [REDACTED] EXP. YR. [REDACTED]

OWNER(S) LAST NAME, FIRST, INITIAL (S; &/OR; OR) FIRST, INITIAL

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

STREET / APT. / P.O. BOX / [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

CO. CODE [REDACTED] DATE OF PURCHASE MO. [REDACTED] DAY [REDACTED] YR. [REDACTED] TRADE IN YES NO PURCHASED OUT OF STATE YES NO

1st LIENHOLDER NAME [REDACTED] STREET ADDRESS [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

LIENHOLDER NUMBER Contact Lienholder & get this [REDACTED] DATE OF LIEN MO. [REDACTED] DAY [REDACTED] YR. [REDACTED]

2nd LIENHOLDER NAME [REDACTED] STREET ADDRESS [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

LIENHOLDER NUMBER Contact Lienholder & get this [REDACTED] DATE OF LIEN MO. [REDACTED] DAY [REDACTED] YR. [REDACTED]

3rd LIENHOLDER NAME [REDACTED] STREET ADDRESS [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

LIENHOLDER NUMBER Contact Lienholder & get this [REDACTED] DATE OF LIEN MO. [REDACTED] DAY [REDACTED] YR. [REDACTED]

4th LIENHOLDER NAME [REDACTED] STREET ADDRESS [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

LIENHOLDER NUMBER Contact Lienholder & get this [REDACTED] DATE OF LIEN MO. [REDACTED] DAY [REDACTED] YR. [REDACTED]

PRESTON HOOD CHEV BY [REDACTED]

NAME OF SELLER BY AUTHORIZED SIGNATURE

I, THE UNDERSIGNED, CERTIFY THAT THE VEHICLE DESCRIBED ABOVE IS OWNED BY ME AND I HEREBY MAKE APPLICATION FOR A CERTIFICATE OF TITLE FOR SAID MOTOR VEHICLE, AND THIS VEHICLE WILL NOT BE SUBJECT OF LIEN PRIOR TO RECEIPT OF TITLE UNLESS INDICATED ABOVE.

*** DISCLOSURE STATEMENT AND PRIVACY ACT NOTICE ***

DRIVER'S LICENSE NUMBERS ARE REQUIRED BY STATE LAW AND WILL BE USED IN THE ADMINISTRATION OF STATE MOTOR VEHICLE LAWS. THE COMMISSION IS AUTHORIZED TO COLLECT THE INFORMATION PURSUANT TO 42 U.S.C. § 405(c)(2)(C) AND MISS. CODE ANN. § 63-21-15. TITLES AND REGISTRATION RECORDS MAY BE RELEASED ONLY PURSUANT TO 18 U.S.C. §§ 2721-2725. FAILURE TO PROVIDE THE INFORMATION WILL RESULT IN THE DENIAL OF A CERTIFICATE OF TITLE.

OWNER'S SIGNATURE [REDACTED] DRIVER'S LICENSE NUMBER [REDACTED]

JOINT OWNER'S SIGNATURE [REDACTED] DRIVER'S LICENSE NUMBER [REDACTED]

(PERSONALLY SIGNED IN INK BY OWNER OR AUTHORIZED REPRESENTATIVE) (IF THERE IS NO JOINT OWNER LEAVE THIS LINE BLANK)

I HEREBY CERTIFY THAT THE ABOVE DESCRIBED VEHICLE HAS BEEN PHYSICALLY INSPECTED BY ME AND THAT THE V.I.N. AND DESCRIPTIVE DATA SHOWN ON THIS APPLICATION ARE CORRECT AND FURTHER, I IDENTIFIED THE PERSON SIGNING THE APPLICATION AND WITNESSED HIS SIGNATURE:

PRESTON HOOD CHEV DESIGNATED AGENT BY [REDACTED]

DESIGNATED AGENT NO. 20-0402056-00 DATE JANUARY 31st, 2008 70793542

See reverse of copy 4 for important information

DESIGNATED AGENT'S COPY APPLICATION NUMBER

and file in favor of [REDACTED]

whose address is [REDACTED]



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: SHERRI D STEWART
VIN: 1 G 1 7 H 5 7 8 X 8 F (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
<u>No Rebates</u>	\$ <u>N/A</u>	<u>GM Supplier</u>
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
Total Incentive Amount Received	\$ <u>N/A</u>	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive _____
in lieu of _____ and/or _____
- b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 01/31/08 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: [Redacted] Date: 01/31/08

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.

Authorized Dealer Signature: [Signature] 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 Dealer File

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

Eligible Participant: [REDACTED] Relationship to Eligible Participant: SELF
 Purchaser's First Name: [REDACTED] Purchaser's Last Name: [REDACTED]
 Purchaser's Zip Code: [REDACTED]
 Purchaser's Date Of Birth: [REDACTED]
 Vehicle Identification Number (VIN): 1G1Z4578X8F [REDACTED]
 Authorization Number: [REDACTED] Incentive Code: GSU
 Approval Number: [REDACTED] Approval Date: 01/31/2008
 19:54:05
 Dealer Name: PRESTON HOOD CHEVROLET
 Division: CHEVROLET BAC: 201991 Dealer Code: 24152
 Program Name: GM SUPPLIER DISCOUNT
 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 must be shown to customer for verification. \$ 20954.99
- (2) Amount charged for Documentation Fees, if over \$75, up to state law limit. \$ 399.00
- (3) I have confirmed that the applicable price shown on line (1) above is correct. [REDACTED] Customer Initials
- (4) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price. [REDACTED] Customer Initials
- (5) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price. [REDACTED] Customer Initials

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) ⁽¹⁾
 - E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be

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 reside shall govern.

Customer Signature

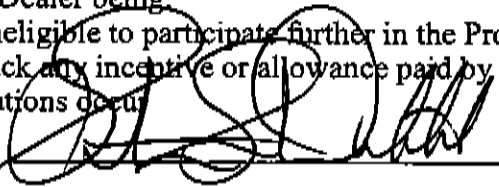


Date: 1/31/08

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 under 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 relieved 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 incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature:



Date: 1/31/08

- (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.

Fax 1-866-268-5526

SPAC.#

CUSTOMER #: 631577

321816

1-866-740-5600

GULFPORT, MS

WORKORDER
REPRINT
PAGE 1

TURAN-FOLEY MOTORS, INC.

DBA TURAN-FOLEY CHEVROLET-CADILLAC-BUICK
11123 HWY 49 N
GULFPORT, MS 39503
PH: (228) 539-7500

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6161 MCCORMICK, JOHN MICHA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57BX8F		30739/	T459
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31JAN08 DD						CASH
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter MFI DOHC HO_ECOTEC				
08SEP2009 08:52						

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	11		WC	CUSTOMER STATED THERE IS A WATER LEAK, PASS REAR FLOORBOARD GETS WET <i>5783 Found AC DRAIN AREA LEAKING - Replace Lower EVAP CASE & Seals - LEAKING</i>
# B	10		WC	CUSTOMER STATED THE PASS FRONT DOOR LOCK IS INOP <i>5783 DOOR LOCK ACTUATOR WAS NOT WORKING TEST ELECTRICAL SYSTEM - IT OK - REPLACE R.F. DOOR</i>
# C	*11		WC	CUSTOMER STATED THE CARPET SMELLS SINCE THE LEAK <i>783 Replace Front Carpet - Moldy - Wet Replace Rear Carpet - Moldy - Wet Replace Dash Barrier Moldy - Wet</i>

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 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)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

Office DEPOT FAX TRANSMISSION

Taking Care of Business

TO: Rajina Travilo

FROM: [REDACTED]

FAX NUMBER: 1866 281 0327

SENDER'S PHONE #: [REDACTED]

DATE: 7/29/2009

OF PAGES: 15

CUSTOMER'S NOTES: Service Tickets for case # 71-74
Case # 71-74-4475-488

OFFICE DEPOT'S TERMS OF USE

SENDER AGREES NOT TO USE THIS FAX TO: (I) TRANSMIT MATERIAL WHOSE TRANSMISSION IS UNLAWFUL, HARASSING, LIBELOUS, ABUSIVE, THREATENING, HARMFUL, VULGAR, OBSCENE, PORNOGRAPHIC OR OTHERWISE OBJECTIONABLE; (II) CREATE A FALSE IDENTITY, OR OTHERWISE ATTEMPT TO MISLEAD OTHERS AS TO THE IDENTITY OF THE SENDER OR THE ORIGIN OF THIS FAX; (III) POST OR TRANSMIT ANY MATERIAL THAT MAY INFRINGE THE COPYRIGHT, TRADE SECRET, OR OTHER RIGHTS OF ANY THIRD PARTY; (IV) VIOLATE ANY FEDERAL, STATE OR LOCAL LAW IN THE LOCATION, OR (V) CONDUCT ACTIVITIES RELATED TO GAMBLING, SWEEPSTAKES, RAFFLES, LOTTERIES, CONTESTS, PONZI SCHEMES OR THE LIKE.

PLEASE NOTE THAT OFFICE DEPOT DOES NOT REVIEW THE CONTENTS OF ANY FAX SENT USING ITS SERVICES. FURTHER, BY SIGNING BELOW THE SENDER OF THIS FAX HEREBY AGREES TO INDEMNIFY OFFICE DEPOT TO THE FULLEST EXTENT OF THE LAW AND FOR ANY AND ALL CLAIMS, SUITS, OR DAMAGES ARISING OUT OR IN CONNECTION WITH THE REQUEST TO SEND, OR SENDING THIS FAX.

CUSTOMER SIGNATURE (REQUIRED) [REDACTED]

STORE INFORMATION

OFFICE DEPOT #0437
15212 Crossroads Pkwy.
Gulfport, MS 39503
T. (228) 832-7886
F. (228) 832-9668
ods00437cpc@officedepot.com

THANK YOU FOR USING OFFICE DEPOT'S CUSTOMER FAX SERVICES

First Page
Local Fax

Additional
Local Fax

First Page
Long Distance Fax

Additional
Long Distance Fax

First Page
International Fax

Additional
International Fax



833-071



456-687



833-081



833-091



833-191



833-201



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



CELL: [REDACTED]

CUSTOMER NO. 16799	LABORER JOHN COMPTON	280	TAG NO. 8424	07/27/09	CVES238209
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 29,019	STEVSTONE M	4065
GULFPORT, MS [REDACTED]	08/CHEVROLET/MALIBU/4DR SDN LT			01/31/08	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. T G 1 2 H 5 7 B X 8 F	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.F.E. NO.	P.O. NO.		07/24/09	
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS		TECH(S):331		WARRANTY	
J# 1 55CVZ	WATER LEAKS		CUST STATES THE FRONT & REAR FLOORBOARDS GET WET		ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS. NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.
	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		
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	462233	INSL ASM 12.980		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
COMMENTS					
WAITING					
TOTALS					
THANK YOU FOR YOUR BUSINESS				TOTAL LABOR...	0.00
IF YOU CANNOT RATE US "COMPLETELY SATISFIED"				TOTAL PARTS...	0.00
ON THE SURVEY YOU WILL RECEIVE IN THE MAIL,				TOTAL SUBLET...	0.00
PLEASE CALL YOUR SERVICE ADVISOR				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC OISC	0.00
				TOTAL TAX.....	0.00
PARTS DESIGNATED WITH AN ASTERISK (*)				TOTAL INVOICE \$	0.00
INDICATE LIMITED LIFETIME SERVICE GUARANTEE					
APPLIES FOR CUSTOMER PAY REPAIRS					

CASH [] C/CARD [] CHARGE [] CHECK [#]					

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CUSTOMER SIGNATURE

Reynolds and Reynolds SERVICE GUARANTEE Q. 11/05/08



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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	280	TAG NO. 8424	INVOICE DATE 07/27/09	INVOICE NO. CVES238209
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 29,019	DOOR STEELSTONE M	4065
GULFPORT, MS	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT			DELIVERY DATE 01/31/08	DELIVERY MILES 308
[REDACTED]	VEHICLE ID NO. IG1ZH57BX8F			SELLING DEALER NO.	PRODUCTION DATE:
[REDACTED]	F.T.E. NO.		P.O. NO.	07/24/09	
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 55CVZ			WATER LEAKS		
TECH(S):331 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					
JOB # 1	1	462233	INSL ASM 12.980		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
COMMENTS WAITING					
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....	0.00
				TOTAL PARTS....	0.00
				TOTAL SUBLET....	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS				TOTAL INVOICE \$	0.00

CASH [] C/CARD [] CHARGE [] CHECK [#]					

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS. UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

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

Reprints and Reproduction SPANISH (02/26/11) (02/26/11)



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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	280	TAG NO. 8053	DATE 07/15/09	WORKSHEET NO. CVCS237772
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,605	STEVSTONE M	4069
GOLFPORT, MS	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE ID NO. 1G1Z H 5 7 B X 8 F	DELIVERY DATE 01/31/08	DELIVERY MILES 308	
[REDACTED]	F.T.E. NO.	P.O. NO.	07/10/09	REPRINT# 1	
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J#	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1	1	15926870	COLUMN 6.518		
J# 1	0	15938252	CONSOLE 10.240		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2			SUBLET RENTAL VEHICLE		
TECH(S): 58					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3	1	20760509	LOCK 10.473		
TECH(S): 331					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4	1	25805894	MOTOR 6.605		
TECH(S): 331					
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

Reprints and Repairs: EPA/MS/VE 012534110 1/08/08



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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	280	TAR NO. 8053	INVOICE DATE 07/15/09	INVOICE # CVC5237772
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,605	COLOR SILVSTONE M	STOCK # 4065
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			RECEIVE DATE 01/31/08	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. J G 1 Z H 5 7 B X 8 F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	B.T.E. NO.		P.O. NO.		07/10/09
[REDACTED]	BUSINESS PHONE		COMMENTS		

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
JOB # 2	37657	682072		07/15/09	RENTAL CAR		0.00
COMMENTS							
EOD							
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							

CASH [] C/CARD [] CHARGE [] CHECK [#]							

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

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

Reprints and Reports - BRUNNEN - BRUNNEN - 0 11025



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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	280	TAX NO. 7899	INVOICE DATE 07/09/09	INVOICE NO. CVC5237711
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,596	COLOR STEVSTONE M	VEHICLE NO. 4065
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 01/31/08	DELIVERY MILES 308
[REDACTED]	VEHICLE ID NO. 1G1ZH57BX8F [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.F.E. NO.	P.O. NO.		07/09/09	
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
J# 1 28CVZ	LOCK/LATCH/SECURITY CUST STATES THE LEFT FRONT DOOR LOCK CYCLED SEVERAL TIMES ONCE. OPERATING NORMAL NOW. UNABLE TO DUPLICATE CUSTOMER CONCERN	331	
PARTS	DESCRIPTION	UNIT PRICE	
	JOB # 1 TOTAL PARTS	0.00	
	JOB # 1 TOTAL LABOR & PARTS	0.00	
J# 2 28CVZPOWER	POWER LOCKS INOP. CUST STATES THE LEFT REAR DOOR LOCK IS INOPERATIVE CHECK FOUND DOOR LOCK ACTUATOR INOP ORDERED PART	331	
PARTS	DESCRIPTION	UNIT PRICE	
JOB # 2	LOCK 10.473	0.00	WARRANTY
	PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED **		
	JOB # 2 TOTAL PARTS	0.00	
	JOB # 2 TOTAL LABOR & PARTS	0.00	
J# 3 06CVZ	*STEERING CUST STATES THE STEERING IS HARD INTERMITTANTLY. NORMAL FUNCTION OF STEERING	331	
PARTS	DESCRIPTION	UNIT PRICE	
	JOB # 3 TOTAL PARTS	0.00	
	JOB # 3 TOTAL LABOR & PARTS	0.00	
J# 4 06CVZNOISE	STEERING NOISE CUST STATES THE STEERING WHEEL WILL MOVE BACK & FORTH WHEN THE VEHICLE IS IN PARK OR NEUTRAL NORMAL OPERATING CHARACTERISTIC	331	
PARTS	DESCRIPTION	UNIT PRICE	
	JOB # 4 TOTAL PARTS	0.00	
	JOB # 4 TOTAL LABOR & PARTS	0.00	
J# 5 00CVZMPVI	MULTI-POINT INSPECT PERFORM MULTI-POINT VEHICLE INSPECTION PERFORMED INSPECTION	331	
PARTS	DESCRIPTION	UNIT PRICE	
	JOB # 5 TOTAL PARTS	0.00	
	JOB # 5 TOTAL LABOR & PARTS	0.00	

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS. UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

COMMENTS
 LUNCH @ 2:30

Reynolds and Reynolds ADMINISTRATIVE 06/28/04 10:05



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



CELL: [REDACTED]

CUSTOMER (NO.)	16799	ADVISOR	JOHN COMPTON	280	TAG NO.	7899	DATE OF SALE	07/09/09	INVOICE NO.	CVC237711
	[REDACTED]	LABOR RATE	LICENSE NO.		MILEAGE	28,596	BUYER	STEVSTONE M	DOB	4065
	GULFPORT, MS	YEAR / MAKE / MODEL	08 / CHEVROLET / MALIBU / 4DR SDN LT				DELIVERY DATE	01/31/08	DELIVERY MILE	308
	[REDACTED]	VEHICLE I.D. NO.	1G1Z H57BX8F [REDACTED]				SELLING DEALER NO.		PRODUCTION DATE	
	[REDACTED]	F.T.E. NO.		P.O. NO.			07/09/09			
	BUSINESS PHONE	COMMENT								

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....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.



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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	16	TAG NO. 7229	08/09/09	CVCS236684
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 27,712	CO. OR STEVSTONE M	4065
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 01/31/08	DELIVERY MILE 308
[REDACTED]	VEHICLE ID NO. 1G1ZH57BX8F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		06/09/09	
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 28CVZPOWER POWER LOCKS INOP TECH(S):331					
CUST STATES 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 PERFORMED DIAGNOSIS - REPLACED DOOR LOCK/LATCH ASSY.					
PARTS	1	20772312	LOCK 10.470		0.00
JOB # 1	JOB # 1 TOTAL PARTS				0.00
J# 2 49CVZGCC GOODWRENCH & GO TECH(S):331					
CHANGE ENGINE OIL AND FILTER ROTATE TIRES ADJUST TIRE PRESSURES INSPECT DISC BRAKES PERFORM MULTI-POINT INSPECTION CHANGED ENGINE OIL AND FILTER, ROTATED TIRES AND ADJUSTED PRESSURES, INSPECTED DISC BRAKES AND PERFORMED MULTI-POINT INSPECTION					
PARTS	1	12605566	FILTER 1.836	6.05	6.05
JOB # 2	5	12345615	OIL 5W30B 8.800	3.18	15.90
JOB # 2 TOTAL PARTS				21.95	
JOB # 2 TOTAL LABOR & PARTS				39.95	
J# 3 31CVZ SIGNAL/FLASH/LAMP TECH(S):331					
CUST STATES TAG LIGHT OUT BLOWN BULB IN TAG LAMP REPLACED TAG BULB					
PARTS	1	9421330	BULB 8.991		0.00
JOB # 3	JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00	
COMMENTS WAIT					

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

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Reynolds and Reynolds EPRI/MS/VAE 03/25/04/10 01/05/05



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



CELL: [REDACTED]

CUSTOMER NO 16799	ADVISOR JOSH LADNER	16	TAG NO. 7225	DATE 08/09/09	INVOICE NO. CVCS236684
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 27,712	DEALER STEVSTONE M	YEAR 4069
GULFPORT, MS	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 01/31/08	DELIVERY MILES 308
[REDACTED]	VEHICLE ID. NO. 1G1ZHS7BX8F		[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		06/09/09	
[REDACTED]	BUSINESS PHONE	COMMENTS			

<p>TOTALS.....</p> <p>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</p> <p>PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS</p> <p>*****</p> <p>CASH [] C/CARD [] CHARGE [] CHECK [#]</p> <p>*****</p>	<p>TOTAL LABOR.... 18.00 TOTAL PARTS.... 21.95 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 2.80</p> <p>TOTAL INVOICE \$ 42.75</p>	<p>ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.</p> <p><u>Warranty coverage passenger cars and light duty trucks</u></p> <p>Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.</p> <p>An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.</p>
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CUSTOMER SIGNATURE _____ DUPLICATE INVOICE *****

Reynolds and Reynolds, EPA-RDINE, SUBS-11-0, 110025



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 BILOXI, MS 39532
 (228) 388-8000



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	16 TAG NO. 6672	DATE/TIME 05/07/09	UNIQUE ID CVCS235666
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 25,750	SALES TAX STEVSTONE M 4065
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. I G 1 Z H 5 7 B X 8 F	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	05/07/09	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS				
J# 1 02CVZ	*WHEEL/TIRES	TECH(S):244		0.00
	CUST STATES SLOW LEAK IN LF TIRE..TIRE ROAD HAZARD PROGRAM PERFORMED DIAGNOSIS - WATER TESTED - NO LEAKS OR PUNCTURES FOUND AT THIS TIME			
JOB # 1 TOTAL LABOR & PARTS				0.00
J# 2 30CVZ	ELECTRICAL INSTS.	TECH(S):244	WARRANTY	
	CUST STATES TPMS READING WRONG TIRES PERFORMED DIAGNOSIS - REPROGRAMMED TPMS			
JOB # 2 TOTAL LABOR & PARTS				0.00
TOTALS				
	TOTAL LABOR....			0.00
	TOTAL PARTS....			0.00
	TOTAL SUBLET....			0.00
	TOTAL G.O.G....			0.00
	TOTAL MISC CHG.			0.00
	TOTAL MISC DISC			0.00
	TOTAL TAX.....			0.00
	TOTAL INVOICE \$			0.00

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 (*)
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 APPLIES FOR CUSTOMER PAY REPAIRS

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Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

 CASH [] C/CARD [] CHARGE [] CHECK [#]

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Repaid and Reported - #528784E - 08/28/11 09:10:51



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 (228) 388-8000



CELL: [REDACTED]

CUSTOMER NO. 16799	TECH(S) JEFFREY TEBOR	91 TAG NO. 5637	DATE 03/24/09	CVCS234212
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 23,232	STEVSTONE M 4069
GULFPORT, MS	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT		DELIVERY DATE 01/31/08	DELIVERY MILE 308
[REDACTED]	VEHICLE I.D. NO. 1G1Z H57B X8 F		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	03/24/09	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
 J# 1 30CVZ ELECTRICAL INSTS. TECH(S):192 WARRANTY
 CUSTOMER STATES PASS LOCK WILL STICK INTERM AND ALL LOCKS
 WILL INTERM INOP... PART HERE
 CHECK FOUND FAULTY LOCK ACTUATOR & LOCK ASSY.
 REPLACED PASS REAR DOOR ACTUATOR & LOCK ASSY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	20760508	LOCK 10.473		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2+49CVZLOF OIL & FILTER CHANGE TECH(S):13 WARRANTY
 CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE
 FITTINGS
 CHANGED ENGINE OIL AND FILTER
 LUBRICATED CHASSIS GREASE FITTINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	12605566	FILTER 1.836	6.05	6.05
JOB # 2	5	12345615	OIL 5W30B 8.800	3.38	16.90
JOB # 2 TOTAL PARTS				22.95	
JOB # 2 TOTAL LABOR & PARTS				30.95	

COMMENTS- 1130
 TOTALS-

THANK YOU FOR YOUR BUSINESS	TOTAL LABOR...	8.00
IF YOU CANNOT RATE US "COMPLETELY SATISFIED"	TOTAL PARTS...	22.95
ON THE SURVEY YOU WILL RECEIVE IN THE MAIL.	TOTAL SUBLET...	0.00
PLEASE CALL YOUR SERVICE ADVISOR	TOTAL G.O.G....	0.00
[REDACTED]	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	2.17

PARTS DESIGNATED WITH AN ASTERISK (*)
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 APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL INVOICE \$ 33.12

 CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE _____

DUPLICATE INVOICE *****

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Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

Printable and Removable Reproductive Equipment 03/06



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CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	91	PAGE NO. 5473	DATE 03/18/09	INVENTORY # CVC5234034
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,983	COLOR SILVSTONE M	VEHICLE # 4069
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 01/31/08	DELIVERY MILE 308
[REDACTED]	VEHICLE ID NO. I G I Z H 5 7 B X 8 F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	03/18/09	REPRINT# 1	
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 06CVZNOISE STEERING NOISE TECH(S):244					
CUSTOMER STATES BUMP NOISE FROM STEERING COLUMN WHILE TURNING LEFT CHECK FOUND I-SHAFT BINDING REPLACED I-SHAFT					
PARTS	1	25962603	SHAFT KIT 6.526		WARRANTY
JOB # 1				JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
J# 2 30CVZ ELECTRICAL INSTS. TECH(S):244					
CUSTOMER STATES PASS LOCK WILL STICK INTERM AND ALL LOCKS INOP INTERM SOMETIMES WHEN HITTING KEYFOB ONE TIME TO LOCK DOORS ALARM WILL SOUND LIKE U HIT IT TWICE CHECK FOUND INTERNAL PROBLEM WITH BOTH KEY FOBES - ALSO FOUND DRIVER REAR DOOR ACTUATOR STICKING REPLACED & PROGRAMED 2 NEW REMOTES - ORDERED ACTUATOR					
PARTS	2	22733524	TRANSMITT 10.485		WARRANTY
PARTS	0	20760508	LOCK 10.473		WARRANTY
PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED **				JOB # 2 TOTAL PARTS	0.00
JOB # 2				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 00CVZMPVI MULTI-POINT INSPECT TECH(S):244					
PERFORM MULTI-POINT VEHICLE INSPECTION PERFORMED INSPECTION					
JOB # 3				JOB # 3 TOTAL PARTS	0.00
JOB # 3 TOTAL LABOR & PARTS					0.00
J# 4+00CVZ GM ON A ROLL TECH(S):58					
PARTS EXPEDITE					
PARTS	2	22733524	TRANSMITT 10.485		WARRANTY
JOB # 4				JOB # 4 TOTAL PARTS	0.00
JOB # 4 TOTAL LABOR & PARTS					0.00
MISC				CONTROL NO.	WARRANTY
JOB # 4		PD	EXPEDITING PARTS		0.00
TOTAL - MISC					0.00
COMMENTS EOD					

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS. UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

Key-mails and Key-mails - EBANKTIME 03/29/09 0 10:25



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CELL: [REDACTED]

CUSTOMER NO. 16799		ADVISOR JEFFREY TEBOR		91	TAG NO. 5473	DATE OF SALE 03/18/09	INVOICE NO. CVCS234034
[REDACTED]		LABOR RATE	LICENCE NO.	MILEAGE 22,983	SALES TAX 0.00	SALES TAX RATE 0.00	SALES TAX AMT 0.00
GULFPORT, MS [REDACTED]		YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT				DELIVERY DATE 01/31/08	DELIVERY MILE 308
[REDACTED]		VEHICLE I.D. NO. 1G1ZH57BX8F [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.		03/18/09	REPRINT# 1
[REDACTED]		BUSINESS PHONE		COMMENTS			

TOTALS:		TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00 TOTAL INVOICE \$ 0.00		ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS. UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.	
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 [REDACTED]				Warranty coverage passenger cars and light duty trucks Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.	
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS				An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.	
***** CASH [] C/CARD [] CHARGE [] CHECK [#] *****					

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

Reynolds and Reynolds, 5500 RT HWY, CINCINNATI, OH 45212



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 BILOXI, MS 39532
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CELL: [REDACTED]

CUSTOMER NO. 16799	NAME JEFFREY TEBOR	91 TAG NO. 3394	INVOICE DATE 12/12/08	VEHICLE ID. NO. CVC3231190
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 18,116	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	12/12/08	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS				TECH(S):13	WARRANTY
J# 1	00CVZ	RECALL			
		RECALL 08102			
		PERFORMED RECALL - REMOVED AND REPLACED HUB CAPS			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	4	9596921	COVER 5.858		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
COMMENTS: WAIKT					
TOTALS					
				TOTAL LABOR....	0.00
				TOTAL PARTS....	0.00
				TOTAL SUBLET....	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

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Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

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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 (*)
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Revised and Reprints EP080541 0 10/05/08



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CELL: [REDACTED]

OLIS FORMET NO. 16799	ADVISOR JEFFREY TEBOR	91 TAG NO. 2177	10/21/08	CVCS229471
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,170	STEVSTONE M 4065
GULFPORT, MS	YEAR / MAKE / MODEL	08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY MILE 308
[REDACTED]	VEHICLE I.D. NO.	1G1Z H 5 7 B X 8 F		SELLING DEALER NO.
[REDACTED]	F.T.E. NO.	P.O. NO.	10/21/08	PRODUCTION DATE
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS- J# 1 32CVZ RADIO/SOUND TECH(S):244
 CUST STATES RIGHT REAR SPEAKER SOUNDS DISTORTED (SPORD)
 REPLACED PASSENGER REAR SPEAKER AND VERIFIED REPAIR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22719419	SPEAKER 9.665		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS: WAIT

TOTALS:

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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

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Warranty coverage passenger cars and light duty trucks
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 CASH [] C/CARD [] CHARGE [] CHECK [#]

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Reprints and Reproduction: ERBASTTIVE GM258471 Q (1/08)



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CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	16 TAG NO. 1904	INVOICE DATE 10/08/08	INVOICE NO. CVC5229107
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,413	DEALER STEVSTONE M 4069
GULFPORT, MS	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY MILE 308
[REDACTED]	VEHICLE ID NO. I G I Z H 5 7 B X 8 F		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.F. NO.	P.O. NO.	10/08/08	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 32CVZ RADIO/SOUND TECH(S):244 WARRANTY
 CUST STATES RIGHT REAR SPEAKER SOUNDS LIKE IT'S BLOWN
 PART ORDERED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0		22719419	SPEAKER 9.665		WARRANTY
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*)
 INDICATE LIMITED LIFETIME SERVICE GUARANTEE
 APPLIES FOR CUSTOMER PAY REPAIRS

CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

File Edit View Favorites Tools Help

Address [Redacted] Go Links

Default Transaction Mode : Online

Vehicle Identifier		Customer Information	
Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1ZH57BX8F [Redacted]		
		Gulfport, Mississippi, United States: [Redacted]	
		Evening Phone:	
		Primary Language:	English
		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: 10/08/2009
 In Service Date: 10/08/2009
 Schedule Type: GMPP Retail
 Promotion Code:

Plan Type: Major Guard Retail
 Term: 24
 Mileage Limit: 30000
 Deductible: 0
 Rental Type: Standard
 Plan Price: \$ 0.00
 Tax: \$ 0.00
 Total: \$ 0.00

Done Internet

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Address [Redacted] Go Links

Global [Redacted] Logout

GM OrderWORKBENCH Close Window

ORDERWORKBENCH
 PLAN & FORECAST

Report Vehicle Information

Transaction Details [Print] [Close Window]

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1ZH57BX8F [Redacted]	Status: Pending
Dealer Code: 32888	User ID: 1w24te
Transaction Date: 10/08/2009	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2009-10-15-12 43.36.000000
Transaction Messages:	
1097 - GMPP sent to MIC	

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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, print 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: [REDACTED]		
Mailing address: [REDACTED]		
City: Gulfport	State: MS	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2008	Current mileage: 29000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Preston Hood Chevrolet, Biloxi, MS			
Primary Servicing dealer/city/state: Preston Hood Chevrolet,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 01/31/08		Mileage at purchase/lease:	
First repair attempt date: 08/25/08		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: _____	
		Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> 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 comparable motor vehicle, identical or reasonably equivalent.

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

VEHICLE IDENTIFICATION 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
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 copies 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**

866-268.5526

CUSTOMER #: 631577

321816

WARRANTY

TURAN-FOLEY MOTORS, INC.

DBA TURAN-FOLEY CHEVROLET-CADILLAC-BUICK

11123 HWY 49 N

GULFPORT, MS 39503

PH: (228) 539-7500

GULFPORT, MS

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6161 JOHN MICHAEL McCORMI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
-------	------	------------	-----	---------	----------------	-----

	08	CHEVROLET MALIBU	1G1ZH57BX8F [REDACTED]		30739/30739	T459
--	----	------------------	------------------------	--	-------------	------

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
----------	------------	------------	----------	--------	------	---------	-----------

31JAN08 DL			08SEP09			CASH	05OCT09
------------	--	--	---------	--	--	------	---------

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
-------------	-------	---	--	--	--	--	--

08:52	08SEP09	13:39	05OCT09				
-------	---------	-------	---------	--	--	--	--

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATED THERE IS A WATER LEAK ,PASS REAR FLOORBOARD GETS WET
 CAUSE: FOUND AC DRAIN AREA LEAKING, FOUND LOWER EVAP CASE AND SEALS
 LEAKING.

11 ACCESSORIES

5783	OSBORN, DANIEL	LIC#: 6409					
	WC	6.90			31.61	25.21	575.87
1	25837451	F-SEAL KIT			133.53	106.55	25.21
1	20906166	CARPET ASM			207.00	165.19	106.55
1	20759560	F-CARPET			101.65	83.96	165.19
1	25961267	F-BARRIER			53.24	42.49	83.96
1	22737146	F-CASE			5.02	4.00	42.49
16	11609829	BOLT			5.59	5.59	64.00
1	7651209	SILC			73.87	72.39	5.59
1	15925947	COIL					72.39
	FC:	PART#:	COUNT:				
	CLAIM TYPE:						
	AUTH CODE:						
	BV						

REPLACED LOWER EVAP CASE AND SEALS, EVACUATE AND RECHARGE
 SYSTEM. REPLACED DASH BARRIER (MOLDY AND WET). REPLACED INFLATABLE
 RESTRAINT STEERING WHEEL MODULE COIL (SHORTED).

B CUSTOMER STATED THE PASS FRONT DOOR LOCK IS INOP
 CAUSE: FOUND DOOR LOCK ACTUATOR WAS INOP, TEST ELECTRICAL SYSTEM, OK.

10 ELECTRICAL

5737	DAN LADNER	LIC#: 5240					
	WC	0.00			104.44	83.34	0.00
1	20772311	LOCK ASM					0.00
			5953	8334			
			0	0			

REPLACED RIGHT FRONT DOOR ACTUATOR.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY COPY

238209

331



11325 Cedar Lake Road
Telephone (228) 388-8000
DIXON, MISSISSIPPI 39302

238209

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/23/09	238171	28947	280	331	W	38CVZ	INTERIOR TRIM
07/10/09	237772	28605	280	331	W	06CVZ	*STEERING
				58	W	46CVZ	SUBLET
				331	W	28CVZPOWER	POWER LOCKS INOP
				331	W	06CVZNOISE	STEERING NOISE
07/09/09	237711	28596	280	331	W	28CVZ	LOCK/LATCH/SECURITY

SERVICE SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8E	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R. O. NO. 238209
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 07/24/09
CITY GULFPORT, MS	STATE	CONTRACT NO.	SALES TAX	REG. FEE 8417
TURBO	M / MC	AIR COND.	P. S.	TRANS
	CVZ			
MILEAGE 29,019	ADVISOR NO. 280	PRODUCTION DATE		

RESIDENCE PHONE: [REDACTED] TIME RECEIVED: 01:09pm
 BUSINESS PHONE: [REDACTED] LABOR RATE: [REDACTED]

DATE / TIME PROMISED: 07/24/09 05:30pm PRIORITY: [REDACTED]
 APPOINTMENT: Yes No
 Advisor: JOHN COMPTON

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.

DISCLAIMER OF WARRANTIES
 "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 the buyer additional rights."

CUSTOMER SIGNATURE: X

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
99CVZ32	LUBE OIL FILTER	MO	
99CVZ61	SERVICE COOLING SYS	MI	
49CVZ15K	15K SERVICE	MI	
99CVZ35	FREE QLP	MO	
02CVZROT	ROTATE TIRES	MI	
99CVZ4	ROTATE TIRES	MI	
06CVZALFECAR	FRONT END ALIGNMENT	MI	
49CVZ30K	30K SERVICE	MI	
02CVZBAL	BALANCE TIRES	MI	
49CVZLOF	OIL & FILTER CHANGE	MI	

LABOR INSTRUCTIONS

COMMENTS :
 WAITING

1 W 55CVZ WATER LEAKS
 CUST STATES THE FRONT & REAR FLOORBOARDS GET WET

D2507 1.2 mil 1H
1500H working
3/2/09

GM 462273
178 05-08
indicator case
FLR PPL

001/008

07/31/2008 15:31 FAX

Reynolds and Reynolds PRINTWOLE GM240142 Q (01/07)

002/008

MECHANIC'S NAME & NUMBER

551

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON

CAUSE: Found PASS FLOOR wet Fret + PWR

OFF

CORRECTION: After testing Found NO LEAKS found A/C DRAIN

ON

closed removed A/C DRAIN Plug AS

OFF

PER Bulletin # PDC4896A

MECHANIC'S NAME & NUMBER

CAUSE:

R+I Int PWR removed CARPET

CORRECTION:

REPLACED wet PADDING AS NESS

MECHANIC'S NAME & NUMBER

CAUSE:

REINSTALLED Interior

CORRECTION:

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

OFF

CUSTOMER CALLED BY

TIME DATE

CONTACTED? YES NO

CUSTOMER CALLED BY

TIME DATE

CONTACTED? YES NO

CUSTOMER CALLED BY

TIME DATE

TOTAL PARTS TOTAL LABOR SUB TOTAL

TAX

Ro# 238209

TOTAL ESTIMATE

07/31/2008 15:31 FAX

CVCS238209

CVCS238209



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 8424	INVOICE DATE 07/27/09	INVOICE NO. CVCS238209
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 29,019	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 07/24/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

WATER LEAKS **TECHNICIAN** **WARRANTY**

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	462233	INSL ASM 12.980		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
WAITING

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

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CASH [] C/CARD [] CHARGE [] CHECK [#] *****

CUSTOMER SIGNATURE

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CVCS 238209

CVWS238209

CVWS238209



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 8424	INVOICE DATE 07/28/09	INVOICE NO. CVWS238209
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 29,019	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 07/24/09	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS

WATER LEAKS HOURS: 1.50 TECH(S): 331 129.92

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	462233	INSL ASM 12,980	51.62	51.62	72.27	72.27
JOB # 1 COST TOTAL				51.62	51.62		
JOB # 1 TOTAL PARTS							72.27
JOB # 1 TOTAL LABOR & PARTS							201.59

COMMENTS: WAITING

R/O TAX: 0.00
R/O TOTALS: 201.59

WARRANTY CLAIM DETAIL TOTALS:

CLAIM#	TOTAL
[REDACTED]	201.59
CLAIM TOTALS	201.59

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.934
07/28/2009 WARRANTY NEW CLAIM
1251

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
[REDACTED] 07/24/2009 1G1ZH57BX8F [REDACTED] 3 24152 29019 [REDACTED]

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: D
LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01			VN	00462233	72.27	1H	D2507	1.2	.3		129.32
LN-TOT:					201.59	TECH SSN: XXX-XX-4364	AUTH CODE: E		AUTH. AUTHOR.: 0090			

R.O. TOTAL: 201.59

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CVWS238209

2008 Chevrolet Malibu | Malibu (VIN Z) Service Manual | Document ID: 2195197

#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.

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



V/E SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

Lot # 238209

238171



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

238171

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/10/09	237772	28605	280	331 58 331	W W W	06CVZ 46CVZ 28CVZPOWER	*STEERING SUBLET POWER LOCKS INOP
07/09/09	237711	28596	280	331 331 331	W W W	06CVZNOISE 28CVZ 28CVZPOWER	STEERING NOISE LOCK/LATCH/SECURITY POWER LOCKS INOP

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZL57R8E	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 238171
CUSTOMER NO. 10799	SERVICE CONTRACT	DELIVERY DATE 07/31/08	DELIVERY MILES 300	SELLING DEALER NO. 072309
COLOR SILVSTONE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8384
TURBO CVZZ	M / MC AIR COND. P. S. TRANS	MILEAGE 28,947	ADVISOR NO. 280	PRODUCTION DATE
RES. RES. PHONE	TIME RECEIVED 10:16am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
DATE / TIME PROMISED 07/23/09 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Advisor: JOHN COMPTON		
		CUSTOMER'S SIGNATURE X		

RECOMMENDED SERVICES

OPERATION/I	OPERATION DESCRIPTION	MO / MI	TOTAL
99CVZ32	LUBE OIL FILTER	MO	
99CVZ61	SERVICE COOLING SYS	MI	
49CVZ15K	15K SERVICE	MI	
99CVZ35	FREE QLP	MO	
02CVZROT	ROTATE TIRES	MI	
99CVZ4	ROTATE TIRES	MI	
06CVZALFECAR	FRONT END ALIGNMENT	MI	
49CVZ30K	30K SERVICE	MI	
02CVZBAL	BALANCE TIRES	MI	
49CVZLOF	OIL & FILTER CHANGE	MI	

JOB	LABOR INSTRUCTIONS
1	<p>COMMENTS : WAITING</p> <p>38CVZ INTERIOR TRIM TRIM ON CENTER CONSOLE IS CRACKED</p> <p><i>C2860 .6 VE/IK</i></p> <p><i>Mo 7-23-09</i></p> <p><i>15938252</i> <i>Console</i> <i>PIAR</i></p>

006/008

07/31/2008 15:32 FAX

Raynor and Reynolds PRINTING/COPIER/REPAIR/MAINT/SALES (2007)

007/008

MECHANIC'S NAME & NUMBER

331

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

Found CRACK IN LT SIDE OF
CONSOLE ASSY NO VISIBLE SIGNS
OF IMPACT OR PHYSICAL DAMAGE
REPLACED CONSOLE ASSY

CUSTOMER CALLED BY

TIME DATE CONTACTED BY YES NO

CUSTOMER CALLED BY

TIME DATE CONTACTED BY YES NO

CUSTOMER CALLED BY

TIME DATE CONTACTED BY YES NO

▼ TOTAL PARTS ▼ ▼ TOTAL LABOR ▼ ▼ SUB TOTAL ▼

TAX ▶

TOTAL ESTIMATE ▶

RO# 238171

07/31/2008 15:32 FAX

CVWS238171

CVWS238171



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	280	TAG NO. 8384	INVOICE DATE 07/23/09	INVOICE NO. CVWS238171
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,947	COLOR SILV:STONE M	STOCK NO. 4065
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 01/31/08	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	BUSINESS PHONE	COMMENTS	R. O. NO.	R. O. DATE 07/23/09	

LABOR & PARTS

INTERIOR TRIM HOURS: 2.00 TECHS: 333 51.73

TRIM ON CENTER CONSOLE IS CRACKED
INSPECTED CONSOLE FOUND CRACK IN LEFT SIDE NO VISIBLE SIGNS
OF IMPACT OR PHYSICAL DAMAGE
REPLACED CONSOLE ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	15938252	CONSOLE	100.69	100.69	140.97
JOB # 1 COST TOTAL				100.69		
JOB # 1 TOTAL PARTS						140.97
JOB # 1 TOTAL LABOR & PARTS						192.70

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

COMMENTS
WAITING

R/O TAX 0.00
R/O TOTALS 192.70

Warranty coverage passenger cars and light duty trucks

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	192.70
CLAIM TOTALS	192.70

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

APPROVED BY SIGNATURE _____

DCS AUDIT SLIP

OCS DATA FILE: GMGMWF.904
07/23/2009 WARRANTY NEW CLAIM
1257

RD NUMBER RD DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
238171 07/23/2009 1G1ZH57BX8F [REDACTED] 3 24152 28947 [REDACTED]

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: D
LAST: [REDACTED] PHONE: WORK: HOME: 228-863-3791

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	UNITS	OHRS	NET-AMT.	LAB-TOT.
1					15938252	140.97	1K	[REDACTED]	6			51.73
LN-TOT: [REDACTED] TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:												

R.O. TOTAL: [REDACTED]

7/27/09
Lipaid #026

CVCS238171

CVCS238171



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 8384	INVOICE DATE 07/23/09	INVOICE NO. CVCS238171
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,947	COLOR SILV:STONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/23/09	
RE [REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS TECH(S): 33 WARRANTY

INTERIOR TRIM
TRIM ON CENTER CONSOLE IS CRACKED
INSPECTED CONSOLE FOUND CRACK IN LEFT SIDE NO VISIBLE SIGNS
OF IMPACT OR PHYSICAL DAMAGE
REPLACED CONSOLE ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15938252	CONSOLE 10.240		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS: WAITING

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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CASH [] C/CARD [] CHARGE [] CHECK [#]
* [REDACTED] *****

CUSTOMER SIGNATURE

CVCS238171

237772



11325 Cedar Lake Road
Telephone (228) 388-8000

BILLOU, MISSISSIPPI 39032

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/09/09	237711	28596	280	331	W	28CVZ	LOCK/LATCH/SECURITY
				331	W	28CVZPOWER	POWER LOCKS INOP
				331	W	06CVZ	*STEERING
				331	W	06CVZNOISE	STEERING NOISE
				331	C	00CVZMPVF	MULTI-POINT INSPECT
06/09/09	236684	27712	16	331	W	28CVZPOWER	POWER LOCKS INOP

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 237772
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 07/10/09
ADDRESS GULFPORT, MS		PRODUCTION DATE 2008		
TURBO	M / MC	AIR COND.	P. S.	TRANS
	CVZZ			
MILEAGE 28,605		ADVISOR NO. 280	PRODUCTION DATE 2008	
RESIDENCE PHONE	TIME RECEIVED 11:49am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES *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 the buyer additional rights.		
DATE / TIME PROMISED 07/09/09 05:30pm	PRIORITY	CUSTOMER'S SIGNATURE X		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: JOHN COMPTON			

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
99CVZ32	LUBE OIL FILTER	MO	
99CVZ61	SERVICE COOLING SYS	MI	
49CVZ15K	15K SERVICE	MI	
99CVZ35	FREE QLP	MO	
02CVZR0T	ROTATE TIRES	MI	
99CVZ4	ROTATE TIRES	MI	
06CVZALFECAR	FRONT END ALIGNMENT	MI	
49CVZ30K	30K SERVICE	MI	
02CVZBAL	BALANCE TIRES	MI	
49CVZLOF	OIL & FILTER CHANGE	MI	

LABOR INSTRUCTIONS

COMMENTS :
EOD

1- **W* 06CVZ *STEERING**
CUSTOMER STATES STEERING WHEEL SHAKES WHILE IN PARK OR NEUTRAL WILL BE ALL OVER ROAD WHILE DRIVING WHEN IT OCCURS

(331) E7610 1.6 05/06 "B" ✓

2- *rental 27904 mt/98 148.00*
door lock actuator

EG44 7-14-09

3- **LR door lock inop**
B4661 1.0 05/06

4- *(60) EG434 .6 05/06*

15926870 Column down strg (RPA)

25805894 motor cam P/sant

20760509 Lock down RR SIA

Column down shake noise fixed P/S 1550

15926870
console 15938252 140.97 @

002/013

237772

07/31/2008 15:33 FAX

enolds and Reynolds 800/4MYVWALE 0808142 0 (01/07)

003/013

MECHANIC'S NAME & NUMBER

33/

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

CAUSE: Found NO TIC'S But Found STEERING
CORRECTION: Column twitching while sitting still
Drove vehicle and steering wheel
HAS HARD SPOTS while turning

MECHANIC'S NAME & NUMBER

CAUSE:
CORRECTION: Replaced steering column ASBY AND
TEST DROVE VEHICLE'S TWITCH WAS GONE
BUT HARD SPOTS WERE STILL PRESENT

MECHANIC'S NAME & NUMBER

CAUSE: Replaced steering assist motor
CORRECTION: RECAL AS NESS TEST DROVE VEHICLE
AND VEHICLE DROVE AS DESIGNED

MECHANIC'S NAME & NUMBER

2
rental

CAUSE:
CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE: 3
CORRECTION: LT REAR DOOR LOCK ACTUATOR TRAY
REPLACED LT REAR DOOR LOCK ACTUATOR

CUSTOMER CALLED BY: _____

NAME _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

NAME _____ DATE: _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼ ▼ TOTAL LABOR ▼ ▼ SUB TOTAL ▼

TAX ►

TOTAL ESTIMATE

ROT 239772

07/31/2008 15:34 FAX

PRESTON HOPE CHEVROLET, LLC.

11325 CEDAR LAKE RD
BLOOMING, MS 39632
(228) 388-9300

DATE: 7/10/09

TECH:
or P.O. # 287772

EMAIL or
PHONE # _____

ADVISOR _____

TECH. NAME Tony

SERV. ADV. NAME John

RECEIVED DATE _____

SHIPPED DATE _____

TO: _____

Gulfport Ms _____

QTY.	ITEM NUMBER	DESCRIPTION
<u>1</u>	<u>15938252</u>	<u>console</u> (SB)

2/3 done

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
<u>08</u>		<u>Mal</u>	<u>8F184105</u>	

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

By _____

PO# 239972

eClaim - Save / Submit Claim

07/17/2009

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	C odometer	Advisor
00000201991	237772	07/10/2009	1G1ZH57BX8F [REDACTED]	3	24152	28805	0091
	Del-Date:		Del-Rcpt:			Carrier:	

Customer Info:

Last:			First:			Middle:			Home:			
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
[REDACTED]		O5	1	15926870	286.48	6C	[REDACTED]	1.8		137.94		[REDACTED]
Tech: 0331			Auth Code: B			Authorizer: 0090			Veh.Damage:			

Comment:

R.O. Total = [REDACTED]

[REDACTED]

7-20-09

L1 paid \$024

Est# 239972

CVWS237772

CVWS237772



PRESTON HOOD

11325 Cedar Lake Rd.
Telephone (228) 388-8000
BILOXI, MISSISSIPPI 38532



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 8053	INVOICE DATE 07/15/09	INVOICE NO. CVWS237772
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,605	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILBS 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 07/10/09	
ALTERNATE PHONE	BUSINESS PHONE	COMMENTS		

COMMENTS
EOD

R/O TAX 0.00
R/O TOTALS 1129.02

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	1129.02
CLAIM TOTALS	1129.02

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Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

7-16-09
L1 Returned #023
L2 Paid #023
L3 Paid #023
L4 Paid #023

APPROVED BY SIGNATURE _____

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.847
07/15/2009
1407
WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODDMETER	SERVICE ADVISOR #
237772	07/10/2009	1G1ZH57BX8F	3	24152	28605	XXX-XX-5880

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: D
LAST: [REDACTED] PHONE: [REDACTED] WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
01	05	1			15926870	286.48	6C	E7680	1.6			137.94
LN-TOT: 424.42 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:												
02	MJ				[REDACTED]	[REDACTED]	9B	[REDACTED]	[REDACTED]		148.00	
LN-TOT: [REDACTED] TECH SSN: [REDACTED] AUTH CODE: G AUTH. AUTHOR.: 0090												
COMMENTS: 1G1ZH57BX8F [REDACTED]												
03	0J	1			20760509	81.40	6C	[REDACTED]	1.0			86.21
LN-TOT: [REDACTED] TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:												
04	05	1			25805894	337.26	6C	[REDACTED]	.6			51.73
LN-TOT: [REDACTED] TECH SSN: [REDACTED] AUTH CODE: B AUTH. AUTHOR.: 0090												
R.O. TOTAL:											1129.02	

RO #	RO DATE	VIN	DIV	RMD	ODOMETER	S. ADVISOR	RO TOTAL
237772	07/10/2009	1G1ZH57BX8F	13	24152	28,605		

LN	TYP	CC	CNT	FAILEDPT	TOT-PTS	FC	LABRQP	LHRS	OHRS	TECH #	NET-ITM
01	05	001		15926870	286.48	6C	E7680	1.6	0.0		0.00
LINE-TOT AUTH-CD PERSON CD CYCLE #											
424.42 [REDACTED] [REDACTED] 023											

CA *** RELATED REPAIR - DIFFERENT REPAIR ORDER
RO- 234034 RO DATE- 03/18/2009 LBR OP- E7700 CM- 989 DLR- 1324152 ODO- 22,983

RO # 237772

1182



PRESTON HOOD

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

CVWS237772



CVWS237772

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280	INVOICE DATE 07/15/09	INVOICE NO. CVWS237772
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,605	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/10/09	
ADDRESS PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	AMOUNT
<p>STEERING HOURS: 1.00 TECHS: 33</p> <p>CUSTOMER STATES STEERING WHEEL SHAKES WHILE IN PARK OR NEUTRAL WILL BE ALL OVER ROAD WHILE DRIVING WHEN IT OCCURS 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 AND TEST DROVE-VEHICLE DROVE AS DESIGNED</p>							
JOB # 1	1	15926870	COLUMN 6.518	204.63	204.63	286.48	286.48
JOB # 1	0	15938252	CONSOLE 10.240	100.69	0.00	140.97	0.00
** QUANTITY 1 IS SPECIAL ORDERED **				JOB # 1 COST TOTAL		204.63	
				JOB # 1 TOTAL PARTS			286.48
				JOB # 1 TOTAL LABOR & PARTS			424.42
<p>SUBLET HOURS: 0.00 TECHS: 58</p> <p>RENTAL VEHICLE</p> <p>JOB # 2 TOTAL LABOR & PARTS 0.00</p>							
<p>POWER LOCKS INOP HOURS: 1.00 TECHS: 33</p> <p>CUST STATES LEFT REAR DOOR LOCK INOP CHECK FOUND LEFT REAR DOOR LOCK ACTUATOR INOP REPLACED DOOR LOCK ACTUATOR-VERIFIED REPAIR</p>							
JOB # 3	1	20760509	LOCK 10.473	58.14	58.14	81.40	81.40
				JOB # 3 COST TOTAL		58.14	
				JOB # 3 TOTAL PARTS			81.40
				JOB # 3 TOTAL LABOR & PARTS			167.61
<p>STEERING AND NOISE HOURS: 1.00 TECHS: 33</p> <p>CUSTOMER STATES STEERING WHEEL SHAKES WHILE IN PARK OR NEUTRAL WILL BE ALL OVER THE ROAD WHILE DRIVING WHEN IT OCCURS CHECK FOUND NO DTC'S BUT FOUND STEERING COLUMN TWITCHING WHILE SITTING STILL AND HARD SPOTS WHILE DRIVING REPLACED STEERING COULMN ASSEMBLY-TEST DROVE VEH TWITCH GONE BUT HARD SPOTS STILL PRESENT-REPLACED STEERING ASSIST MOTOR AND TEST DROVE -VEH DROVE AS DESIGNED</p>							
JOB # 4	1	25805894	MOTOR 6.605	240.90	240.90	337.26	337.26
				JOB # 4 COST TOTAL		240.90	
				JOB # 4 TOTAL PARTS			337.26
				JOB # 4 TOTAL LABOR & PARTS			388.99
JOB # 2	37657	682072	07/15/09 RENTAL CAR				148.00
TOTAL - SUBLET							148.00

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Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

RPH 239972



PRESTON HOOD

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

CVC:S237772



CVC5237772

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	280	TAG NO. 8053	INVOICE DATE 07/15/09	INVOICE NO. CVC5237772
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,605	COLOR SILVSTONE M	STOCK NO. 4065
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 01/31/08	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/10/09		REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	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

CASH [] C/CARD [] CHARGE [] CHECK [#]

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG..	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CUSTOMER SIGNATURE

Lot # 239112

CVCS237772

CVCS237772



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799		ADVISOR JOHN COMPTON	TAB NO. 280	INVOICE DATE 07/15/09	INVOICE NO. CVCS237772
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 28,605	COLOR SILVSTONE M
GULFPORT, MS		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			STOCK NO. 4065
[REDACTED]		VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F			DELIVERY MILES 308
[REDACTED]		P.T.E. NO.	R.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			R.O. DATE 07/10/09
[REDACTED]		[REDACTED]			REPRINT# 1

LABOR & PARTS

STEERING TECH(S): 5833 WARRANTY

CUSTOMER STATES STEERING WHEEL SHAKES WHILE IN PARK OR NEUTRAL WILL BE ALL OVER ROAD WHILE DRIVING WHEN IT OCCURS
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 AND TEST DROVE-VEHICLE DROVE AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15926870	COLUMN 6.518		WARRANTY
JOB # 1	0	15938252	CONSOLE 10.240		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1	1	25805894	MOTOR 6.605		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

RENTAL VEHICLE TECH(S): 58 WARRANTY

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

POWER LOCKS INOP TECH(S): 5833 WARRANTY

CUST STATES LEFT REAR DOOR LOCK INOP
CHECK FOUND LEFT REAR DOOR LOCK ACTUATOR INOP
REPLACED DOOR LOCK ACTUATOR-VERIFIED REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	20760509	LOCK 10.473		WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

SUBLET

JOB #	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 2	37657	682072	07/15/09	RENTAL CAR	WARRANTY
TOTAL - SUBLET					0.00

COMMENTS
EOD

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Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

K# 23772

GENERAL MOTORS COURTESY TRANSPORTATION OVER 3 days Authorization Request Form

Repair Order #: 23722 Date vehicle came in: 2/7/09
 Cust. Name: [Redacted] Yr/Model 08 Malibu VIN (Last 5) 8F [Redacted]
 Day car came in: Mon Tues Wed Thurs Fr Sat (Circle One)
 Time In: 11:49 Number of Days Requested: _____ Time returned: _____
 Approved By: _____ Date: _____
 Total Hours of Labor on Repair Order: _____

REASON FOR REQUEST

Parts Delay: Date Ordered 01/21/09 Date received: 1/1/09
 Method Ordered: _____ SPAC Case #: _____
 Part # Ordered: _____ SPAC Case Date: 1/1/09

Extensive repairs: _____
 TAC Case #: _____ Date Opened: 1/1/09 Closed 1/1/09

EXPLANATION OF DAILY SEQUENCE OF EVENTS:

DAY 1: Vehicle unsafe to drive steering excite
 DAY 2: Saturday
 DAY 3: Sunday
 Remember: PRIOR WHOLESALE AUTHORIZATION is required on any rental reimbursement four (4) or more days in duration. See GM SP&P Manual, Article 1.4.13 for details.
 DAY 4: Repairs completed. Customer returned vehicle.
 DAY 5: _____
 DAY 6: _____
 DAY 7: _____
 Explanation for days beyond 7: _____
 Service Manager Signature: [Signature]

PO# 23722

ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, INC, 8455 TENNESSEE AVE, GULFPORT, MS 39501 (228) 865-0087

RENTAL AGREEMENT REF#
682072 5M72QF

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 CHEV MALI 1LT4
VIN# 1G1ZH57BX8F
LIC#
MILES DRIVEN 286

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: (228) 388-8000
ATTN: JEFF

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/11 - 07/15	4	DAY	\$37.00	\$148.00
REFUELING CHARGE	07/11 - 07/15				\$0.00
Subtotal:					\$148.00
Taxes & Surcharges					
MVR TAX	07/11 - 07/15			6%	\$8.88
SALES TAX	07/11 - 07/15			5%	\$7.40
Total Charges:					\$164.28
Bill-To / Deposits					
PRESTON HOOD CHEVROLET LLC**					
TIME & DISTANCE	07/11 - 07/15	4	DAY		
MVR TAX	07/11 - 07/15	1	PERCENT	6%	
SALES TAX	07/11 - 07/15	1	PERCENT	5%	
Subtotal:					(\$164.28)
Total Amount Due					\$0.00

PAYMENT INFORMATION
AMOUNT PAID TYPE

CREDIT CARD NUMBER

PO # 37657

only pay
148.00 even

deduct tax
per Mike at
Enterprise
392 6368
7-15-09
8:17 am

R# 239912

237711



11325 Cedar Lake Road
Telephone (228) 388-8000
BILLOZI, MISSISSIPPI 39332

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/09/09	236684	27712	16	331	W	28CVZPOWER	POWER LOCKS INOP
				331	C	49CVZGCC	GOODWRENCH & GO
05/07/09	235666	25750	16	331	W	31CVZ	SIGNAL/FLASH/LAMP
				244	C	02CVZ	*WHEEL/TIRES
				244	W	30CVZ	ELECTRICAL INSTS.
03/24/09	234212	23232	91	192	W	30CVZ	ELECTRICAL INSTS.

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8E	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 237711
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 07/09/09
COLOR SILVSTONE MET/EBO	TURBO CVZZ	M/MC CVZZ	AIR COND. CVZZ	P.S. CVZZ
TRANS CVZZ	MILEAGE 28,596	ADVISOR NO. 280	PRODUCTION DATE 7899	
RESIDENCE PHONE	TIME RECEIVED 08:29am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES *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 the buyer additional rights.		
DATE/TIME PROMISED 07/09/09 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Advisor: JOHN COMPTON		CUSTOMER'S SIGNATURE		

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
99CVZ32	LUBE OIL FILTER	MO	
99CVZ61	SERVICE COOLING SYS	MI	
49CVZ15K	15K SERVICE	MI	
99CVZ35	FREE QLP	MO	
02CVZROT	ROTATE TIRES	MI	
99CVZ4	ROTATE TIRES	MI	
06CVZALFECAR	FRONT END ALIGNMENT	MI	
49CVZ30K	30K SERVICE	MI	
02CVZBAL	BALANCE TIRES	MI	
49CVZLOF	OIL & FILTER CHANGE	MI	

JOB	LABOR INSTRUCTIONS
1	<p>COMMENTS: UNLOCK</p> <p>W * 28CVZ LOCK/LATCH/SECURITY CUST STATES THE LEFT FRONT DOOR LOCK CYCLED SEVERAL TIMES ONCE. OPERATING NORMAL NOW. <i>NPF</i></p>
2	<p>W * 28CVZPOWER POWER LOCKS INOP CUST STATES THE LEFT REAR DOOR LOCK IS INOPERATIVE <i>lock activate 20760509 - ordered part -</i></p>
3	<p>W 06CVZ *STEERING CUST STATES THE STEERING IS HARD INTERMITTANTLY.</p>

233

012/013

237711

07/31/2008 15:35 FAX

REPORTS AND REPAIRS: SPARKY WALKER (601) 388-8000

013/013

07/31/2008 15:35 FAX

331

MECHANIC'S NAME & NUMBER

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

CAUSE:
CORRECTION: NPF

MECHANIC'S NAME & NUMBER 331
CAUSE:
CORRECTION: OF

MECHANIC'S NAME & NUMBER 331
CAUSE:
CORRECTION: found Bulletin for reduced Power Steering Assist
NORMAL condition

MECHANIC'S NAME & NUMBER
CAUSE:
CORRECTION:

MECHANIC'S NAME & NUMBER
CAUSE:
CORRECTION:

PARTS COST	LABOR COST	TOTAL PARTS & LABOR

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼	▼ TOTAL LABOR ▼	▼ SUB TOTAL ▼
TAX ▶		
TOTAL ESTIMATE ▶		Rate 239911

237711



11325 Cedar Lake Road
 Telephone (228) 388-8000
 BILOXI, MISSISSIPPI 39202

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/09/09	236684	27712	16	331	W	28CVZPOWER	POWER LOCKS INOP
				331	C	49CVZGCC	GOODWRENCH & GO
05/07/09	235666	25750	16	331	W	31CVZ	SIGNAL/FLASH/LAMP
				244	C	02CVZ	*WHEEL/TIRES
03/24/09	234212	23232	91	244	W	30CVZ	ELECTRICIAL INSTS.
				192	W	30CVZ	ELECTRICIAL INSTS.

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8E	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 237711
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 07/09/09
GULFPORT, MS	SILVSTONE MET/EBO	SALES TAX	CAPITAX MILES	TAG NO. 7899
TURBO	M / MC	AIR COND.	P. S.	TRANS
	CVZZ			
		MILEAGE 28,596	ADVISOR NO. 280	PRODUCTION DATE
REFERENCE PHONE	TIME RECEIVED 08:29am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
DATE / TIME PROMISED 07/09/09 05:30pm	PRIORITY	CUSTOMER'S SIGNATURE X		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: JOHN COMPTON			

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
99CVZ32	LUBE OIL FILTER	MO	
99CVZ61	SERVICE COOLING SYS	MI	
49CVZ15K	15K SERVICE	MI	
99CVZ35	FREE QLP	MO	
02CVZROT	ROTATE TIRES	MI	
99CVZ4	ROTATE TIRES	MI	
06CVZALFECAR	FRONT END ALIGNMENT	MI	
49CVZ30K	30K SERVICE	MI	
02CVZBAL	BALANCE TIRES	MI	
49CVZLOF	OIL & FILTER CHANGE	MI	

JOB	LABOR INSTRUCTIONS
4	W 06CVZNOISE STEERING NOISE CUST STATES THE STEERING WHEEL WILL MOVE BACK & FORTH WHEN THE VEHICLE IS IN PARK OR NEUTRAL
5	C 00CVZMPVI MULTI-POINT INSPECT PERFORM MULTI-POINT VEHICLE INSPECTION

001/012

237711

07/31/2008 15:36 FAX
 Reynolds and Reynolds PRINTING 0426446 G (0107)

002/012

MECHANIC'S NAME & NUMBER

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON

CAUSE:

OFF

CORRECTION:

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

ON

CORRECTION:

OFF

ON

MECHANIC'S NAME & NUMBER

OFF

CAUSE:

CORRECTION:

ON

OFF

ON

MECHANIC'S NAME & NUMBER

OFF

CAUSE:

CORRECTION:

ON

OFF

MECHANIC'S NAME & NUMBER

ON

CAUSE:

OFF

CORRECTION:

Scanned Sys
NO DTLS Found
NO Bullets Found
NO Faults Found
IN System

CUSTOMER CALLED BY

TIME

DATE

CONTACTED?

YES

NO

CUSTOMER CALLED BY

TIME

DATE

CONTACTED?

YES

NO

CUSTOMER CALLED BY

TIME

DATE

CONTACTED?

YES

NO

▼ TOTAL PARTS ▼

▼ TOTAL LABOR ▼

▼ SUB TOTAL ▼

TAX ▶

TOTAL ESTIMATE ▶

Ro# 237111

07/31/2008 15:36 FAX

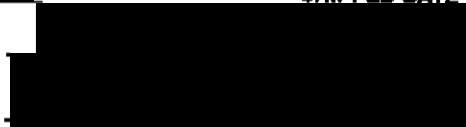
PRESTON HOOD CHEVROLET, LLC.
11325 CEDAR LAKE RD
BILOXI, MS 39532
(228) 388-8000

DATE 7/9/08
TECH. 237711
or R.O. #
EMAIL or
PHONE #

TECH. NAME Tony
SERV. ADV. NAME John
RECEIVED DATE
SHIPPED DATE

ADVISOR

TO:



Gulfport Ms



QTY.	ITEM NUMBER	DESCRIPTION		
1	20760509	L/R Lock (50)		
		3.5 days		
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-115-3 (3 PARTS) REV. (5/02)
FORM PAP-DBA-115-4 (4 PARTS) REV. (5/02)
FORM PAP-DBA-115-4 NC (4 PARTS CARBONLESS) REV. (5/02)

By _____

Handwritten: R# 237711

CVWS237711

CVWS237711



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 7899	INVOICE DATE 07/30/09	INVOICE NO. CVWS237711
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,596	COLOR SILV/STONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 01/31/08	STOCK NO. 4065
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F		SELLING DEALER NO.	DELIVERY MILES 308
[REDACTED]	B.T.E. NO.	P.O. NO.	PRODUCTION DATE	
[REDACTED]	BUSINESS PHONE		COMMENTS	

LABOR & PARTS

JOB # 1	280VZ	LOCK/CATCH/SECURITY	HOURS: 1.00	TECH(S): 331	0.00	
CUST STATES THE LEFT FRONT DOOR LOCK CYCLED SEVERAL TIMES ONCE. OPERATING NORMAL NOW. UNABLE TO DUPLICATE CUSTOMER CONCERN						
			JOB # 1 TOTAL LABOR & PARTS	0.00		
JOB # 2	280VZ	POWER LOCKS INOP	HOURS: 1.00	TECH(S): 331	0.00	
CUST STATES THE LEFT REAR DOOR LOCK IS INOPERATIVE CHECK FOUND DOOR LOCK ACTUATOR INOP ORDERED PART						
PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	0	20760509	LOCK 10.473	58.14	0.00	81.40
** QUANTITY 1 IS SPECIAL ORDERED **						
			JOB # 2 TOTAL PARTS	0.00		
			JOB # 2 TOTAL LABOR & PARTS	0.00		
JOB # 3	08VZ	STEERING	HOURS: 1.00	TECH(S): 331	0.00	
CUST STATES THE STEERING IS HARD INTERMITTANTLY. NORMAL FUNCTION OF STEERING						
			JOB # 3 TOTAL LABOR & PARTS	0.00		
JOB # 4	08VZ	STEERING NOISE	HOURS: 1.00	TECH(S): 331	0.00	
CUST STATES THE STEERING WHEEL WILL MOVE BACK & FORTH WHEN THE VEHICLE IS IN PARK OR NEUTRAL NORMAL OPERATING CHARACTERISTIC						
			JOB # 4 TOTAL LABOR & PARTS	0.00		

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

COMMENTS
LUNCH @ 2:30

RH
08/11/11

CVC:S237711

CVC S237711



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 7899	INVOICE DATE 07/09/09	INVOICE NO. CVC S237711
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,596	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/09/09	
REGISTRATION FEE	BUSINESS PHONE	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
228-388-8000

PARTS DESIGNATED WITH AN ASTERISK (*)
INDICATE LIMITED LIFETIME SERVICE GUARANTEE
APPLIES FOR CUSTOMER PAY REPAIRS

CASH [] C/CARD [] CHARGE [] CHECK [#]

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CUSTOMER SIGNATURE

Roll # 239911

CVCS237711

CVCS237711



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 7899	INVOICE DATE 07/09/09	INVOICE NO. CVCS237711
[REDACTED] GULFPORT, MS	LABOR RATE	LICENSE NO.	MILEAGE 28,596	COLOR SILVSTONE M
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	R.O. NO.	F.O. DATE 07/09/09	
RESERVED PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS	TECH(S)	WARRANTY
#1 280VZ *LOCK/LATCH/SECURITY CUST STATES THE LEFT FRONT DOOR LOCK CYCLED SEVERAL TIMES ONCE. OPERATING NORMAL NOW. UNABLE TO DUPLICATE CUSTOMER CONCERN		
PARTS		
JOB # 1 TOTAL PARTS		0.00
JOB # 1 TOTAL LABOR & PARTS		0.00
#2 280VZ *POWER LOCKS INOP CUST STATES THE LEFT REAR DOOR LOCK IS INOPERATIVE. CHECK FOUND DOOR LOCK ACTUATOR INOP. ORDERED PART		
PARTS		
JOB # 2	0 20760509	LOCK 10.473
PART ON SPECIAL ORDER		
** QUANTITY 1 IS SPECIAL ORDERED **		
JOB # 2 TOTAL PARTS		0.00
JOB # 2 TOTAL LABOR & PARTS		0.00
#3 060VZ *STEERING CUST STATES THE STEERING IS HARD INTERMITTANTLY. NORMAL FUNCTION OF STEERING		
PARTS		
JOB # 3 TOTAL PARTS		0.00
JOB # 3 TOTAL LABOR & PARTS		0.00
#4 060VZ *STEERING NOISE CUST STATES THE STEERING WHEEL WILL MOVE BACK & FORTH WHEN THE VEHICLE IS IN PARK OR NEUTRAL. NORMAL OPERATING CHARACTERISTIC		
PARTS		
JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		0.00
#5 000VZ *MULTI-POINT INSPEC PERFORM MULTI-POINT VEHICLE INSPECTION. PERFORMED INSPECTION		
PARTS		
JOB # 5 TOTAL PARTS		0.00
JOB # 5 TOTAL LABOR & PARTS		0.00

COMMENTS
LUNCH @ 2:30

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

1166840

236684



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

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/07/09	235666	25750	16	244	C	02CVZ	*WHEEL/TIRES
03/24/09	234212	23232	91	244	W	30CVZ	ELECTRICAL INSTS.
03/18/09	234034	22983	91	13	C	49CVZLOF	ELECTRICAL INSTS. <i>Plus Lock</i>
				244	W	06CVZNOISE	OIL & FILTER CHANGE <i>Actuator</i>
				244	W	30CVZ	STEERING NOISE
							ELECTRICAL INSTS.

SERVICE SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN IT	STOCK NO. 4065	LICENSE NO. 236684
CUSTOMER NO. 16729	SERVICE CONTRACT 01/31/08	DELIVERY MILES 308	SELLERS DEALER NO. 0609/09
COLOR SILVSTONE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TURBO CVZ4	M / MC	AIR COND.	P. S.
TRANS	MILEAGE 27,712	ADVISOR NO. 16	PRODUCTION DATE

TIME RECEIVED: **07:58am**

BUSINESS PHONE: [REDACTED] LABOR RATE: [REDACTED]

DATE / TIME PROMISED: **06/09/09 05:30pm** PRIORITY: [REDACTED]

APPOINTMENT Yes No

Advisor: **JOSH LADNER**

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.

DISCLAIMER OF WARRANTIES
"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 the buyer additional rights."

CUSTOMER'S SIGNATURE: [REDACTED]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
99CVZ32	LUBE OIL FILTER	MO	
06CVZALFECAR	FRONT END ALIGNMENT	MI	
49CVZ30K	30K SERVICE	MI	
02CVZBAL	BALANCE TIRES	MI	
49CVZLOF	OIL & FILTER CHANGE	MI	
99CVZ4	ROTATE TIRES	MI	
49CVZ15K	15K SERVICE	MI	
99CVZ35	FREE QLP	MO	
02CVZROT	ROTATE TIRES	MI	
06CVZAL4WCAR	4 WHEEL ALIGNMENT	MI	

INJECTION

LABOR INSTRUCTIONS

1 **W 28CVZPOWER** POWER LOCKS INOP
CUST STATES 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
64261 . 9 05/16c

2 **C 49CVZGCC** GOODWRENCH & GO
CHANGE ENGINE OIL AND FILTER
ROTATE TIRES
ADJUST TIRE PRESSURES
INSPECT DISC BRAKES
PERFORM MULTI-POINT INSPECTION

3 **W 31CVZ** SIGNAL/FLASH/LAMP
CUST STATES TAG LIGHT OUT
NO657 . 2 05/16S

20772312
Lock asm
Fit S/D

9421330
Bulk LP
Comp LP

007/012

236684

07/31/2008 15:37 FAX

Raymond and Reynolds BRAINTVICLE 042601048 Q (01/07)

008/012

331

ON	MECHANIC'S NAME & NUMBER	PARTS COST	LABOR COST	TOTAL PARTS & LABOR
ON	CAUSE: <i>ACTUATOR TRIP</i>			
OFF	CORRECTION: <i>REPLACED LT FRN DOOR LOCK/CATCH ASSY</i>			
ON				
OFF				
	MECHANIC'S NAME & NUMBER			
	CAUSE:			
ON	CORRECTION: <i>LOOSE PLATE</i>			
OFF				
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
	CORRECTION: <i>TRAY LAMP BULB BLOWN</i>			
ON				
OFF				
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
OFF	CORRECTION:			
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
ON	CORRECTION:			
OFF				

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼ ▼ TOTAL LABOR ▼ ▼ SUB TOTAL ▼

TAX ►

TOTAL ESTIMATE ► *ROT# 234684*

07/31/2008 15:37 FAX

CVWS236684

CVWS236684



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 7229	INVOICE DATE 06/09/09	INVOICE NO. CVWS236684
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 27,712	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 01/31/08	STOCK NO. 4065
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F		DELIVERY MILES 308	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 06/09/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.538
06/09/2009
0957
WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
236684	06/09/2009	1G1ZH57BX8F	3	24152	27712	[REDACTED]

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: D
LAST: [REDACTED] PHDNE:WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
[REDACTED]	01	[REDACTED]	[REDACTED]	[REDACTED]	20772312	83.34	6C	[REDACTED]	.9			77.59
LN-TOT:					TECH SSN: [REDACTED]			AUTH CODE: [REDACTED]				AUTH. AUTHOR.:
[REDACTED]	03	[REDACTED]	[REDACTED]	[REDACTED]	09421330	59	6S	[REDACTED]	7.2			17.24
LN-TOT:					TECH SSN: [REDACTED]			AUTH CODE: [REDACTED]				AUTH. AUTHOR.:

R.O. TOTAL: [REDACTED]

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

6/11/09

*U paid #013
L2 paid #013*



PRESTON HOOD

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

CVWS236684



CVWS236684

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAB NO. 16 7229	INVOICE DATE 06/09/09	INVOICE NO. CVWS236684
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 27,712	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 06/03/09	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
 # 1 28 CVZ POWER LOCKS (NO P... HOURS: 0.90 TECHS: 331 77.59
 CUST STATES 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
 PERFORMED DIAGNOSIS - REPLACED DOOR LOCK/LATCH ASSY.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	20772312	LOCK	10.470	59.53	83.34
JOB # 1 COST TOTAL				59.53		
JOB # 1 TOTAL PARTS						83.34
JOB # 1 TOTAL LABOR & PARTS						160.93

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

3 31 CVZ SIGNAL FLASH LAMP HOURS: 0.20 TECHS: 331 17.24
 CUST STATES TAG LIGHT OUT
 BLOWN BULB IN TAG LAMP
 REPLACED TAG BULB

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 3	1	9421330	BULB	8.991	0.42	0.59
JOB # 3 COST TOTAL				0.42		
JOB # 3 TOTAL PARTS						0.59
JOB # 3 TOTAL LABOR & PARTS						17.83

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

COMMENTS-
 WAIT

R/O TAX 0.00
 R/O TOTALS 178.76

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	178.76
CLAIM TOTALS	178.76

APPROVED BY SIGNATURE



PRESTON HOOD

11325 Cedar Lake Rd.
 Telephone (228) 388-8000
 BILOXI, MISSISSIPPI 38532

CVC: S236684



CVC: S236684

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 7229	INVOICE DATE 06/09/09	INVOICE NO. CVC: S236684
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 27,712	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 06/09/09	
[REDACTED]	BUSINESS PHONE	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
 228-388-8000

PARTS DESIGNATED WITH AN ASTERISK (*)
 INDICATE LIMITED LIFETIME SERVICE GUARANTEE
 APPLIES FOR CUSTOMER PAY REPAIRS

CASH [] C/CARD [X] CHARGE [] CHECK [#]

TOTAL LABOR.....	18.00
TOTAL PARTS.....	21.95
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.80
TOTAL INVOICE \$	42.75

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Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CUSTOMER SIGNATURE

CVCS236684

CVCS236684



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 7229	INVOICE DATE 06/09/09	INVOICE NO. CVCS236684
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 27,712	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/09/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

JOB # 1 POWER LOCKS INOP TECH(S): 333 WARRANTY
CUST STATES 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 PERFORMED DIAGNOSIS - REPLACED DOOR LOCK/LATCH ASSY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	20772312	LOCK 10.470		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

JOB # 2 GOOD WRENCH SERVICE TECH(S): 333 WARRANTY
CHANGE ENGINE OIL AND FILTER ROTATE TIRES ADJUST TIRE PRESSURES INSPECT DISC BRAKES PERFORM MULTI-POINT INSPECTION CHANGED ENGINE OIL AND FILTER, ROTATED TIRES AND ADJUSTED PRESSURES, INSPECTED DISC BRAKES AND PERFORMED MULTI-POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	12605566	FILTER 1.836	6.05	6.05
JOB # 2	5	12345615	OIL 5W308 8.800	3.18	15.90
JOB # 2 TOTAL PARTS					21.95
JOB # 2 TOTAL LABOR & PARTS					39.95

JOB # 3 SIGNAL FLASH LAMP TECH(S): 333 WARRANTY
CUST STATES TAG LIGHT OUT BLOWN BULB IN TAG LAMP REPLACED TAG BULB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	9421330	BULB 8.991		0.00
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

COMMENTS
WAIT

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

235666



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

235666

001/012

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/09	234212	23232	91	192	W	30CVZ	ELECTRICAL INSTS.
03/18/09	234034	22983	91	13	C	49CVZLOF	OIL & FILTER CHANGE
				244	W	06CVZNOISE	STEERING NOISE
				244	W	30CVZ	ELECTRICAL INSTS.
				244	C	00CVZMPVI	MULTI-POINT INSPECT
				58	W	00CVZ	GM ON A ROLL

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 235666
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	R.O. DATE 05/07/09
COLOR GULFPORT, MS	SILVSTONE MET/EBO	CONTRACT NO.	EXPIRATION DATE	TAG NO. 6672
TURBO	M/MC	AIR COND	P. S.	TRANS
CVZZ				MILEAGE 25,750
RESIDENCE PHONE	TIME RECEIVED 08:34am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES *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 the buyer additional rights.		
DATE/TIME PROMISED 05/07/09 05:30pm	PRIORITY	X		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: JOSH LADNER	CUSTOMER'S SIGNATURE		

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
99CVZ32	LUBE OIL FILTER	MI		
06CVZALFECAR	FRONT END ALIGNMENT	MI		
49CVZ30K	30K SERVICE	MI		
02CVZBAL	BALANCE TIRES	MI		
49CVZLOF	OIL & FILTER CHANGE	MI		
99CVZ4	ROTATE TIRES	MI		
49CVZ15K	15K SERVICE	MI		
99CVZ35	FREE QLP	MI		
02CVZROT	ROTATE TIRES	MI		
06CVZAL4WCAR	4 WHEEL ALIGNMENT	MI		

LABOR INSTRUCTIONS

1	C - 02CVZ	WHEEL/TIRES
		CUST STATES SLOW LEAK IN LF TIRE..TIRE ROAD HAZARD PROGRAM
2	W * 30CVZ	ELECTRICAL INSTS.
		CUST STATES TPMS READING WRONG TIRES

002/012

07/31/2008 15:39 FAX

MECHANIC'S NAME & NUMBER <i>244</i>		PARTS COST	LABOR COST	TOTAL PARTS & LABOR
ON	CAUSE: <i>No leaks visible</i>			
OFF	CORRECTION: <i>No leaks visible - water tested</i>			
ON				
OFF				
	MECHANIC'S NAME & NUMBER <i>244</i>			
	CAUSE:			
ON	CORRECTION: <i>Reprogrammed TPM</i>			
OFF				
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
	CORRECTION:			
ON				
OFF				
ON	MECHANIC'S NAME & NUMBER			
	CAUSE:			
OFF	CORRECTION:			
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
ON	CORRECTION:			
OFF				
CUSTOMER CALLED BY: _____				
TIME: _____	DATE: _____	CONTACTED? <input type="checkbox"/> YES <input type="checkbox"/> NO	▼ TOTAL PARTS ▼	▼ TOTAL LABOR ▼
CUSTOMER CALLED BY: _____				▼ SUB TOTAL ▼
TIME: _____	DATE: _____	CONTACTED? <input type="checkbox"/> YES <input type="checkbox"/> NO	TAX ►	
CUSTOMER CALLED BY: _____			TOTAL ESTIMATE ►	
TIME: _____	DATE: _____	CONTACTED? <input type="checkbox"/> YES <input type="checkbox"/> NO	<i>20# 235646</i>	



PRESTON HOOD

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

CVWS235666



CVWS235666

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 6672	INVOICE DATE 05/07/09	INVOICE NO. CVWS235666
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 25,750	COLOR SILVERTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 05/07/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 2 30CVZ ELECTRICIAL INSTS. HOURS: TECH(S):244 0:00
CUST STATES TPMS READING WRONG TIRES
PERFORMED DIAGNOSIS - REPROGRAMMED TPMS
JOB # 2 TOTAL LABOR & PARTS 0.00

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Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CVCS235666

CVCS235666



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 6672	INVOICE DATE 05/07/09	INVOICE NO. CVCS235666
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 25,750	COLOR SILV:STONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 05/07/09	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1.02GVZ *WHEEL/TIRES TECH(S):244 0.00
CUST STATES SLOW LEAK IN LF TIRE. TIRE ROAD HAZARD PROGRAM PERFORMED DIAGNOSIS - WATER TESTED - NO LEAKS OR PUNCTURES FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2.30GVZ *ELECTRICAL INSTS TECH(S):244 WARRANTY
CUST STATES TPMS READING WRONG TIRES PERFORMED DIAGNOSIS - REPROGRAMMED TPMS

JOB # 2 TOTAL LABOR & PARTS 0.00

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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

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

CASH [] C/CARD [] CHARGE [] CHECK [#]

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CUSTOMER SIGNATURE

234212



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

234212

005/012

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/18/09	234034	22983	91	244	W	06CVZNOISE	STEERING NOISE
				244	W	30CVZ	ELECTRICAL INSTS.
				244	C	00CVZMPVI	MULTI-POINT INSPECT
				58	W	00CVZ	GM ON A ROLL
12/12/08	231190	18116	91	13	W	00CVZRECALL	RECALL
11/26/08	230698	17144	91	179	C	49CVZLOF	Oil & Filter Change

SERVICE

SALESPERSON NO. 250 PATRICK C
MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R. O. NO. 234212
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. R. O. DATE 03/24/09
COLOR SILVSTONE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 5637
TURBO	M / MC	AIR COND.	P. S.	TRANS
				MILEAGE 23,232
RESIDENCE PHONE	TIME RECEIVED 07:50am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
DATE / TIME PROMISED 03/24/09 05:30pm	PRIORITY	X _____ CUSTOMER'S SIGNATURE		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: JEFFREY TEBOR			

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

JOB: LABOR INSTRUCTIONS

1 W*30CVZ ELECTRICAL INSTS.
CUSTOMER STATES PASS LOCK WILL STICK INTERM AND ALL LOCKS @ lock
WILL INTERM INOP-
192 N3224 1-0 OA/6C
2 C-LOF B4660 1-0 OA/6C
13

3/10/09
20760508
Lock ODM
RR 51D

07/31/2008 15:40 FAX

Raynolds and Reynolds BRAINMOLE GM240142 Q (01/07)

006/012

MECHANIC'S NAME & NUMBER

192

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

CAUSE: **REPLACED REAR DOOR**
 CORRECTION: **LOCK ACTUATOR/LATCH ASSY -**
THAT KEVIN ORDERED.

MECHANIC'S NAME & NUMBER

CAUSE: **LOP**
 CORRECTION: **(13)**

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

PARTS COST	LABOR COST	TOTAL PARTS & LABOR

CUSTOMER CALLED BY _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME: _____ DATE: _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼	▼ TOTAL LABOR ▼	▼ SUB TOTAL ▼
TAX ►		
TOTAL ESTIMATE ►		<i>Ref 234212</i>

07/31/2008 15:40 FAX

eClaim - Save / Submit Claim

03/27/2009

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000201001	234212	03/24/2009	1G1ZH57BX8F	3	24152	23232	0091
	Del-Date:		Del-Flcpt:			Carrier:	

Customer Info:

Last:		First:	Middle:		Home:	Work:						
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot
	#	OA	1	20780508	81.40	6C		1.0		86.21		
Tech: 0192		Auth Code:		Authorizer:		Veh.Damage:						
Comment:												

R.O. Total

[Redacted]

3-30-09

L1 paid #991

[Redacted]

CVCS234212

CVCS234212



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 5637	INVOICE DATE 03/24/09	INVOICE NO. CVCS234212
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 23,232	COLOR SILV:STONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/24/09	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
1 30CVZ ELECTRICIAL INSTS TECH(S):192 WARRANTY
CUSTOMER STATES PASS LOCK WILL STICK INTERM AND ALL LOCKS
WILL INTERM INOP--- PART HERE
CHECK FOUND FAULTY LOCK ACTUATOR & LOCK ASSY.
REPLACED PASS REAR DOOR ACTUATOR & LOCK ASSY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	20760508	LOCK 10.473		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

2 49DZLOF OIL & FILTER CHANGE TECH(S):13 8.00
CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE
FITTINGS
CHANGED ENGINE OIL AND FILTER
LUBRICATED CHASSIS GREASE FITTINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	12605566	FILTER 1.836	6.05	
JOB # 2	5	12345615	OIL 5W30B 8.800	3.38	
				JOB # 2 TOTAL PARTS	22.95
				JOB # 2 TOTAL LABOR & PARTS	30.95

COMMENTS
1130

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

TOTAL LABOR....	8.00
TOTAL PARTS....	22.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.17

TOTAL INVOICE \$ 33.12

CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE

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Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

234034



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

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/12/08	231190	18116	91	13	W	00CVZRECALL	RECALL
11/26/08	230698	17144	91	179	C	49CVZLOF	OIL & FILTER CHANGE
				179	W	00CVZRECALL	RECALL
				179	C	00CVZMPVI	MULTI-POINT INSPECT
10/21/08	229471	15170	91	244	W	32CVZ	RADIO/SOUND
10/08/08	229107	14413	16	244	W	32CVZ	RADIO/SOUND

SERVICE SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT STOCK NO. 4065 LICENSE NO. 234034

CUSTOMER NO. 16700 SERVICE CONTRACT DELIVERY DATE 01/21/09 DELIVERY MILES 300 SELLING DEALER NO. R. D. DATE 02/09/09

COLOR SILVSTONE MET/EBO CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. 5473

TURBO M/MC AIR COND. P S TRANS MILEAGE 22,983 ADVISOR NO. 91 PRODUCTION DATE

RESIDENCE PHONE TIME RECEIVED 07:55am 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.

BUSINESS PHONE LABOR RATE

DATE/TIME PROMISED 03/18/09 05:30pm PRIORITY

APPOINTMENT Yes No

Advisor: JEFFREY TEBOR

DISCLAIMER OF WARRANTIES: "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 the buyer additional rights."

CUSTOMER'S SIGNATURE

LABOR INSTRUCTIONS

1) W 06CVZ NOISE STEERING NOISE
CUSTOMER STATES BUMP NOISE FROM STEERING COLUMN WHILE TURNING LEFT
244 E7900 .5 0P/2F

2) W 30CVZ ELECTRICAL INSTS.
CUSTOMER STATES PASS LOCK WILL STICK INTERM AND ALL LOCKS INOP INTERM SOMETIMES WHEN HITTING KEYFOB ONE TIME TO LOCK DOORS ALARM WILL SOUND LIKE U HIT IT TWICE
RM9015 0L/1D

3) C 00CVZMPVI MULTI-POINT INSPECT
PERFORM MULTI-POINT VEHICLE INSPECTION
4) Part update
25000 MD/93
26.00 Net

25962603
Shuff kit
transmitter

227 33524
Transmitter

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

Intermediate shaft

Driver Rear Door Lock Actuator
15909358 20760308

2 Keyfobs -

010/012

234034

07/31/2008 15:41 FAX

Raynolds and Reynolds PRINT/MOLE 01626142 Q (0107)

011/012

244

MECHANIC'S NAME & NUMBER

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

CAUSE: *Intermediate shaft Binding - steering*
CORRECTION: *Replaced Intermediate shaft*

MECHANIC'S NAME & NUMBER 244

CAUSE: *Found solder joints & both Remote Batteries coming Apart -*
CORRECTION: *Replaced / Programmed 2 new Remotes -*

CAUSE: *Difficult to find ~~the~~ Driver Rear Door Actuator sticking A+ times - Part added*

MECHANIC'S NAME & NUMBER 244

CAUSE:
CORRECTION: *MPVI*

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME: _____ DATE _____ CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼ ▼ TOTAL LABOR ▼ ▼ SUB TOTAL ▼

TAX ►

TOTAL ESTIMATE ►

Roll # 234034

07/31/2008 15:41 FAX

HECHER #08

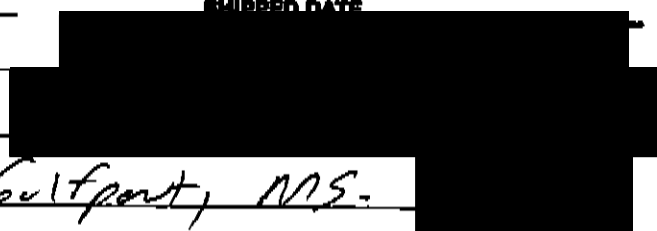
- Back door, driver's side: lock sticks in any type of weather, even when other locks work. This happens when using keyless entry & buttons on door.
- All locks are now either not locking & unlocking when using keyless entry or when they do lock, they all lock or unlock on first press of button. & anti-theft (horn beeps) on first press not second. Most of the time, keyless will not respond on lock or unlock, but trunk lock/unlock has never malfunctioned.
- ~~There~~ There is a light bump sound when making sharp left turns

PRESTON HOOD CHEVROLET, LLC.
1187 CEDAR LAKE RD
BILOXI, MS 39532
(228) 368-8000

DATE 3-18-09
TECH. or R.O. # 234034
EMAIL or PHONE # 863-3791

TECH. NAME Kevin
SERV. ADV. NAME Jeff
RECEIVED DATE _____
SHIPPED DATE _____

ADVISOR _____

TO: 
Gulfport, MS.

QTY.	ITEM NUMBER	DESCRIPTION
1	020760508	Lock
		3-5 days

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
08	Chevy	Malibu	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-DSA-115-3 (3 PARTS) REV. (5/02)
FORM PAP-DSA-115-4 (4 PARTS) REV. (3/02)
FORM PAP-DSA-115-4 NC (4 PARTS CARBONLESS) REV. (5/02)

By _____

Part 234034

CVWS234034

CVWS234034



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO 91 5473	INVOICE DATE 03/18/09	INVOICE NO. CVWS234034
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,983	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 03/18/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.994
03/18/2009 1253 WARRANTY NEW CLAIM
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
234034 03/18/2009 1G1ZH57BX8F 3 24152 22983

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: D
LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	HRS	OHRS	NET-AMT.	LAB-TOT.
01				25962603	122.47	2F		.5			43.11
LN-TOT:				TECH SSN: [REDACTED]							
02				22733524	182.00	1D		.5			43.11
LN-TOT:				TECH SSN: [REDACTED]							
04				22733524		93				26.00	
LN-TOT:				TECH SSN: [REDACTED]							

R.O. TOTAL: [REDACTED]

32309

L1 paid #989
L2 paid #989
L3 paid #989

CVWS234034

CVWS234034



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 5473	INVOICE DATE 03/13/09	INVOICE NO. CVWS234034
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,983	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T. # NO.	P.O. NO.	R.O. DATE 03/13/09	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1 06CVZ STEERING NOISE HOURS: 0.50 TECH(S): 244 43:11
 CUSTOMER STATES BUMP NOISE FROM STEERING COLUMN WHILE TURNING LEFT
 CHECK FOUND I-SHAFT BINDING
 REPLACED I-SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	25962603	SHAFT KIT 6.526	87.48	87.48	122.47	122.47
JOB # 1 COST TOTAL				87.48			
JOB # 1 TOTAL PARTS							122.47
JOB # 1 TOTAL LABOR & PARTS							165.58

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J# 2 30GVZ ELECTRICAL INSTS HOURS: 0.50 TECH(S): 244 43:11
 CUSTOMER STATES PASS LOCK WILL STICK INTERM AND ALL LOCKS INOP INTERM SOMETIMES WHEN HITTING KEYFOB ONE TIME TO LOCK
 DOORS ALARM WILL SOUND LIKE U HIT IT TWICE
 CHECK FOUND INTERNAL PROBLEM WITH BOTH KEY FOBs
 - ALSO FOUND DRIVER REAR DOOR ACTUATOR STICKING
 REPLACED & PROGRAMED 2 NEW REMOTES
 - ORDERED ACTUATOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	2	22733524	TRANSMITT 10.485	65.00	130.00	91.00	182.00
JOB # 2	0	20760508	LOCK 10.473	58.14	0.00	81.40	0.00
** QUANTITY 1 IS SPECIAL ORDERED **							
JOB # 2 COST TOTAL				130.00			
JOB # 2 TOTAL PARTS							182.00
JOB # 2 TOTAL LABOR & PARTS							225.11

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

J# 4 00CVZ GM SONAR ROLL HOURS: TECH(S): 58 0:00
 PARTS EXPEDITE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	2	22733524	TRANSMITT 10.485	0.00	0.00	0.00	0.00
JOB # 4 TOTAL PARTS							0.00
JOB # 4 TOTAL LABOR & PARTS							0.00

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 4	PD	EXPEDITING PARTS		26.00
TOTAL - MISC				26.00

COMMENTS
 EOD

R/O TAX	0.00
R/O TOTALS	416.69

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	416.69
CLAIM TOTALS	416.69



PRESTON HOOD

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

CVCS234034



CVCS234034

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 5473	INVOICE DATE 03/13/09	INVOICE NO. CVCS234034
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,983	COLOR SILV STONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57B8F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/13/09	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CVCS234034

CVCS234034



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 5473	INVOICE DATE 03/13/09	INVOICE NO. CVCS234034
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 22,983	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 03/13/09	REPRINT# 1
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
~~CVCS234034~~ **NOISE** **STEERING NOISE** **TECH(S): 244** **WARRANTY**
 CUSTOMER STATES BUMP NOISE FROM STEERING COLUMN WHILE TURNING LEFT
 CHECK FOUND I-SHAFT BINDING
 REPLACED I-SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	25962603	SHAFT KIT 6.526		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

~~CVCS234034~~ **ELECTRICAL INSTS** **TECH(S): 244** **WARRANTY**
 CUSTOMER STATES PASS LOCK WILL STICK INTERM AND ALL LOCKS INOP INTERM SOMETIMES WHEN HITTING KEYFOB ONE TIME TO LOCK
 DOORS ALARM WILL SOUND LIKE U HIT IT TWICE
 CHECK FOUND INTERNAL PROBLEM WITH BOTH KEY FOBs
 - ALSO FOUND DRIVER REAR DOOR ACTUATOR STICKING
 REPLACED & PROGRAMED 2 NEW REMOTES
 - ORDERED ACTUATOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	2	22733524	TRANSMITT 10.485		
JOB # 2	0	20760508	LOCK 10.473		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

~~CVCS234034~~ **MULTI-POINT INSPECT** **TECH(S): 244** **WARRANTY**
 PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED INSPECTION

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

~~CVCS234034~~ **IGN ON A ROLL** **TECH(S): 58** **WARRANTY**
 PARTS EXPEDITE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	2	22733524	TRANSMITT 10.485		
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

COMMENTS
 EOD

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.



MANDAL

PONTIAC · BUICK · GMC

11011 AUTO MALL PARKWAY
 D'IBERVILLE, MISSISSIPPI 39540
 (228) 392-1515
 3517 BIENVILE BLVD.
 OCEAN SPRINGS, MS. 39564
 (228) 872-1525



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
24300 0		36687		CHARGE	LEE FARNER	03/18/09	87186 PNW.

228-388-8000
 PRESTON HOOD CHEVROLET LLC
 11325 CEDAR LAKE RD
 BILOXI, MS 39532

SHIP TO

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
2	0	22733524 TRANSMITT 10.485	152	114.03	78.00	156.00
NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED PARTS						
PRICE DIFF \$26.00						
DISCLAIMER OF WARRANTIES					SUBTOTAL	
"All expressed 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 the buyer additional rights."					156.00	
					TAX 0.00	
					FREIGHT 0.00	
X RECEIVED BY: _____					PAY THIS AMOUNT 156.00	

Claims & returned parts must be made within 20 days after sale and accompanied by this invoice. 20% handling charge on all returned parts. No refund or credit on any special order part or electrical part. All returns must be in their original undamaged container.

PARTS AND SERVICE ON ALL GM PRODUCTS

231190



11325 Cedar Lake Road
Telephone (228) 388-8000
DIXON, MISSISSIPPI 39532

231190

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/26/08	230698	17144	91	179	C	49CVZLOF	OIL & FILTER CHANGE
				179	W	00CVZRECALL	RECALL
10/21/08	229471	15170	91	179	C	00CVZMPVI	MULTI-POINT INSPECT
10/08/08	229107	14413	16	244	W	32CVZ	RADIO/SOUND
08/26/08	227511	12390	16	244	W	32CVZ	RADIO/SOUND
				244	C	02CVZMB1	MOUNT & BAL I TIRE

SERVICE

SALESPERSON NO. 250

PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN 4T	STOCK NO. 4065	LICENSE NO.	R.O. NO. 231190
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 12/2/08
COLOR SILVSTONE MET/EBO	PRODUCTION NO.	CAT. REPAIR MILES	CATERPILLAR MILES	LAB. FEE 3394
TURBO	M/MC	AIR COND.	R. S.	TRAINS
				MILEAGE 18,116
RESIDENCE PHONE	TIME RECEIVED 09:43am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
DATE / TIME PROMISED 12/12/08 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Advisor: JEFF BARNER		CUSTOMER'S SIGNATURE X		

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

LABOR INSTRUCTIONS

RECALL 00CVZRECALL RECALL 08102

W

13

P/H

V1799 H MA/196

MCDONALD 12/12/08

95916921

Cover 4

007/012

07/31/2008 15:43 FAX

Keywords and Symbols: SPAIN/TVCLB 01220142 G (01/07)

008/012

07/31/2008 15:43 FAX

MECHANIC'S NAME & NUMBER		PARTS COST	LABOR COST	TOTAL PARTS & LABOR
ON	CAUSE: (Recall 08102)			
OFF	CORRECTION:			
ON	(13) Replaced Hub caps			
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON				
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON				
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON				
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON				
OFF				

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼	▼ TOTAL LABOR ▼	▼ SUB TOTAL ▼
TAX ►		
TOTAL ESTIMATE ►		107# 231190

CVWS231190

CVWS231190



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 3394	INVOICE DATE 12/12/08	INVOICE NO. CVWS231190
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 18,116	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T. NO.	R.D. NO.	R.D. DATE 12/12/08	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

RECALL 08102 PERFORMED RECALL - REMOVED AND REPLACED HUB CAPS

JOB #	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	4	9596921	COVER 5.858	47.20	188.80	66.08	264.32
JOB # 1 COST TOTAL					188.80		
JOB # 1 TOTAL PARTS							264.32
JOB # 1 TOTAL LABOR & PARTS							297.25

COMMENTS: WAIT

R/O TAX 0.00
R/O TOTALS 297.25

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Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	297.25
CLAIM TOTALS	297.25

APPROVED BY SIGNATURE _____

DCS AUDIT SLIP

DCS DATA FILE: GMGMNF.398
12/12/2008 WARRANTY NEW CLAIM
1142

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
231190 12/12/2008 1G1ZH57BX8F 3 24152 18116 XXX-XX-2974

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: D
LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1					9596921	264.32	96					32.93
LN-TOT: [REDACTED] SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.: [REDACTED]												
R.O. TOTAL: [REDACTED]												

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

12-1508
L1 paid #tag

CVC S231190

CVC S231190



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 3394	INVOICE D / B 12/12/08	INVOICE NO. CVC S231190
[REDACTED] GULFPORT, MS	LABOR RATE	LICENSE NO.	MILEAGE 18,116	COLOR SILVSTONE M
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 01/31/08	STOCK NO. 4065
	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F		SELLING DEALER NO.	DELIVERY MILES 308
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/12/08	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

RECALL 08102 PERFORMED RECALL - REMOVED AND REPLACED HUB CAPS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	4	9596921	COVER 5.858		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS: WAIT

TOTALS:

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

230698

011/012

230698



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

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/21/08	229471	15170	91	244	W	32CVZ	RADIO/SOUND
10/08/08	229107	14413	16	244	W	32CVZ	RADIO/SOUND
08/26/08	227511	12390	16	244	C	02CVZMB1	MOUNT & BAL 1 TIRE
				58	C	02CVZ	*WHEEL/TIRES
08/25/08	227444	12361	16	13	C	49CVZLOF	OIL & FILTER CHANGE
				13	C	02CVZ	*WHEEL/TIRES

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			STOCK NO. 4065	LICENSE NO.	R. O. NO. 230698
CUSTOMER NO. 16799		SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO.	R. O. DATE 1/26/08	
GULFPORT, MS		COLOR SILVSTONE MET/EBO		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 3028
RESIDENCE PHONE		TIME RECEIVED 08:21am	TURBO		MILEAGE 17,144	ADVISOR NO. 91	PRODUCTION DATE
BUSINESS PHONE		LABOR RATE	AIR COND.		P. S.	<p>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.</p> <p>DISCLAIMER OF WARRANTIES *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 the buyer additional rights.*</p>	
DATE / TIME PROMISED 11/26/08 05:30pm		PRIORITY	TRANS		<p>APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Advisor: JEFFREY TEBOR</p>		
APPOINTMENT		<p>_____ X _____ CUSTOMER'S SIGNATURE</p>					

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / M	TOTAL

LABOR INSTRUCTIONS

1 **C 49CVZLOF OIL & FILTER CHANGE**
CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE FITTINGS

2 **W 00CVZRECALL RECALL**
RECALL 08102

Ordered Part -

3 **C 00CVZMPV MULTI-POINT INSPECT**
PERFORM MULTI-POINT VEHICLE INSPECTION

012/012

07/31/2008 15:44 FAX

MECHANIC'S NAME & NUMBER

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON

CAUSE:

OFF

CORRECTION:

Change of oil filter

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

ON

CORRECTION:

Ordered wheel covers according to bulletin

OFF

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

ON

OFF

ON

MECHANIC'S NAME & NUMBER

CAUSE:

OFF

CORRECTION:

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

TOTAL PARTS TOTAL LABOR SUB TOTAL

TAX

TOTAL ESTIMATE

Roth 230698

PRESTON HOOD CHEVROLET, LLC.

11325 CEDAR LAKE RD
BILOXI, MS 39532
(228) 388-6000

DATE 11/26/08
TECH. or R.O.# 230698
EMAIL or PHONE # _____
ADVISOR _____

TECH. NAME Max
SERV. ADV. NAME Jeff
RECEIVED DATE _____
SHIPPED DATE _____

TO: _____
_____ Gulfport Ms _____

QTY.	ITEM NUMBER	DESCRIPTION		
4	9596921	wht cover (SB)		
		Fri		
		11/28/08		
YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
08		Mal	8F184105	

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

By _____

PO# 230698



PRESTON HOOD

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

CVWS230698



CVWS230698

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 3028	INVOICE DATE 11/26/08	INVOICE NO. CVWS230698
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 17,144	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 11/26/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
91	3028	17,144	SILVSTONE M	4065
08/CHEVROLET/MALIBU/4DR SDN LT	01/31/08	308		
1 G 1 Z H 5 7 B X 8 F				

RECALL 08102
 ORDERED PART

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	0	9596921	COVER 5.858	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

COMMENTS
 WAITER

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.



PRESTON HOOD

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

CVCS230698



CVCS230698

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 3028	INVOICE DATE 11/26/08	INVOICE NO. CVCS230698
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 17,144	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T. E. NO.	P.O. NO.	P.O. DATE 11/26/08	
RESIDENCE PHONE	BUSINESS PHONE	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

TOTAL LABOR....	8.00
TOTAL PARTS....	22.95
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.17
TOTAL INVOICE \$	33.12

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

CASH C/CARD [] CHARGE [] CHECK []

[REDACTED]
CUSTOMER SIGNATURE

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

229471



11325 Cedar Lake Road
 Telephone (228) 388-8000
 P.O. BOX 1 MISSISSIPPI 39522

229471

005/010

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/08/08	229107	14413	16		W	32CVZ	RADIO/SOUND
08/26/08	227511	12390	16	244	C	02CVZMB1	MOUNT & BAL 1 TIRE
08/25/08	227444	12361	16	58	C	02CVZ	*WHEEL/TIRES
				13	C	49CVZLOF	OIL & FILTER CHANGE
				13	C	02CVZ	*WHEEL/TIRES
				13	C	00CVZMPVI	MULTI-POINT INSPECT

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R. O. NO. 229471
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	R. O. DATE 10/21/08
LOCATION GULFPORT, MS	SILVSTONE MET/EBO	ADVISOR NO. 91	PRODUCTION DATE	2177
TURBO	M/MC	AIR COND	P. S.	TRANS
				MILEAGE 15,170

TIME RECEIVED: 07:45am
 LABOR RATE: [blank]
 DATE / TIME PROMISED: 10/21/08 05:30pm
 PRIORITY: [blank]
 APPOINTMENT: Yes No
 Advisor: JEFFREY TEBOR

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.

DISCLAIMER OF WARRANTIES
 "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 the buyer additional rights."

CUSTOMER'S SIGNATURE: X

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

LABOR INSTRUCTIONS

COMMENTS

1. W * 32CVZ RADIO/SOUND
 CUST STATES RIGHT REAR SPEAKER SOUNDS DISTORTED (SPORD)
 (244) R0952 1.4 10/16
 @ 5pk 10/21/08
 22719419
 Speaker

006/010

MECHANIC'S NAME & NUMBER

244

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON

CAUSE:

Pass Rear speaker

OFF

CORRECTION:

Replace pass rear speaker

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

ON

CORRECTION:

OFF

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

ON

OFF

ON

MECHANIC'S NAME & NUMBER

CAUSE:

OFF

CORRECTION:

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

ON

CORRECTION:

OFF

CUSTOMER CALLED BY _____

TIME _____ DATE _____

CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____

CONTACTED? YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____

CONTACTED? YES NO

▼ TOTAL PARTS ▼ ▼ TOTAL LABOR ▼ ▼ SUB TOTAL ▼

TAX ►

TOTAL ESTIMATE ►

Ret # 229441

07/31/2008 15:45 FAX



PRESTON HOOD

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

CVWS229471



CVWS229471

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 2177	INVOICE DATE 10/21/08	INVOICE NO. CVWS229471
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,170	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.O. NO.	R.O. NO.	R.O. DATE 10/21/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

~~15.25~~ **RADIO/SOUND** ~~12.44~~ **HOURS** ~~15.25~~ **TECHS**

CUST STATES RIGHT REAR SPEAKER SOUNDS DISTORTED (SPORD)
 REPLACED PASSENGER REAR SPEAKER AND VERIFIED REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	22719419	SPEAKER 9.665	16.49	16.49	23.09	23.09
JOB # 1 COST TOTAL				16.49			
JOB # 1 TOTAL PARTS							23.09
JOB # 1 TOTAL LABOR & PARTS							138.34

COMMENTS: WAIT

R/O TAX 0.00
 R/O TOTALS 138.34

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	138.34
CLAIM TOTALS	138.34

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Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.087
 10/21/2008 1040 WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODDMETER SERVICE ADVISOR #
 229471 10/21/2008 1G1ZH57BX8F [REDACTED] 3 24152 15170 [REDACTED]

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: D
 LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	22719419	23.09	6C	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	115.25
LN-TOT:	[REDACTED]				TECH SSN: [REDACTED]	AUTH CODE: [REDACTED]		AUTH. AUTHOR.: [REDACTED]		R.O. TOTAL: [REDACTED]		

10-2308
 LI paid #946

CVC: S229471

CVC: S229471



PRESTON HOOD

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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JEFFREY TEBOR	TAG NO. 91 2177	INVOICE DATE 10/21/08	INVOICE NO. CVC: S229471
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,170	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.B. NO.	F.O. NO.	P.O. DATE 10/21/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

WARRANTY

CUST STATES RIGHT REAR SPEAKER SOUNDS DISTORTED (SPORD)
REPLACED PASSENGER REAR SPEAKER AND VERIFIED REPAIR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22719419	SPEAKER 9.665		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

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

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE [REDACTED]

229107



11325 Cedar Lake Road
Telephone (228) 388-8000
BILBO, MISSISSIPPI 39532

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/26/08	227511	12390	16	244	C	02CVZMB1	MOUNT & BAL TIRE
08/25/08	227444	12361	16	58	C	02CVZ	*WHEEL/TIRES
				13	C	49CVZLOF	OIL & FILTER CHANGE
				13	C	02CVZ	*WHEEL/TIRES
				13	C	00CVZMPVI	MULTI-POINT INSPECT
				13	C	49CVZAF	REPLACE AIR FILTER

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R. O. NO. 229107
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 0/08/08
ADDRESS GULFPORT, MS	COILS SILVSTONE MET/EBO	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 1904
TURBO	M/MC	AIR COND.	P. S.	TRANS
				MILEAGE 14,413
RESIDENT PHONE	TIME RECEIVED 08:33am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
DATE / TIME PROMISED 10/08/08 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Advisor: JOSH LADNER		CUSTOMER'S SIGNATURE X		

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

LABOR INSTRUCTIONS

COMMENTS: WAIT

-1 W 32CVZ RADIO/SOUND
CUST STATES RIGHT REAR SPEAKER SOUNDS LIKE IT'S BLOWN

(299) ordered part

*-Pass Rear @ Deck speaker -
22719419*

009/010

229107

07/31/2008 15:48 FAX

Reynolds and Reynolds BRAINWOLE 0860148 Q (01/07)

010/010

MECHANIC'S NAME & NUMBER

244

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON	CAUSE: <i>Part needed from Rear 3/leaker</i>			
OFF	CORRECTION:			
ON	<i>Customer already gone with vehicle -</i>			
OFF				
	MECHANIC'S NAME & NUMBER			
	CAUSE:			
ON	CORRECTION:			
OFF				
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
	CORRECTION:			
ON				
OFF				
ON	MECHANIC'S NAME & NUMBER			
	CAUSE:			
OFF	CORRECTION:			
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
ON	CORRECTION:			
OFF				

CUSTOMER CALLED BY _____

TIME _____ DATE _____

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED YES NO

TOTAL PARTS TAX SUB TOTAL

TAX

TOTAL ESTIMATE

Rot# 229107

07/31/2008 15:46 FAX

PRESTON HOOD CHEVROLET, LLC.
 11325 CEDAR LAKE RD
 BILOXI, MS 39532
 (228) 388-8000

DATE 10/8/08
 TECH. or R.O. # 229107
 EMAIL or PHONE # _____
 ADVISOR _____

TECH. NAME Kew
 SERV. ADV. NAME JosL
 RECEIVED DATE _____
 SHIPPED DATE _____

TO: _____

Gulfport Ms

QTY.	ITEM NUMBER	DESCRIPTION		
1	22719419	Rn Spks (SB)		
		2-3 days		
YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
08		Mal	8F184105	

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-OSA-115-3 (3 PARTS) REV. (5/02)
 FORM PAP-OSA-115-4 (4 PARTS) REV. (5/02)
 FORM PAP-OSA-116-4 NC (4 PARTS CARBONLESS) REV. (5/02)

By _____



PRESTON HOOD

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

CVWS229107



CVWS229107

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 1904	INVOICE DATE 10/03/08	INVOICE NO. CVWS229107
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,413	COLOR SILVERSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 01/31/08	STOCK NO. 4065
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57BX8F		SELLING DEALER NO.	DELIVERY MILES 308
[REDACTED]	R.T. NO.	P.O. NO.	R.O. DATE 10/03/08	PRODUCTION DATE
RESERVED SIGNATURE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

~~32.00~~ **32.00** HOURS TECH(S): 244

CUST STATES RIGHT REAR SPEAKER SOUNDS LIKE IT'S BLOWN
PART ORDERED.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	0	22719419	SPEAKER 9.665	16.49	0.00	23.09	0.00
** QUANTITY 1 IS SPECIAL ORDERED **							
						JOB # 1 TOTAL PARTS	0.00
						JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
WAIT

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.



PRESTON HOOD

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

CVCS229107



CVCS229107

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 1904	INVOICE DATE 10/03/08	INVOICE NO. CVCS229107
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,413	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILGS 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 10/03/08	
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

 # 32002 RADIO SOUND TECHS 24
 CUST STATES RIGHT REAR SPEAKER SOUNDS LIKE IT'S BLOWN
 PART ORDERED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	22719419	SPEAKER 9.665		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDER **					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
WAIT

TOTALS

THANK YOU FOR YOUR BUSINESS	TOTAL LABOR....	0.00
IF YOU CANNOT RATE US "COMPLETELY SATISFIED"	TOTAL PARTS....	0.00
ON THE SURVEY YOU WILL RECEIVE IN THE MAIL,	TOTAL SUBLET...	0.00
PLEASE CALL YOUR SERVICE ADVISOR	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*)
 INDICATE LIMITED LIFETIME SERVICE GUARANTEE
 APPLIES FOR CUSTOMER PAY REPAIRS

 CASH [] C/CARD [] CHARGE [] CHECK [#]

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 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

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CUSTOMER SIGNATURE _____

227511

004/008

227511



11325 Cedar Lake Road
Telephone (228) 388-8000
Rt 101, MISSISSIPPI 39562

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/25/08	227444	12361	16	13	C	49CVZLDF	OIL & FILTER CHANGE
				13	C	02CVZ	*WHEEL/TIRES
				13	C	00CVZMPVI	MULTI-POINT INSPECT
06/13/08	224981	8159	247	13	C	49CVZAF	REPLACE AIR FILTER
				267	C	49CVZLOF	OIL & FILTER CHANGE
				267	C	02CVZROT	ROTATE TIRES

SERVICE

SALESPERSON NO. 250

PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 227511
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. / R.O. DATE 08/26/08
GULFPORT, MS	SILVSTONE MET/EBO	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 849
TURBO	M/MC	AIR COND.	P.S.	TRANS
				MILEAGE 12,390
ADVISOR NO. 16	PRODUCTION DATE	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.		
TIME RECEIVED 03:12pm	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
DATE/TIME PROMISED 08/26/08 05:30pm	PRIORITY	X		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: JOSH LADNER	CUSTOMER'S SIGNATURE		

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	I/O / I/I	TOTAL

LABOR INSTRUCTIONS

COMMENTS

1. G * 02CVZMB1 MOUNT & BAL 1 TIRE
SPORD LEFT REAR TIRE

DOT SMLP PDYH

Auth # 160233

225/50R17

OPTMO

Fax # 866-449-3239

005/008

07/31/2008 15:47 FAX

	MECHANIC'S NAME & NUMBER	PARTS COST	LABOR COST	TOTAL PARTS & LABOR
ON	CAUSE:			
OFF	CORRECTION: <i>mount of Bel. LR TIRE</i>			
ON				
OFF				
	MECHANIC'S NAME & NUMBER			
	CAUSE:			
ON	CORRECTION:			
OFF				
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
	CORRECTION:			
ON				
OFF				
ON	MECHANIC'S NAME & NUMBER			
	CAUSE:			
OFF	CORRECTION:			
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
ON	CORRECTION:			
OFF				

CURT MECHANIC'S NAME _____

NAME _____ PHONE _____

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED: YES NO

CUSTOMER CALLED BY _____

TIME _____ DATE _____ CONTACTED: YES NO

TOTAL PARTS

TAX ▶

TOTAL ESTIMATE ▶

Roll 201511



PRESTON HOOD

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

CVCS227511



CVCS227511

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 849	INVOICE DATE 08/26/08	INVOICE NO. CVCS227511
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,390	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE I.D. NO. 1G1ZH57BX8F	DELIVERY DATE 01/31/08	STOCK NO. 4065
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES 308
BUSINESS PHONE	COMMENTS	R.O. DATE 08/26/08	REPRINT# 1	

LABOR & PARTS

TECHS: 244 15.00

SPORD LEFT REAR TIRE
TIRE HAD SLASH IN TIRE
MOUNTED AND BALANCED ONE NEW TIRE
DOT 5MLLP PDYH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19160612	H2255017 5.880	154.00	154.00
JOB # 1	1	R3	TIRE ROAD HAZ	11.17	11.17
JOB # 1 TOTAL PARTS					165.17
JOB # 1 TOTAL LABOR & PARTS					180.17

TECHS: 58 0.00

SONSIO ROAD HAZARD

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

MISC

JOB #	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	TIREFEE	TIRE DISPOSAL FEE		2.50
TOTAL - MISC				2.50

COMMENTS
WAITING
SONSIO ROAD HAZARD AUTH #160233

TOTALS

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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... 15.00
TOTAL PARTS... 165.17
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 2.50
TOTAL MISC DISC... 0.00
TOTAL TAX... 12.79

TOTAL INVOICE \$ 195.46

\$ 1175 for new Road Hazard

CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE



11325 CEDAR LAKE ROAD
BILOXI, MISSISSIPPI 39532-8494

TELEPHONE: (288) 388-8000

DATE: 9-3-08 TIME: _____

FAX TO: Sonido

ATTENTION: _____

FAX #: 1-866-449-3239

NUMBER OF PAGES: _____

FROM: Preston Hood Chevrolet

OUR FAX #: 228-702-3404

REMARKS: URGENT FOR YOUR REVIEW REPLY ASAP COMMENTS

Auth # 160233 for 183.71

If you need any additional information please
let me know. Thanks Alvin Peterson

PRESTON HOOD &
11325 CEDAR LAKE RD
BILOXI, MS 39532
228-388-8000



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



Form ID: 72123898 Ref #: 0015

Sale

DISCOVER Entry Method: Manual

Total: \$ 220.06

02/15/08 15:09:17

Inv #: 000015 Appr Code: 015470

Batch#: 000351

CVV2 Code: MATCH M

CELL: [REDACTED]

ADVISOR JOHN M MCCORMICK	TAG NO. 247	INVOICE DATE 02/15/08	INVOICE NO. CVCS220607
LABOR RATE	LICENSE NO.	MILEAGE 1,302	COLOR SILVSTONE M
YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT	DELIVER DATE 01/31/08	DELIVERY MILES 308	STOCK NO. 4065
VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 02/14/08	
ZONE	COMMENTS		

Customer Copy

THANK YOU!

CUSTOMER HAS A HAIL IN THE PASSENGER REAR TIRE TO CLOSET TO THE SIDE WALL TO REPAIR MOUNT AND BALANCED TIRE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19160612	H2255017 5-850	144.20
JOB # 1 TOTAL PARTS				144.20
JOB # 1 TOTAL LABOR & PARTS				159.20

CUSTOMER WANTS TO PURCHASE ROAD HAZARD ON ALL TIRES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	*	R3		42.96
JOB # 2 TOTAL PARTS				42.96
JOB # 2 TOTAL LABOR & PARTS				42.96

MISC	CODE	DESCRIPTION	UNIT PRICE
JOB # A	61D	SERVICE SHOP SUPPLIES	1.50
JOB # 1	TIRFREE	TIRE DISPOSAL FEE	2.00
TOTALS			3.50

THANK YOU FOR YOUR BUSINESS
IF YOU CANNOT FIND US, GOVERNMENT REGISTERED
ON THE SURVEY YOU WILL RECEIVE ON THE MAIL
PLEASE CALL YOUR SERVICE ADVISOR

PARTS DESIGNATED WITH AN ASTERISK (*)
INDICATE LIMITED LIFETIME SERVICE GUARANTEE
APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL PARTS	159.20
TOTAL LABOR	159.20
TOTAL LABOR & PARTS	159.20
TOTAL TAX	12.40
TOTAL INVOICE \$	220.06

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Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

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CASH [] / CARD [] CHARGE [] CHECK []

3 - SM L P A DY # 4007
SM L P A DY # 4707 - new tire

Sonsio 36 Months
(866)282-3660
Tire Road Hazard Program

R3-1013-0099
Tire Repair and Replacement Valid for Tires Priced up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months
(866)282-3660
Tire Road Hazard Program

R3-1013-0100
Tire Repair and Replacement Valid for Tires Priced up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months
(866)282-3660
Tire Road Hazard Program

R3-1013-0101
Tire Repair and Replacement Valid for Tires Priced up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months
(866)282-3660
Tire Road Hazard Program

R3-1013-0102
Tire Repair and Replacement Valid for Tires Priced up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your benefit statement.



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



CELL: [REDACTED]

CUSTOMER NO. 16799	NAME JOSH LADNER	AGE 16	TAG NO. 849	DATE 08/26/08	CVES 227511
LABOR RATE	LICENSE NO.	MILEAGE 12,390	STEVSTONE M	4069	
GULFPORT, MS	08/CHEVROLET/MALIBU/4DR SDN LT	01/31/08	DELIVERY MILE	308	
VEHICLE TAG NO. H 5 7 B X 8 F	BI LING DEALER NO.	PRODUCTION DATE			
F.T.E. NO.	P.O. NO.	08/26/08	REPRINT#	I	
BUSINESS PHONE	COMMENTS				

LABOR & PARTS

SPORD LEFT REAR TIRE
TIRE HAD SLASH IN TIRE
MOUNTED AND BALANCED ONE NEW TIRE
DOT 5MLLP PDYH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
JOB # 1	1	19160612	TIRE ROAD HAZARD	154.00	154.00
JOB # 1	1	R3	TIRE ROAD HAZARD	11.17	11.17

SONSTO ROAD HAZARD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
				0.00	0.00

MISC	CODE	DESCRIPTION	UNIT PRICE	AMOUNT
JOB # 1	TURFREE	TIRE DISPOSAL FEE	2.50	2.50

COMMENTS: WAITING SONSTO ROAD HAZARD AUTH #160283

TOTALS: 195.46

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

CASH / CARD / CHARGE / CHECK

CUSTOMER SIGNATURE

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Warranty coverage passenger cars and light duty trucks Dealer installed 12 months or 12,000 miles, whichever occurs first, from date of installation.

#112
Corner new Road Hazard

Sonrio 36 Months
(888)282-3680
Tire Road Hazard Program

R3-1013-0103
Tire Repair + no Replacement Valid for Three (3) Road up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your brand's program.

Printed and Reproduced by ERWINTRIVE 682481410 (10/05)

227444

SERVICE HISTORY

CELL: 228-324-6704

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/13/08	224981	8159	247	267	C	49CVZLOF	OIL & FILTER CHANGE
				267	C	02CVZROT	ROTATE TIRES
04/02/08	222468	4030	247	267	C	00CVZMPVI	MULTI-POINT INSPECT
				267	C	49CVZLOF	OIL & FILTER CHANGE
02/14/08	220607	1302	247	267	C	00CVZMPVI	MULTI-POINT INSPECT
				246	C	02CVZMBI	MOUNT & BAL 1 TIRE

227444



11325 Cedar Lake Road
 Telephone (228) 388-8000
 BILOXI, MISSISSIPPI 39202

SMLP P DYH4007
 4007
 4707
 4007

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 227444
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 08/25/08
GULFPORT, MS	SILVSTONE MET/EBO	VEHICLE TYPE	EXTRAVEHICLE MILES	TAG NO. 791
TURBO	M / MC	AIR COND.	P. S.	TRANS.
				MILEAGE 12,361
ADVISOR NO. 16	PRODUCTION DATE	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 / TIME PROMISED 08/25/08 05:30pm	PRIORITY	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: JOSH LADNER	CUSTOMER'S SIGNATURE X		

19160612

LISA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

A/E 22676970 22.95 / 7.00 / 29.95

Stewart
 approved
 9:15 am
 8/25/08

JOB	LABOR INSTRUCTIONS	CUSTOMER'S SIGNATURE
1	C 49CVZLOF OIL & FILTER CHANGE CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE FITTINGS	FAX 866-449-3239
2	C 02CVZ *WHEEL/TIRES CUSTOMER STATES LEFT REAR TIRE FLAT HAS SPARE ON IT NOW	
3	C 00CVZMPVI MULTI-POINT INSPECT PERFORM MULTI-POINT VEHICLE INSPECTION	
<p>P 225/50 R 17 19160612 154.00 OPTMO HanKook</p>		

001/012

07/31/2008 15:48 FAX

Reynolds and Reynolds REPAINTABLE GRAPHIC (01/07)

MECHANIC'S NAME & NUMBER		PARTS COST	LABOR COST	TOTAL PARTS & LABOR
ON	CAUSE: <i>Left Rear tire Has cut in</i>			
OFF	CORRECTION: <i>Side wall</i>			
ON	<i>V.O.F.</i>			
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON	<i>M.P.I.</i>			
OFF	<i>Changed AIR Filter</i>			
ON	MECHANIC'S NAME & NUMBER			
OFF	CAUSE:			
ON	CORRECTION:			
OFF				
ON	MECHANIC'S NAME & NUMBER			
OFF	CAUSE:			
ON	CORRECTION:			
OFF				
ON	MECHANIC'S NAME & NUMBER			
OFF	CAUSE:			
ON	CORRECTION:			
OFF				
ON	MECHANIC'S NAME & NUMBER			
OFF	CAUSE:			
ON	CORRECTION:			
OFF				
CUSTOMER CALLED				
TIME				
CUSTOMER CALLED				
TIME				
CUSTOMER CALLED				
TIME				
CUSTOMER CALLED				
TIME				
		TOTAL ESTIMATE		

ROTT 229444



PRESTON HOOD

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

CVCS227444



CVCS227444

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 791	INVOICE DATE 08/25/08	INVOICE NO. CVCS227444
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,361	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. DATE 08/25/08	REPRINT# 1	
[REDACTED]	BUSINESS PHONE	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
228-388-8000

PARTS DESIGNATED WITH AN ASTERISK (*)
INDICATE LIMITED LIFETIME SERVICE GUARANTEE
APPLIES FOR CUSTOMER PAY REPAIRS

CASH [] C/CARD [X] CHARGE [] CHECK [#]

[REDACTED SIGNATURE]

CUSTOMER SIGNATURE

TOTAL LABOR . . .	15.00
TOTAL PARTS . . .	45.90
TOTAL SUBLET . . .	0.00
TOTAL G.O.G. . . .	0.00
TOTAL MISC CHG. . .	0.00
TOTAL MISC DISC . .	0.00
TOTAL TAX	4.27
TOTAL INVOICE \$	65.17

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PRESTON HOOD

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

CVCS227444



CVCS227444

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOSH LADNER	TAG NO. 16 791	INVOICE DATE 08/25/08	INVOICE NO. CVCS227444
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,361	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 08/25/08	REPRINT# 1
[REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

08/25/08 08:00 OIL & FILTER CHANGE TECH(S): 13 8:00
 CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE FITTINGS
 CHANGED ENGINE OIL AND FILTER
 LUBRICATED CHASSIS GREASE FITTINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12605666	FILTER 1.836	6.05	6.05
JOB # 1	5	12345615	OIL 5W30B 8.800	3.38	16.90
JOB # 1 TOTAL PARTS					22.95
JOB # 1 TOTAL LABOR & PARTS					30.95

08/25/08 09:00 WHEEL/TIRES TECH(S): 13 0:00
 CUSTOMER STATES LEFT REAR TIRE FLAT HAS SPARE ON IT NOW
 TIRE NONREPAIRABLE- CUT IN SIDEWALL

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

08/25/08 09:00 MULTI-POINT INSPECTION TECH(S): 13 0:00
 PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED INSPECTION

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

08/25/08 09:00 REPLACE AIR FILTER TECH(S): 13 0:00
 REPLACE AIR FILTER
 REPLACED AIR FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	22676970	ELEMENT 3.410	22.95	22.95
JOB # 4 TOTAL PARTS					22.95
JOB # 4 TOTAL LABOR & PARTS					29.95

COMMENTS
 WAITING

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Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.



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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN M MCCORMICK	TAG NO. 247	INVOICE DATE 02/15/08	INVOICE NO. CVCS220607
[REDACTED] GULFPORT, MS	LABOR RATE	LICENSE NO.	MILEAGE 1,302	COLOR SILVSTONE M
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 01/31/08	STOCK NO. 4065
	VEHICLE I.D. NO. 1G1ZH57BX8F		SELLING DEALER NO.	DELIVERY MILES 308
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/14/08	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
 #1 02CVZMB1 MOUNT & BALANCE TIRE TECHS 2200
 CUSTOMER HAS A NAIL IN THE PASSENGER REAR TIRE TO CLOSE TO THE SIDE WALL TO REPAIR MOUNT AND BALANCED TIRE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	19160612	H2255017 5.880	144.20	144.20
JOB # 1 TOTAL PARTS					144.20
JOB # 1 TOTAL LABOR & PARTS					159.20

WHEEL/TIRES
 #2 000VZ WHEEL/TIRES TECHS 2200
 CUSTOMER WANTS TO PURCHASE ROAD HAZARD ON ALL 4 TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	4	R3	TIRE ROAD HAZ	10.74	42.96
JOB # 2 TOTAL PARTS					42.96
JOB # 2 TOTAL LABOR & PARTS					42.96

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	61D	SERVICE SHOP SUPPLIES		1.50
JOB # 1	TIREFEE	TIRE DISPOSAL FEE		2.00
TOTAL - MISC				3.50

TOTALS	PRICE
TOTAL LABOR	15.00
TOTAL PARTS	187.16
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	3.50
TOTAL MISC DISC	0.00
TOTAL TAX	14.40

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 INVOICE \$ 220.06

CASH [] C/CARD [] CHARGE [] CHECK [#]

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

Reprints and Reproduction: ERM/NT/RYE GMBH/141 Q (10/06)

CUSTOMER SIGNATURE

Sonsio 36 Months (866)282-3660
 Tire Road Hazard Program

R3-1013-0099
 Tire Repair and Replacement Valid for Tires Priced up to \$300.00
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months (866)282-3660
 Tire Road Hazard Program

R3-1013-0100
 Tire Repair and Replacement Valid for Tires Priced up to \$300.00
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months (866)282-3660
 Tire Road Hazard Program

R3-1013-0101
 Tire Repair and Replacement Valid for Tires Priced up to \$300.00
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months (866)282-3660
 Tire Road Hazard Program

R3-1013-0102
 Tire Repair and Replacement Valid for Tires Priced up to \$300.00
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.

224981

SERVICE HISTORY

CELL: 228-334-6704

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/02/08	222468	4030	247	267	C	49CVZLOF	OIL & FILTER CHANGE
02/14/08	220607	1302	247	267	C	00CVZMPVI	MULTI-POINT INSPECT
02/14/08	220565	11	58	58	C	02CVZMB1	MOUNT & BAL 1 TIRE
02/01/08	220170	10	236	196	I	44CVZ	*WHEEL/TIRES
					I	50CVZDELNEW	STATE INSPECTION
							NEW VEH DELIVERY



11325 Cedar Lake Road
 Telephone (228) 388-8000
 DULOXI, MISSISSIPPI 39552

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 224981
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO.
CITY GULFPORT, MS	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE 06/13/08
LUBRICATION SILVSTONE MET/EBO		TURBO	M/MC	AIR COND.
MILEAGE 8,159		P.S.	TRANS.	TAG NO. 9273
ADVISOR NO. 247		PRODUCTION DATE		

TIME RECEIVED: **10:17am**
 LABOR RATE: _____
 DATE/TIME PROMISED: **06/13/08 05:30pm** PRIORITY: _____
 APPOINTMENT: Yes No
 Advisor: **JOHN M MCCORMICK**
 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.
 DISCLAIMER OF WARRANTIES
 *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 the buyer additional rights.
 CUSTOMER'S SIGNATURE: _____

LABOR INSTRUCTIONS

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

1	C 49CVZLOF OIL & FILTER CHANGE CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE FITTINGS
2	C 02CVZMB1 ROTATE TIRES ROTATE TIRES, CHECK PRESSURE & INSPECT DISC BRAKES
3	C 00CVZMPVI MULTI-POINT INSPECT PERFORM MULTI-POINT VEHICLE INSPECTION

006/012

224981

07/31/2008 15:50 FAX

Reynolds and Reynolds BRAINTWOLB 0128142 Q (01/07)

007/012

07/31/2008 15:51 FAX

MECHANIC'S NAME & NUMBER		PARTS COST	LABOR COST	TOTAL PARTS & LABOR
ON	CAUSE:			
OFF	CORRECTION:			
ON	<i>LOF</i>			
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON	<i>Rot/Retn</i>			
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON	<i>MP</i>			
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON				
OFF				
MECHANIC'S NAME & NUMBER				
ON	CAUSE:			
OFF	CORRECTION:			
ON				
OFF				
CUSTOMER CALLED BY				
TIME	DATE			
CUSTOMER CALLED BY				
TIME	DATE			
CUSTOMER CALLED BY				
TIME	DATE			
		TOTAL ESTIMATE		<i>Rot 4981</i>



PRESTON HOOD

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

CVCS224981



CVCS224981

CELL [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN M MCCORMICK	TAG NO. 247 9273	INVOICE DATE 06/13/08	INVOICE NO. CVCS224981
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 8,159	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/13/08	
	BUSINESS PHONE	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

TOTAL LABOR....	24.40
TOTAL PARTS....	20.50
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.15
TOTAL INVOICE \$	48.05

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

CASH [] C/CARD [X] CHARGE [] CHECK [#]

[REDACTED]
CUSTOMER SIGNATURE

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.



PRESTON HOOD

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

CVCS224981



CVCS224981

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN M MCCORMICK	TAG NO. 247	INVOICE DATE 06/13/08	INVOICE NO. CVCS224981
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 8,159	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	DELIVERY DATE 01/31/08	STOCK NO. 4065
	P.T. E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES 308
	BUSINESS PHONE	COMMENTS	R.O. DATE 06/13/08	PRODUCTION DATE

LABOR & PARTS
J# 1: 49CVZLO OIL & FILTER CHANGE TECH(S): 267 17.45
 CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE FITTINGS
 CHANGED ENGINE OIL AND FILTER
 LUBRICATED CHASSIS GREASE FITTINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12605566	FILTER 1.836	5.95	5.95
JOB # 1	5	12345615	OIL 5W30B 8.800	2.91	14.55
				JOB # 1 TOTAL PARTS	20.50
				JOB # 1 TOTAL LABOR & PARTS	27.95

J# 2: 02CVZRO ROTATE TIRES TECH(S): 267 16.95
 ROTATE TIRES, CHECK PRESSURE & INSPECT DISC BRAKES
 ROTATED TIRES, ADJUSTED PRESSURE TO FACTORY SPECS AND INSPECTED DISC BRAKES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	16.95

J# 3: 00CVZMPVI MULTI-POINT INSPECT TECH(S): 267 0.00
 PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED INSPECTION

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

COMMENTS
 WAITER

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

222468



11325 Cedar Lake Road
Telephone (228) 388-8000
BILLOUI, MISSISSIPPI 39532

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/14/08	220607	1302	247	246	C	02CVZMB1	MOUNT & BAL 1 TIRE
02/14/08	220565	11	58	58	C	02CVZ	*WHEEL/TIRES
02/01/08	220170	10	236	196	I	44CVZ	STATE INSPECTION
01/08/08	219200	10	236	196	I	50CVZDELNEW	NEW VEH DELIVERY
12/31/07	218881	10	58	253	I	50CVZPPC	PNT PROTECTION-CAR
						43CVZP	PDI

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R.O. NO. 222468
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 040708
GULFPORT, MS	COLOR SILVSTONE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
	TURBO M/MC AIR COND. P. S. TRAVIS MILEAGE 4,030	ADVISOR NO. 247	PRODUCTION DATE	TAG NO. 7576
RESIDENCE PHONE	TIME RECEIVED 09:42am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
DATE / TIME PROMISED 04/02/08 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Advisor: JOHN M MCCORMICK		X _____ CUSTOMER'S SIGNATURE		

267

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	AIO / MI	TOTAL

JOB	LABOR INSTRUCTIONS
1	<p>C 49CVZLOF OIL & FILTER CHANGE CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE FITTINGS</p>
2	<p>C 00CVZMPVI MULTI-POINT INSPECT PERFORM MULTI-POINT VEHICLE INSPECTION E</p>

010/012

222468

07/31/2008 15:51 FAX

Reynolds and Reynolds BRAINTWOLE 0806142 0 (01/07)

011/012

DATE	DESCRIPTION	MECHANIC'S NAME & NUMBER	CAUSE:	CORRECTION:	ESTIMATE	SALES TAX	TOTAL PARTS	TOTAL LABOR	SUB TOTAL
DN									
OFF									
DN									
OFF									
DN									
OFF									
DN									
OFF									
DN									
OFF									
DN									
OFF									
DN									
OFF									

LOF

Multiple part

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼	▼ TOTAL LABOR ▼	▼ SUB TOTAL ▼
TAX ▶		
TOTAL ESTIMATE ▶		ROFF 202468

07/31/2008 15:51 FAX



PRESTON HOOD

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

CVCS222468



CVCS222468

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN M MCCORMICK	TAG NO. 247	INVOICE DATE 04/02/08	INVOICE NO. CVCS222468
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 4,030	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/11/08	DELIVERY MILES 308	STOCK NO. 4065
	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/02/08	
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1.49CVZMVL OIL & FILTER CHANGE TECH(S):267 07.45
 CHANGE ENGINE OIL AND FILTER & LUBRICATE ANY CHASSIS GREASE FITTINGS
 CHANGED ENGINE OIL AND FILTER
 LUBRICATED CHASSIS GREASE FITTINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12605566	FILTER 1.836	5.95	5.95
JOB # 1	5	12345615	OIL 5W30B 8.800	2.91	14.55
				JOB # 1 TOTAL PARTS	20.50
				JOB # 1 TOTAL LABOR & PARTS	27.95

J# 2.00CVZMVL MULTI-POINT INSPECT TECH(S):267 00.00
 PERFORM MULTI-POINT VEHICLE INSPECTION
 E PERFORMED INSPECTION

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

COMMENTS
 WAITER

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	TOTAL LABOR....	7.45
	TOTAL PARTS....	20.50
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	1.96
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL INVOICE \$	29.91

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CASH [] C/CARD [] CHARGE [] CHECK [#]
 [REDACTED]
 CUSTOMER SIGNATURE

220607

001/015

220607



11325 Cedar Lake Road
Telephone (228) 388-8000
BLOOM, MISSISSIPPI 39032

300mc DOT codes
5MLP PDYH 4007

SERVICE HISTORY

CELL: 228-724-6704

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/14/08	220565	11	58	58		44CVZ	STATE INSPECTION
02/01/08	220170	10	236	196		50CVZDELNEW	NEW VEH DELIVERY
01/08/08	219200	10	236	196		50CVZPPC	PNT PROTECTION-CAR
12/31/07	218881	10	58	253		43CVZP	PDI

SERVICE SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. #065	LICENSE NO.	FL. O. NO. 220607
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 02/14/08
LOCATION GULFPORT, MS	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2451
TURBO	M/MC	AIR COND.	P. S.	TRANS
				MILEAGE 1,302
		ADVISOR NO. 247	PRODUCTION DATE 6325	
TIME RECEIVED 12:01pm	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.			
LABOR RATE	DISCLAIMER OF WARRANTIES *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 the buyer additional rights.*			
DATE/TIME PROMISED 02/14/08 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Advisor: JOHN M MCCORMICK	CUSTOMER'S SIGNATURE X			

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

JOB LABOR INSTRUCTIONS

1. C 02CVZMB1 MOUNT & BAL 1 TIRE
CUSTOMER HAS A NAIL IN THE PASSENGER REAR TIRE TO CLOSE TO THE SIDE WALL TO REPAIR
R40 5MLP PDYH

2. C 02CVZ WHEEL/TIRES
CUSTOMER WANTS TO PURCHASE ROAD HAZARD ON ALL 4 TIRES

Reynolds and Reynolds EPA/VEHICLE OPERATING (01/07)

07/31/2008 15:52 FAX

002/015

07/31/2008 15:52 FAX

MECHANIC'S NAME & NUMBER

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON	CAUSE:			
OFF	CORRECTION: <i>Mounted & balanced tire</i>			
ON				
OFF				
	MECHANIC'S NAME & NUMBER			
	CAUSE:			
ON	CORRECTION:			
OFF				
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
	CORRECTION:			
ON				
OFF				
ON	MECHANIC'S NAME & NUMBER			
OFF	CAUSE:			
	CORRECTION:			
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
	CORRECTION:			
ON				
OFF	MECHANIC'S NAME & NUMBER			
	CAUSE:			
	CORRECTION:			

CUSTOMER CALLED BY

TIME _____ DATE _____ CONTACTED YES NO

CUSTOMER CALLED BY

TIME _____ DATE _____ CONTACTED YES NO

CUSTOMER CALLED BY

TIME _____ DATE _____ CONTACTED YES NO

TOTAL PARTS
 TOTAL LABOR
 SUB TOTAL

TAX ▶

TOTAL ESTIMATE ▶

*Robt
220607*

PRESTON HOOD CHEVROLET, LLC.

13516 CEDAR LAKE RD
BILOXI, MS 39332
(828) 388-800

DATE 2-14-08
TECH.
or R.O. # 220607
EMAIL or
PHONE #
ADVISOR 863-3791

TECH. NAME _____
SERV. ADV. NAME Mike
RECEIVED DATE _____
SHIPPED DATE _____

TO: _____

QTY.	ITEM NUMBER	DESCRIPTION		
1	19160612	Tire		
YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM 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-DSA-115-3 (3 PARTS) REV. (5/02)
FORM PAP-DSA-115-4 (4 PARTS) REV. (5/02)
FORM PAP-DSA-115-4 NC (4 PARTS CARBONLESS) REV. (5/02)

By _____



PRESTON HOOD

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

CVCS220607



CVCS220607

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN M MCCORMICK	TAB NO. 247	INVOICE DATE 02/15/08	INVOICE NO. CVCS220607
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,302	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/14/08	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS
 #1 020VZMBS MOUNT & BAL TIRE TECH(S) 246 15:00
 CUSTOMER HAS A NAIL IN THE PASSENGER REAR TIRE TO CLOSE TO THE SIDE WALL TO REPAIR MOUNT AND BALANCED TIRE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19160612	H2255017 5.800	144.20	144.20
				JOB # 1 TOTAL PARTS	144.20
				JOB # 1 TOTAL LABOR & PARTS	159.20

#2 02CVZ WHEEL/TIRES TECH(S) 156 09:00
 CUSTOMER WANTS TO PURCHASE ROAD HAZARD ON ALL 4 TIRES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	4	R3	TIRE ROAD HAZ	10.74	42.96
				JOB # 2 TOTAL PARTS	42.96
				JOB # 2 TOTAL LABOR & PARTS	42.96

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	61D	SERVICE SHOP SUPPLIES		1.50	
JOB # 1	TIREFEE	TIRE DISPOSAL FEE		2.00	
				TOTAL - MISC	3.50

TOTALS					
THANK YOU FOR YOUR BUSINESS	TOTAL LABOR...	15.00			
IF YOU CANNOT RATE US "COMPLETELY SATISFIED"	TOTAL PARTS...	187.16			
ON THE SURVEY YOU WILL RECEIVE IN THE MAIL,	TOTAL SUBLET...	0.00			
PLEASE CALL YOUR SERVICE ADVISOR	TOTAL G.O.G. ...	0.00			
228-388-8000	TOTAL MISC CHG.	3.50			
	TOTAL MISC DISC	0.00			
	TOTAL TAX.....	14.40			
PARTS DESIGNATED WITH AN ASTERISK (*)	TOTAL INVOICE \$	220.06			
INDICATE LIMITED LIFETIME SERVICE GUARANTEE					
APPLIES FOR CUSTOMER PAY REPAIRS					

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

 CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE



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



CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN M MCCORMICK	TAG NO. 247	INVO DE DATE 07/15/08	INVOICE NO. CVCS220607
GULFPORT, MS	LABOR RATE	LICENSE NO.	MILEAGE 1,302	STOCK NO. 4065
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 07/31/08	DELIVERY MILE 308	
	VEHICLE I.D. NO. 1 G I Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 07/14/08	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS

CUSTOMER HAS A NAIL IN THE PASSENGER REAR TIRE TO CLOSE TO THE SIDE WALL TO REPAIR MOUNT AND BALANCED TIRE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	19160612	H2255017 5.880		144.20
				JOB # 1 TOTAL PARTS	144.20
				JOB # 1 TOTAL LABOR & PARTS	159.20

CUSTOMER WANTS TO PURCHASE ROAD HAZARD ON ALL 4 TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	4	R3	TIRE-ROAD HAZ	10.74	42.96
				JOB # 2 TOTAL PARTS	42.96
				JOB # 2 TOTAL LABOR & PARTS	42.96

MISC	CODE	DESCRIPTION	PRICE
JOB # A	61D	SERVICE SHOP SUPPLIES	1.50
JOB # 1	TIREFEE	TIRE DISPOSAL FEE	2.00
TOTAL			3.50

TOTALS 220.08

THANK YOU FOR YOUR BUSINESS.
 IF YOU CANNOT RATE US COMPLETELY SATISFIED
 ON THE SURVEY YOU WILL RECEIVE IN THE FUTURE
 PLEASE CALL YOUR SERVICE ADVISOR

PARTS DESIGNATED WITH AN ASTERISK (*)
 INDICATE LIMITED LIFETIME SERVICE GUARANTEE
 APPLIES FOR CUSTOMER-PAY REPAIRS

CASH [] C/CARD [] CHARGE [] CHECK [#]

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed 12 months or 12,000 miles, whichever occurs first, from date of installation.

Customer's (*) next to a part number indicates that this part is covered under good wrench service plan warranty.

CUSTOMER SIGNATURE

Sonsio 36 Months
 (866)282-3660
Tire Road Hazard Program

R3-1013-0099
 Tire Repair and Replacement Valid for Tires Priced up to \$300.00
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months
 (866)282-3660
Tire Road Hazard Program

R3-1013-0100
 Tire Repair and Replacement Valid for Tires Priced up to \$300.00
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months
 (866)282-3660
Tire Road Hazard Program

R3-1013-0101
 Tire Repair and Replacement Valid for Tires Priced up to \$300.00
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months
 (866)282-3660
Tire Road Hazard Program

R3-1013-0102
 Tire Repair and Replacement Valid for Tires Priced up to \$300.00
 Valid for 36 months from the Date of Purchase
 For terms of coverage, please refer to your benefit statement.

PRESTON HOOD C
41325 CEDAR LAKE RD
BILOXI MS 39532
228-388-8000



11825 Cedar Lake Road
BILOXI, MS 39532
(228) 388-8000



Form ID: 72123898 Rel #: 0073

Sale

DISCOVER Entry Method: Manual

Total: \$ 220.06

02/15/08 15:09:17

Inv #: 000015 Appr Code: 015470

Batch#: 000351

CVV2 Code: MATCH M

CELL: [REDACTED]

ADVISOR JOHN M MCCORMICK	TAG NO. 247	INVOICE DATE 02/15/08	INVOICE NO. CVCS220607
LABOR RATE	LICENSE NO.	MILEAGE 1,302	STOCK NO. 4065
YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE I.D. NO. 1G1ZH57BX8F		DELIVERY MILES 308
R.T.E. NO.	P.O. NO.	DELIVERY DATE 01/31/08	PRODUCTION DATE
ONE	COMMENTS	SELLER DEALER NO.	R.O. DATE 02/14/08

Customer Copy

THANK YOU!

CUSTOMER HAS A HAIL IN THE PASSENGER REAR TIRE THE SIDE WALL TO REPAIR MOUNT AND BALANCED TIRE

PARTS JOB #	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
1	1	19160812	H255017 5.450	144.20	144.20
CUSTOMER WANTS TO PURCHASE ROAD HAZARD TIRE					159.20
4	4	R3		42.95	171.80
MISC CODE DESCRIPTION					42.95
1	1		SHOE SERVICE SHOP SUPPLIES	1.50	1.50
1	1		TIRE DISPOSAL FEE	0.60	0.60
TOTALS					220.06

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Warranty coverage passenger cars and light duty trucks Dealer installed 12 months or 12,000 miles, whichever occurs first, from date of installation.

THANK YOU FOR YOUR BUSINESS IF YOU CANNOT VISIT US ON THE HURVEY PLEASE CALL YOUR SERVICE ADVISOR 228-388-8000

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL INVOICES 220.06

CASH CARD CHARGE CHECK

3 - SIMPL P OY #4007 ✓
SIMPL P OY #4707 - new tire

Sonsio 36 Months (866)282-3660
Tire Road Hazard Program
R3-1013-0099
Tire Repair and Replacement Valid for Three Prices up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months (866)282-3660
Tire Road Hazard Program
R3-1013-0100
Tire Repair and Replacement Valid for Three Prices up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months (866)282-3660
Tire Road Hazard Program
R3-1013-0101
Tire Repair and Replacement Valid for Three Prices up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your benefit statement.

Sonsio 36 Months (866)282-3660
Tire Road Hazard Program
R3-1013-0102
Tire Repair and Replacement Valid for Three Prices up to \$399.99
Valid for 36 months from the Date of Purchase
For terms of coverage, please refer to your benefit statement.

220565

007/015

220565



11325 Cedar Lake Road
Telephone (228) 388-8000
BILBO, MISSISSIPPI 39032

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/01/08	220170	10	236	196	I	50CVZDELNEW	NEW VEH DELIVERY
01/08/08	219200	10	236	196	I	50CVZPPC	PNT PROTECTION-CAR
12/31/07	218881	10	58	253	I	43CVZP	PDI

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			STOCK NO. 4065	LICENSE NO.	R. O. NO. 220565
CUSTOMER NO. 16799		SERVICE CONTRACT		DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO.	R. O. DATE 02/14/08
GULFPORT, MS		VALVE SILVSTONE MET/EBO		COIN / PAGE NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE 11	ADVISOR NO. 58	PRODUCTION DATE
RESIDENCE PHONE		TIME RECEIVED 08:45am		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.			
BUSINESS PHONE		LABOR RATE		DISCLAIMER OF WARRANTIES "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 the buyer additional rights."			
DATE / TIME PROMISED 02/14/08 05:30pm		PRIORITY		APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Advisor: WALT HIMEL				CUSTOMER'S SIGNATURE X			

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

JOB	LABOR INSTRUCTIONS
1	44CVZ STATE INSPECTION STICKER 1106118

07/31/2008 15:54 FAX

Reynolds and Reynolds PRINTWORKS 01024142 G (01/07)



PRESTON HOOD

130 Main Street P.O. Box 1800
 Telephone (228) 388-8000
 BILOXI, MISSISSIPPI 39533

CVIS220565



CVIS220565

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR WALT HIMEL	TAG NO. 58	INVOICE DATE 02/14/08	INVOICE NO. CVIS220565
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 11	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/1/08	DELIVERY MILES 308	STOCK NO. 4065
	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 02/14/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS		STICKER 1106118		TECH(S): 58	
JOB # 1		STATE INSPECTION		HOURS:	
MISC		DESCRIPTION		CONTROL NO.	
JOB # 1	SSI	STATE INSPECTION STICKER			
TOTALS		TOTAL - MISC			
CONTROL#	ACCOUNT NUMBER	AMOUNT	TOTAL LABOR	0.00	
	445I	5.00	TOTAL PARTS	0.00	
			TOTAL SUBLET	0.00	
			TOTAL G.O.G.	0.00	
			TOTAL MISC. CHG.	5.00	
			TOTAL MISC. DISC	0.00	
			TOTAL TAX	0.00	
			TOTAL INVOICE \$	5.00	

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Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

APPROVED BY SIGNATURE

220170

008/015

220170



11325 Cedar Lake Road
 Telephone (228) 388-8000
 BILOXI, MISSISSIPPI 39502

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/08/08	219200	10	236	196		50CVZPPC	PNT PROTECTION-CAR
12/31/07	218887	10	58	253		43CVZP	PDI

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1G1ZH57BX8F		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		STOCK NO. 4065	LICENSE NO.	R. O. NO. 220170
CUSTOMER NO. 10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 02/01/08	
COLOR SILVSTONE MET/EBO		EXPIRATION DATE	EXPIRATION MILES	TAG NO.		
TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE 10	ADVISOR NO. 236
RESIDENCE PHONE	TIME RECEIVED 04:15pm	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.				
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."				
DATE / TIME PROMISED 02/01/08 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Advisor: KIMBERLY HARRELL				
		X _____ CUSTOMER'S SIGNATURE				

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

JOB	LABOR INSTRUCTIONS
1	* 50CVZDELNEW NEW VEH DELIVERY NEW VEHICLE CLEAN FOR DELIVERY

07/31/2008 15:54 FAX

Reynolds and Reynolds BRAINTWOLE GM248142 Q (01/07)



PRESTON HOOD

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

CVIS220170



CVIS220170

CUSTOMER NO. 10	ADVISOR KIMBERLY HARRELL	TAG NO. 236	INVOICE DATE 02/04/08	INVOICE NO. CVIS220170
PRESTON HOOD CHEVROLET LLC 11325 CEDAR LAKE ROAD BILOXI, MS 39532-8494	LABOR RATE	LICENSE NO.	MILEAGE 10	COLOR SILVSTONE M
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08		STOCK NO. 4065
	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.		DELIVERY MILES 308
	F.T.E. NO. 0024004054	P.O. NO.	R.O. DATE 02/01/08	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE 228-388-8000	COMMENTS		

LABOR & PARTS		55.00
NEW VEHICLE DELIVERY		55.00
NEW VEHICLE CLEAN FOR DELIVERY COMPLETE		
JOB # 1 TOTAL LABOR & PARTS		55.00
MISC. CODE	DESCRIPTION	CONTROL NO.
JOB # 1	DESU DETAIL SUPPLIES	
TOTAL - MISC		10.00
TOTALS		10.00
CONTROL#	ACCOUNT NUMBER	AMOUNT
4065	13A	65.00
TOTAL LABOR		55.00
TOTAL PARTS		0.00
TOTAL SUBLET		0.00
TOTAL G.O.G.		0.00
TOTAL MISC. CHG.		10.00
TOTAL MISC. DISC		0.00
TOTAL TAX		0.00
TOTAL INVOICE \$		65.00

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

APPROVED BY SIGNATURE

219200



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

219200

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/31/07	218881	10	58	253	I	43CVZP	PDI

SERVICE

VEHICLE ID NO. 1G1ZH57BX8F		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		STOCK NO. 4065	LICENSE NO.	R. O. NO. 219200
PRESTON HOOD CHEVROLET LLC 11325 CEDAR LAKE ROAD BILOXI, MS 39532-8494		CUSTOMER NO. 10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. / R. O. DATE 01/08/08
RESIDENCE PHONE		TIME RECEIVED 11:16am		COLOR SILVSTONE MET/EBO		CONTRACT NO.
BUSINESS PHONE 228-388-8000		LABOR RATE		EXPIRATION DATE		EXPIRATION MILES
DATE / TIME PROMISED 01/08/08 05:30pm		PRIORITY		TURBO		TAG NO.
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: KIMBERLY HARRELL		M / MC		ADVISOR NO. 10
				AIR COND.		PRODUCTION DATE 236
				P. S.		
				TRANS		
				MILEAGE 10		

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.

DISCLAIMER OF WARRANTIES
"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 the buyer additional rights."

X _____ CUSTOMER'S SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

LABOR INSTRUCTIONS

JOB	LABOR INSTRUCTIONS
1	50CVZPPC. PNT PROTECTION-CAR PERFORM PAINT PROTECTION-CAR

011/015

07/31/2008 15:55 FAX

Reynolds and Reynolds REPAIRWORK 048-9018 Q (01/07)



PRESTON HOOD

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

CVIS219200



CVIS219200

CUSTOMER NO. 10		ADVISOR KIMBERLY HARRELL	TAG NO. 236	INVOICE DATE 01/08/08	INVOICE NO. CVIS219200	
PRESTON HOOD CHEVROLET LLC 11325 CEDAR LAKE ROAD BILOXI, MS 39532-8494		LABOR RATE	LICENSE NO.	MILEAGE 10	COLOR SILVSTONE M	
		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 1G1ZH57BX8F			SELLING DEALER NO.	PRODUCTION DATE
		F.Y.E. NO. 0024004054		P.O. NO.	R.O. DATE 01/08/08	
RESIDENCE PHONE	BUSINESS PHONE 228-388-8000	COMMENTS				

LABOR & PARTS	DESCRIPTION	CONTROL NO.	AMOUNT
PERFORM PAINT PROTECTION-CAR COMPLETE			100.00
JOB # 1 TOTAL LABOR & PARTS			100.00
MISC. JOB # 1	DESU DETAIL SUPPLIES		15.00
TOTAL - MISC			15.00
TOTALS			
CONTROL# 4065	ACCOUNT NUMBER 231	AMOUNT	115.00
TOTAL LABOR			100.00
TOTAL PARTS			0.00
TOTAL SUBLET			0.00
TOTAL G.O.G.			0.00
TOTAL MISC.CHG.			15.00
TOTAL MISC.DISC			0.00
TOTAL TAX			0.00
TOTAL INVOICE \$			115.00

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

APPROVED BY SIGNATURE

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

218881

013/015

218881



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

STATE REG# 3

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

PDI

SALESPERSON NO.

VEHICLE ID NO. 1G1ZH57BX8F		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			STOCK NO. 4065	LICENSE NO.	R.O. NO. 218881
PRESTON HOOD CHEVROLET LLC 11325 CEDAR LAKE ROAD BILOXI, MS 39532-8494		CUSTOMER NO. 10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 12/31/07
RESIDENCE PHONE		TIME RECEIVED 07:52am		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.		DISCLAIMER OF WARRANTIES	
BUSINESS PHONE 228-388-8000		LABOR RATE		"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 the buyer additional rights."		CUSTOMER'S SIGNATURE	
DATE / TIME PROMISED 12/31/07 05:30pm		PRIORITY		TURBO		M / MC	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: WALT HIMEL		AIR COND.		R. S.	
				TRANS		MILEAGE	
						ADVISOR NO. 10	
						PRODUCTION DATE	

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

JOB	LABOR INSTRUCTIONS
1	PDI
246	



2008 Malibu Pre-Delivery Inspection Form

Vehicle Identification Number

1G1Z4578X8F

Dealer/BAC Code

Stock # 4065 Repair Order # 218881

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

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

Initial Preparation:

- Leave door edge protection and other shipping/storage materials on until customer delivery
- Adjust tires to pressures specified on the Certification Tire Pressure Label. Record adjusted results.
- Temperature: 210 °F / 100 °C
- Tires: LF 30 RF 30 LR 30 RR 30
- Install loose shipped parts and all accessories (torque as needed)

Interior:

- Power mirrors (if equipped)
- Seats, all: Check material, operation and that removable seats are properly secured
- Seat belts, all: material, operation, routing and latches
- Displays, gauges, interior and exterior lights

Exterior:

- Doors, locks, all keys/fobs and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Fit/function removable top/panel, convertible top (if equipped)
- Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches (if equipped)

Under Hood:

- Remote hood release, latch and hood safety latch
- Check battery state of charge and record voltage. Charge battery if below 12.6 volts

VOLTAGE

- Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- Fluid levels: Add as required

Under Vehicle:

- Visually inspect underbody; check all fluid systems for leaks
- Brake/fuel lines secured in clips

Road Test:**ODOMETER:**

Before L After 9

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

Drive on a legal roadway with road conditions permitting. Evaluate the following:

- Remote start (if equipped)
- Engine Performance: Cold start, idle quality
- Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- Electronic compass for function. Set to correct zone and calibrate (if equipped)
- Regular and steering wheel controls for radio, cassette, CD, MP3, XM, and NAV (if equipped)
- Steering wheel – center position
- Steering for leads, pulls, vibration at idle, vibration while driving
- Wipers, delay, RainSense and washers (front and rear)
- Brakes for noise, pulls, vibration or shudder at both high and low speeds
- Unusual wind noise
- Unusual noise/vibration/squeak/rattle
- Cruise/adaptive cruise (if equipped)
- Verify OnStar function indicator light is green (if equipped)
- Transfer case operation, all ranges (if equipped)
- Transmission shifter, clutch, noise, shift smoothness
- Engine performance: Hot start, idle quality
- Check for MIL, SES, SVS, and any warning lights

Special Inspection Items

- NEW NOTE** - For vehicles built prior to VIN 8-159872 equipped with a 2.4 L engine (RPO LE5) only. Refer to Service Update Bulletin 07298.
- NOTE** - Report product issues, quality concerns, and repetitive conditions through a Field Product Report per TSB 07-00-89-038.
- Under Vehicle** - Avoid under body damage when lifting the vehicle. Refer to TSB 05-06-04-004C and SI Document ID# 1850089 on "Lifting and Jacking" for additional information.

Final Inspection & Preparation:

Perform just prior to delivery.

- Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- Install floor mats (if equipped)
- Check heated/cooled seats/steering wheel (if equipped)
- Insert NAV map disc and set to correct region (if equipped)
- Thorough exterior wash and dry; check for water leaks
- Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- Reset fuel economy readings
- Set clock/calendar to local time
- Using a clean cloth, clean the wiper blades using 3M OptiKleen windshield washer solvent
- Thoroughly clean all glass surfaces, use plain water on interior glass
- Recheck tire pressures and battery state of charge
- Check GM Vehicle Information System (VIS) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Ronald W. Scott
Technician (Print Name)

Service Manager (Signature)

1-4-08
Date



PRESTON HOOD

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

CVIP218881



CVIP218881

CUSTOMER NO. 10	ADVISOR WALT HIMEL	TAG NO. 58	INVOICE DATE 12/31/07	INVOICE NO. CVIP218881
PRESTON HOOD CHEVROLET LLC 11325 CEDAR LAKE ROAD BILOXI, MS 39532-8494	LABOR RATE	LICENSE NO.	MILEAGE 10	COLOR SILVSTONE M
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE	STOCK NO. 4065	DELIVERY MILE
	VEHICLE I.D. NO. 1G1ZH57BX8F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO. 0024004054	P.O. NO.	R.O. DATE 12/31/07	
RESIDENCE PHONE	BUSINESS PHONE 228-388-8000	COMMENTS		

LABOR & PARTS		
CONTROL#	ACCOUNT NUMBER	AMOUNT..
1G1ZH57BX8F184109	261P	103.83
TOTAL LABOR..... 103.83 TOTAL PARTS..... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC.CHG. 0.00 TOTAL MISC.DISC 0.00 TOTAL TAX..... 0.00 TOTAL INVOICE \$ 103.83		

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
 Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

APPROVED BY SIGNATURE _____



11825 CEDAR LAKE ROAD
BILOXI, MISSISSIPPI 39532-8494

TELEPHONE (288) 388-8000

DATE: 9-28-09 TIME: _____

FAX TO: Whitley Caesar

ATTENTION: _____

FAX #: 1-866-268-5526

NUMBER OF PAGES: 12

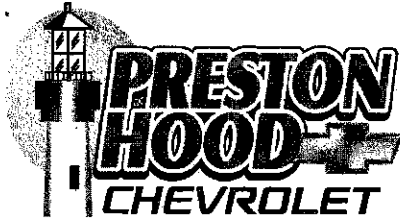
FROM: Preston Hood Chevrolet - Walt Hines

OUR FAX #: 228- 702-3404

REMARKS: URGENT FOR YOUR REVIEW REPLY ASAP COMMENTS

238945

238945



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

15945794
25904867

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/24/09	238209	29019	280	331	W	55CVZ	WATER LEAKS
07/23/09	238171	28947	280	331	W	38CVZ	INTERIOR TRIM
07/10/09	237772	28605	280	331	W	06CVZ	*STEERING
				58	W	46CVZ	SUBLET
				331	W	28CVZPOWER	POWER LOCKS INOP
				331	W	06CVZNOISE	STEERING NOISE

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8F	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R. O. NO. 238945
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 08/19/09
COLOR GULFPORT, MS	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8888
TURBO CVZZ	M / MC	AIR COND.	P. S.	TRANS
MILEAGE 30,054	ADVISOR NO. 280	PRODUCTION DATE		

RESIDENCE PHONE: [REDACTED] TIME RECEIVED: 08:53am
BUSINESS PHONE: [REDACTED] LABOR RATE: [REDACTED]

DATE / TIME PROMISED: 08/19/09 05:30pm PRIORITY: [REDACTED]
APPOINTMENT: Yes No
Advisor: JOHN COMPTON

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.

DISCLAIMER OF WARRANTIES
*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 the buyer additional rights.

X _____ CUSTOMER'S SIGNATURE

JOB LABOR INSTRUCTIONS

COMMENTS:
WAITING

- W * 06CVZNOISE STEERING NOISE
CUST STATES CLUNK NOISE WHEN TURNING TO THE LEFT
- W * 08CVZ *BRAKE SERVICE
CUST STATES VEHICLE PULLS TO THE LEFT WHEN STOPPING
- W * 08CVZ *STEERING
CUST STATES STEERING PULLS TO THE LEFT WHEN ACCELERATING
Right
- W * 02CVZ *WHEEL/TIRES
CUST STATES VIBRATION AT HIGHWAY SPEEDS

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
99CVZ32	LUBE OIL FILTER	MO	
99CVZ61	SERVICE COOLING SYS	MI	
49CVZ15K	15K SERVICE	MI	
99CVZ35	FREE QLP	MO	
02CVZROT	ROTATE TIRES	MI	
99CVZ4	ROTATE TIRES	MI	
06CVZALFECAR	FRONT END ALIGNMENT	MI	
49CVZ30K	30K SERVICE	MI	
02CVZBAL	BALANCE TIRES	MI	
49CVZLOF	OIL & FILTER CHANGE	MI	

wiper blades 19.95

\$49.95 - install

balance 449.95

or R/F balance \$59.95

9997624 wheel \$152.00

MECHANIC'S NAME & NUMBER

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON

CAUSE:

OFF

CORRECTION: test drive with customer - unable to duplicate at this time.

ON

OFF

MECHANIC'S NAME & NUMBER

331

CAUSE:

AFTER TIRE ROADFORCE

ON

CORRECTION:

VEHICLE HAS SLIGHT PULL TO THE RIGHT WHEN YOU LET OFF BRAKE
TIRE PULL

OFF

ON

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

TORQUE STEER NORMAL CONDITION

ON

OFF

MECHANIC'S NAME & NUMBER

331

CAUSE:

CORRECTION:

TIRE BALANCE AND FOUND 1 BENT RIM

ON

OFF

MECHANIC'S NAME & NUMBER

CAUSE:

CORRECTION:

ON

OFF

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼

▼ TOTAL LABOR ▼

▼ SUB TOTAL ▼

TAX ►

TOTAL ESTIMATE ►

09/28/2009 15:07 FAX 2287023404

Preston Hood

0003/0012

238945



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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/24/09	238209	29019	280	331	W	55CVZ	WATER LEAKS
07/23/09	238171	28947	280	331	W	38CVZ	INTERIOR TRIM
07/10/09	237772	28605	280	331	W	06CVZ	*STEERING
				58	W	46CVZ	SUBLET
				331	W	28CVZPOWER	POWER LOCKS INOP
				331	W	06CVZNOISE	STEERING NOISE

SERVICE

SALESPERSON NO. 250 PATRICK C MCDONALD

VEHICLE ID NO. 1G1ZH57BX8E	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	STOCK NO. 4065	LICENSE NO.	R. O. NO. 238945
CUSTOMER NO. 16799	SERVICE CONTRACT	DELIVERY DATE 01/31/08	DELIVERY MILES 308	SELLING DEALER NO. 08/19/09
COLOR SILVSTONE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8888
TURBO CVZZ	M / MC	AIR COND.	P. S.	TRANS
MILEAGE 30,054	ADVISOR NO. 280	PRODUCTION DATE		
RESIDENCE PHONE	TIME RECEIVED 08:53am	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.		
BUSINESS PHONE	LABOR RATE	DISCLAIMER OF WARRANTIES "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 the buyer additional rights."		
DATE / TIME PROMISED 08/19/09 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Advisor: JOHN COMPTON	CUSTOMER'S SIGNATURE X			

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
99CVZ32	LUBE OIL FILTER	MO	
99CVZ61	SERVICE COOLING SYS	MI	
49CVZ15K	15K SERVICE	MI	
99CVZ35	FREE QLP	MO	
02CVZROT	ROTATE TIRES	MI	
99CVZ4	ROTATE TIRES	MI	
06CVZALFECAR	FRONT END ALIGNMENT	MI	
49CVZ30K	30K SERVICE	MI	
02CVZBAL	BALANCE TIRES	MI	
49CVZLOF	OIL & FILTER CHANGE	MI	

JOB	LABOR INSTRUCTIONS
5	W * 38CVZ INTERIOR TRIM CUST STATES TRIM ON STEERING WHEEL IS NOT ALIGNED <i>— ordered part —</i>
6	w shimming on brake only H0122 1.6 0x/4N
7	c Road force balance

MECHANIC'S NAME & NUMBER

331

PARTS COST

LABOR COST

TOTAL PARTS & LABOR

ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

CAUSE:

CORRECTION:

OP 3-5 DAYS

W

MECHANIC'S NAME & NUMBER

331

CAUSE:

CORRECTION:

FRONT ROTORS WARPED
RESURFACE FRONT ROTORS

W

MECHANIC'S NAME & NUMBER

331

CAUSE:

CORRECTION:

ROAD FORCE TIRE

1.0
\$59.95

1.0

1 BOND RIM PUT ON LT REAR

MECHANIC'S NAME & NUMBER

TEST DRIVE SHIMMY IN REAR

CAUSE:

CORRECTION:

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

CUSTOMER CALLED BY: _____

TIME: _____ DATE: _____ CONTACTED? YES NO

▼ TOTAL PARTS ▼ ▼ TOTAL LABOR ▼ ▼ SUB TOTAL ▼

TAX ▶

TOTAL ESTIMATE ▶

09/28/2009 15:08 FAX 2287023404

Preston Hood

0005/0012

TON HOOD CHEVROLET, LLC.
11325 CEDAR LAKE RD
BILOXI, MS 39532
(228) 388-8000

PRESTON HOOD CHEVROLET, LLC.
11325 CEDAR LAKE RD
BILOXI, MS 39532
(228) 388-8000

8-19-09
238945
863-3791

TECH. NAME Tony
SERV. ADV. NAME John
RECEIVED DATE _____
SHIPPED DATE _____

DATE 8/20/09
TECH. or R.O. # 238945
EMAIL or PHONE # _____

TECH. NAME Tony
SERV. ADV. NAME John
RECEIVED DATE _____
SHIPPED DATE _____

TO: [Redacted]
Gulfport, MS - [Redacted]

TO: [Redacted]
Gulfport Ms [Redacted]

ITEM NUMBER	DESCRIPTION
19945794	Cover
25904867	11
	3-5 days

QTY.	ITEM NUMBER	DESCRIPTION
1	9597624	wheel (SP)
		Fr. 8/21

MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
Chevy	Malibu		

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
08	Mal		8F [Redacted]	

Customer: [Redacted]
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

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

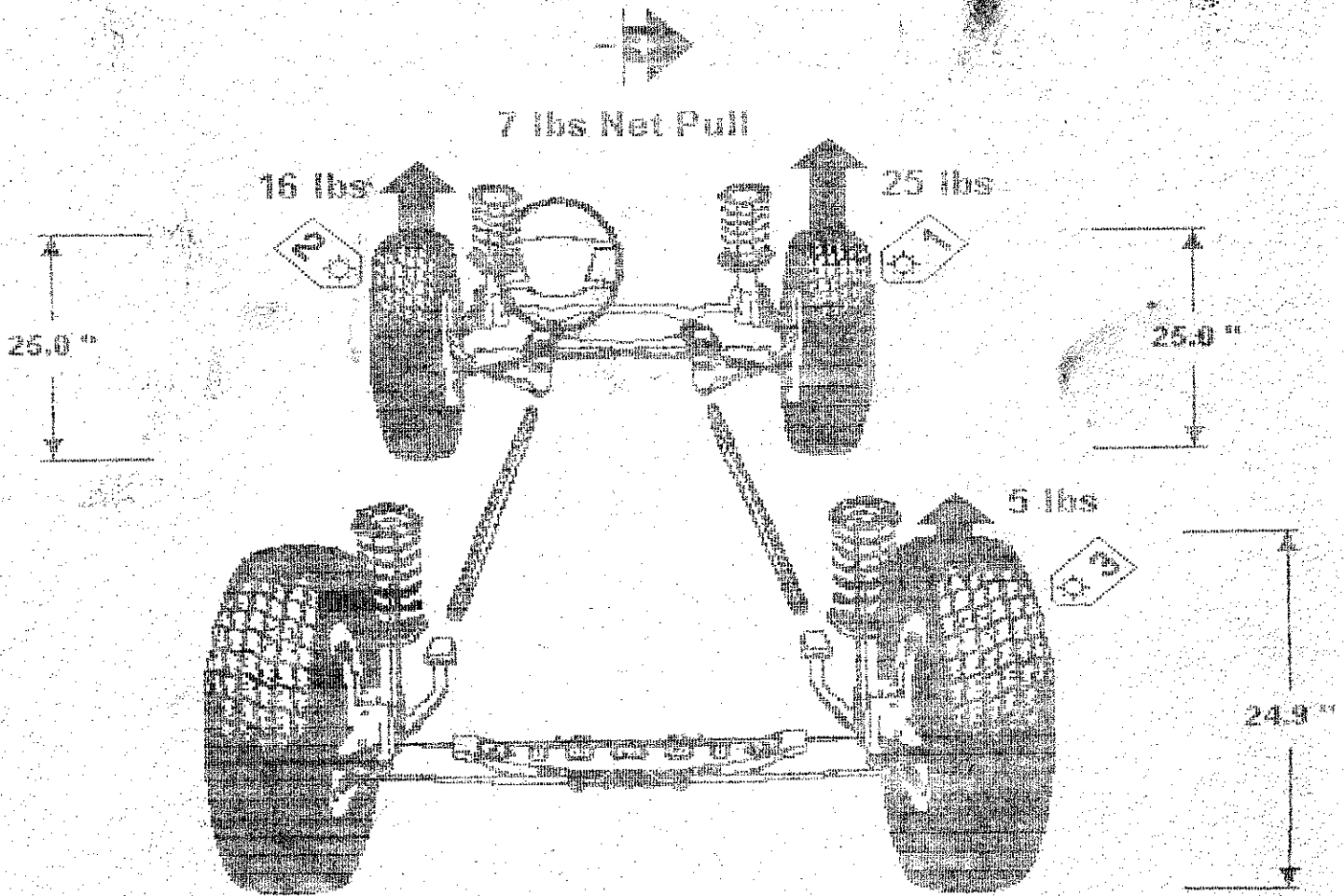
DSA-115-3 (3 PARTS) REV. (5/02)
DSA-115-4 (4 PARTS) REV. (5/02)
DSA-115-4 NC (4 PARTS CARBONLESS) REV. (5/02)

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

By _____

By _____

The Hunter GSP9700 Road Force Measurement System Vehicle Summary



Alternate Placements

LF	RF	Net Pull
2	1	+7 lbs
1	3	+17 lbs
2	3	+24 lbs

31.6 psi

31.8 psi

Dynamic Balance

31.6 psi

Clip-on Weight

Clip-on Weight

Current Runout & Road Force

Road Force



2 lbs
Tire



9 lbs
Assembly

Lateral Rim Runout

0.010"



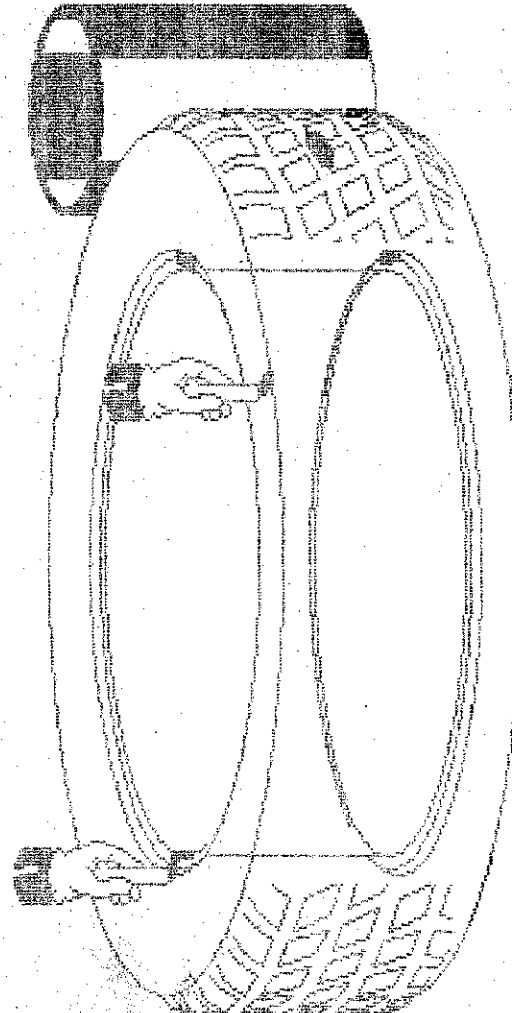
0.012"

Radial Rim Runout

0.003"



0.005"



Diagnosis

Assembly limits exceeded that cannot be fixed by Force Matching

Tire: Pass

Inspected rim head areas for defects

Print
Screen

Print
Summary

Save "Before"
Measurements



PRESTON HOOD

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

CVCS238945



CVCS238945

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280	INVOICE DATE 08/20/09	INVOICE NO. CVCS238945
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 30,054	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/19/09	REPRINT# 2
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6	0	25904867	COVER 6.758		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				JOB # 6 TOTAL PARTS	0.00
				JOB # 6 TOTAL LABOR & PARTS	0.00
# 7-02CVZRF ROAD FORCE BALANCE TRENDS 59.95					
ROAD FORCE BALANCE ALL 4 TIRES PERFORMED ROAD FORCE BALANCE AND MATCHED TIRES FOR LEAST VIBRATION FOUND 1 BENT RIM - INSTALLED ON RIGHT REAR ORDERED NEW RIM					
JOB # 7	1	9597624	WHEEL 5.803	152.10	152.10
				JOB # 7 TOTAL PARTS	152.10
				JOB # 7 TOTAL LABOR & PARTS	212.05
COMMENTS WAITING					
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....	59.95
				TOTAL PARTS....	152.10
				TOTAL SUBLET...	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG...	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	14.85
				TOTAL INVOICE \$	226.90

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Warranty coverage passenger cars and light duty trucks

Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

CASH [] C/CARD [] CHARGE [] CHECK []

[REDACTED]

CUSTOMER SIGNATURE



PRESTON HOOD

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

CVCS238945



CVCS238945

CELL: [REDACTED]

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[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/19/09	REPRINT# 2
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS				
LABOR	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 08CVZ NOISE - STEERING NOISE (TECH(S) 331) WARRANTY				
CUST STATES CLUNK NOISE WHEN TURNING TO THE LEFT TEST DROVE WITH CUSTOMER - UNABLE TO DUPLICATE CONCERN				
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
JOB # 2 08CVZ BRAKE SERVICE (TECH(S) 331) WARRANTY				
CUST STATES VEHICLE PULLS TO THE LEFT WHEN STOPPING INSPECTED FOUND TIRE PULL SEE LINE 7				
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
JOB # 3 08CVZ STEERING (TECH(S) 331) WARRANTY				
CUST STATES STEERING PULLS TO THE RIGHT WHEN ACCELERATING CHECK FOUND NORMAL OPERATION OF VEHICLE (TORQUE STEER)				
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
JOB # 4 02CVZ WHEEL/TIRES (TECH(S) 331) WARRANTY				
CUST STATES VIBRATION AT HIGHWAY SPEEDS SEE LINE 7				
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00
JOB # 5 380VZ INTERIOR TRIM (TECH(S) 331) WARRANTY				
CUST STATES TRIM ON STEERING WHEEL IS NOT ALIGNED ORDERED PART				
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00
JOB # 6 08CVZ ROTOR TURN ROTORS (TECH(S) 331) WARRANTY				
SHIMMY ON BRAKE APPLY CHECK FOUND FRONT ROTORS WARPED RESURFACED FRONT ROTORS - VERIFIED REPAIR				

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Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

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PRESTON HOOD

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

CVWS238945



CVWS238945

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 8888	INVOICE DATE 08/20/09	INVOICE NO. CVWS238945
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 30,054	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 01/31/08	STOCK NO. 4065	DELIVERY MILES 308
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	F.O. NO.	R. O. DATE 08/19/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

APPROVED BY SIGNATURE

DCS AUDIT SLIP.....

DCS DATA FILE: GMGMWF.104
08/20/2009
1024

WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
238945	08/19/2009	1G1ZH57BX8F	3	24152	30054	[REDACTED]

CUSTOMER NAME - FIRST	MIDDLE: D
LAST: [REDACTED]	PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	MRS	OHRS	NET-AMT.	LAB-TOT.
	06						4N	1.6			137.94
TOT:					TECH SSN: [REDACTED]		AUTH CODE:		AUTH. AUTHOR.:		

R. O. TOTAL: [REDACTED]

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Warranty coverage passenger cars and light duty trucks

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B2409

L1 paid #034



PRESTON HOOD

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

CVWS238945



CVWS238945

CELL: [REDACTED]

CUSTOMER NO. 16799	ADVISOR JOHN COMPTON	TAG NO. 280 8888	INVOICE DATE 08/20/09	INVOICE NO. CVWS238945
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 30,054	COLOR SILVSTONE M
GULFPORT, MS	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 01/31/08	STOCK NO. 4065
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B X 8 F		SELLING DEALER NO.	DELIVERY MILES 308
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 08/19/09	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

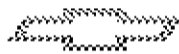
LABOR & PARTS	TECH(S)	HOURS	0.00
# 1 08CVZNOTSE STEERING NOISE CUST STATES CLUNK NOISE WHEN TURNING TO THE LEFT TEST DROVE WITH CUSTOMER - UNABLE TO DUPLICATE CONCERN JOB # 1 TOTAL LABOR & PARTS	331		0.00
# 2 08CVZ BRAKE SERVICE CUST STATES VEHICLE PULLS TO THE LEFT WHEN STOPPING INSPECTED FOUND TIRE PULL SEE LINE 7 JOB # 2 TOTAL LABOR & PARTS	331		0.00
# 3 08CVZ STEERING CUST STATES STEERING PULLS TO THE RIGHT WHEN ACCELERATING CHECK FOUND NORMAL OPERATION OF VEHICLE (TORQUE STEER) JOB # 3 TOTAL LABOR & PARTS	331		0.00
# 4 02CVZ WHEEL/TIRES CUST STATES VIBRATION AT HIGHWAY SPEEDS SEE LINE 7 JOB # 4 TOTAL LABOR & PARTS	331		0.00
# 5 32CVZ INTERIOR TRIM CUST STATES TRIM ON STEERING WHEEL IS NOT ALIGNED ORDERED PART	331		0.00
PARTS QTY FP-NUMBER DESCRIPTION U/COST E/COST U/PRICE			
JOB # 5 0 15945794 COVER 6.758 13.84 0.00 19.3B 0.00			
** QUANTITY 1 IS SPECIAL ORDERED **			
JOB # 5 TOTAL PARTS			0.00
JOB # 5 TOTAL LABOR & PARTS			0.00
# 6 08CVZROTOR TURN ROTORS SHIMMY ON BRAKE APPLY CHECK FOUND FRONT ROTORS WARPED RESURFACED FRONT ROTORS - VERIFIED REPAIR	1 60 TECH(S) 331	137.94	
PARTS QTY FP-NUMBER DESCRIPTION U/COST E/COST U/PRICE			
JOB # 6 0 25904867 COVER 6.758 17.25 0.00 24.15 0.00			
** QUANTITY 1 IS SPECIAL ORDERED **			
JOB # 6 TOTAL PARTS			0.00
JOB # 6 TOTAL LABOR & PARTS			137.94
COMMENTS	R/O TAX 0.00		
WAITING	R/O TOTALS 137.94		

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THEIR DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

Warranty coverage passenger cars and light duty trucks
Dealer installed- 12 months or 12,000 miles, whichever occurs first, from date of installation.

An asterisk (*) next to a part number indicates that this part is covered under good wrench service plus warranty.

WARRANTY CLAIM DETAIL TOTALS	
CLAIM#	TOTAL
[REDACTED]	137.94
CLAIM TOTALS	137.94



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 29, 2009

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

Re: [REDACTED]
Siebel Request: 71-744475488
2008 Chevrolet Malibu
VIN # 1G1ZH57BX8F [REDACTED]

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



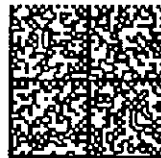
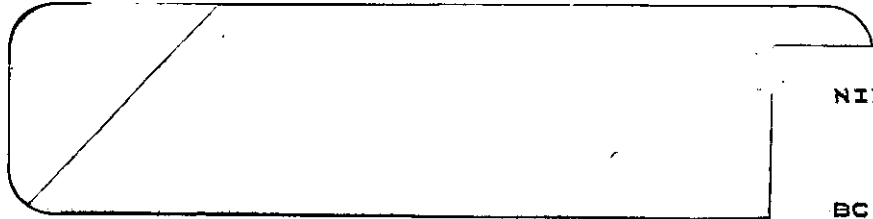
SATURN

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

NRARR33



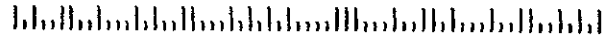
02 1A \$ 00.440
0004325734 AUG 06 2009
MAILED FROM ZIP CODE 48083

08-17-09A08:26 RCVD

NIXIE 641 DE 1 00 08/12/09

RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 48232517373 *2585-10604-06-43



482325173
6606135001 4033



SATURN.

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

August 6, 2009

[REDACTED]
Olathe, KS [REDACTED]

Customer Did Not Receive
Letter From GM

Dear [REDACTED]

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

[REDACTED]
Olathe, KS [REDACTED]

Dear [REDACTED]

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.

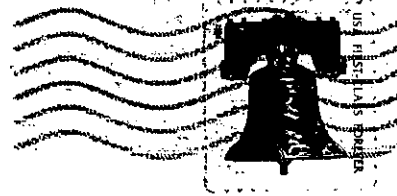
Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-745949916



FLINT MI 485

21 AUG 2009 PM 1 T



08-26-09A08:23 RCVD

RECEIVED AND OPENED
IN ERROR BY IRS
DETROIT COMPUTING CENTER

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)**

48232+5172



[REDACTED]
Columbiaville, MI [REDACTED]
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,

[REDACTED]

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



Roberts

BUICK & PONTIAC, LAPEER, MICHIGAN.



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

WE HONOR



STATE REGISTRATION F 130265

CUSTOMER NO. 7227	REPAIRS PROPERLY COMPLETED & CHECKED BY DUSTIN THAMMAVONGS 24969	TAG NO.	INVOICE DATE 07/29/09	INVOICE NO. BUCS101313
COLUMBIAVILLE, MI	LABOR RATE	LICENSE NO.	MILEAGE 56,078	COLOR SILVER/
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4DR SDN W/1SV	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 8 6 4	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.C. DATE 07/27/09	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
RESIDENCE PHONE	COMMENTS			MILEAGE OUT
JOB# 1 CHARGES			INSURANCE CO.	
LABOR J# 1 45BUZ STEERING/SUSPENSION UNITS: 2.50 TECH(S):4730 222.50 CUSTOMER STATES VEHICLE HAS LOSS OF POWERSTEERING SCANNED AND FOUND C0545 INPUT SENSOR MALFUNCTION TESTED AND FOUND STEERING COLUMN FAILING. SENSOR ON THE BASE OF COLUMN INTERNALLY SHORTED. ALSO FOUND POWERSTEERING ASSIST INTERMITTLY INOP REPLACED COLUMN AND ASSIST MOTOR AND ROADTESTED OK				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	25933396	COLUMN 6.518	270.00
	1	25805894	MOTOR 6.605	402.63
			TOTAL - PARTS	672.63
JOB# 1 TOTALS			LABOR	222.50
			PARTS	672.63
JOB# 1 JOURNAL PREFIX BUCS			JOB# 1 TOTAL	895.13
JOB# 2 CHARGES			TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. 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 lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.	
LABOR J# 2 51BUZ BODY ELECTRICAL UNITS: TECH(S):4730 0.00 CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON SCANNED AND FOUND NO CODES				
JOB# 2 TOTALS			JOB# 2 JOURNAL PREFIX BUCS	JOB# 2 TOTAL 0.00
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	2SS	SHOP SUPPLIES		22.25
			TOTAL - MISC	22.25
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$960.00 (+TAX)				
COMMENTS DROP OFF				
TECHNICIAN CERTIFICATION 4730 MICHAEL SAUK M236349 8-4-09				
MICHEL SUMMERS - CASE # 71746761134 TEC # 18002221020 COPY 18667905700				
PAGE 1 of 2			PAGE 2 of 2	

The Reynolds and Reynolds Company RAUNTS14E C0325890 Q (11/02)

Warranty: We warrant our service work for 12 months or 100,000 miles, except aftermarket parts. If any part or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.



Roberts

BUICK & PONTIAC, LAPEER, MICHIGAN



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

WE HONOR



STATE REGISTRATION F 130265

CUSTOMER NO. 7227	REPAIRS PROPERLY COMPLETED & CHECKED BY JUSTIN THAMMAVONGS 24969	TAG NO.	INVOICE DATE 07/29/09	INVOICE NO. BUCS101313
COLUMBIAVILLE, MI	LABOR RATE	LICENSE NO.	MILEAGE 56,078	COLOR SILVER/
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4DR SDN W/1SV	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1G2ZG558864	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 07/27/09	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
RESIDENCE PHONE	COMMENTS			MILEAGE OUT

TOTALS		INSURANCE CO.	
*****		APPROVED BY	
* [] CASH [] CHECK CK NO. [778] *	TOTAL LABOR.... 222.50	CLAIM NO.	
* [] VISA [] MASTERCARD *	TOTAL PARTS.... 672.63	ATTENTION CASHIER	
* [] OTHER [] CHARGE *	TOTAL SUBLET... 0.00	DEDUCTIBLE	BETTERMENT
*****	TOTAL G.O.G.... 0.00	\$	
	TOTAL MISC CHG. 22.25	OTHER	AMOUNT
	TOTAL MISC DISC 0.00	\$	RELEASES
	TOTAL TAX..... 41.69	SIGNATURES	
	TOTAL INVOICE \$ 959.07	TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. 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 lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.	

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

COPY

TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. 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 lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint ROBERTS BUICK & PONTIAC my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts Issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____
All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

THE ONLY PART(S) OFFERED THIS PART(S) ARE THOSE WHICH MAY BE OFFERED 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 INCIDENTAL DAMAGES.

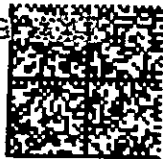
The Reynolds and Reynolds Company ERMUNTS14E C026500 0 (1/02)

WARRANTY: We warrant our service work for 12 months or 15,000 miles, except aftermarket parts, which are warranted for 90 days or 10,000 miles. If any part or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

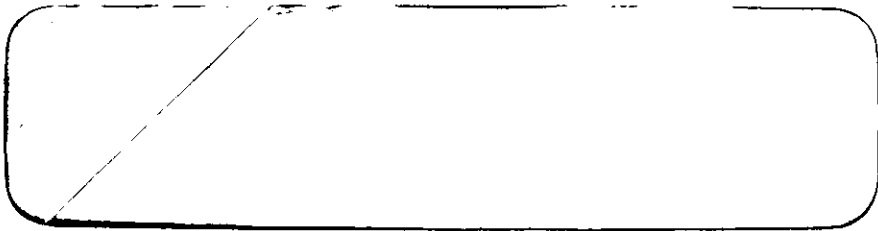
MIKE COX
ATTORNEY GENERAL
Lansing, Michigan 48913

10/08/09 LANSING MI

PRESORTED
FIRST CLASS



02 1M \$ 00.33⁶
0004261456 OCT 07 2009
MAILED FROM ZIP CODE 48912



H-SY551 48232



STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



MIKE COX
ATTORNEY GENERAL

P.O. Box 30213
LANSING, MICHIGAN 48909

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: [REDACTED]

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

stu

[REDACTED]
Columbiaville, MI
August 21, 2009

DEPT. OF ATTORNEY GENERAL
RECEIVED

AUG 24 2009

CONSUMER PROTECTION
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,

[REDACTED]
Enclosure – 2 pages

cc: National Highway Transportation Safety Administration
cc: State of Michigan Attorney General's Office, Consumer Protection



Roberts

BUICK & PONTIAC, LAPEER, MICHIGAN

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

WE HONOR



STATE REGISTRATION F 130265

CUSTOMER NO 7227	REPAIRS PROPERLY COMPLETED & CHECKED BY JUSTIN THAMMAVONGS 24969	TAG NO	INVOICE DATE 07/29/09	INVOICE NO BUCS101313
COLUMBIAVILLE, MI	LABOR RATE	LICENSE NO	MILEAGE 56,078	COLOR SILVER/
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4DR SDN W/1SV	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1G2ZG558864	SELLING DEALER NO	PRODUCTION DATE	
RESIDENCE PHONE	FT E NO	P O NO	R O DATE 07/27/09	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
COMMENTS				MILEAGE OUT

JOB# 1 CHARGES

LABOR
J# 1 45BUZ STEERING/SUSPENSION UNITS: 2.50 TECH(S):4730 222.50
CUSTOMER STATES VEHICLE HAS LOSS OF POWERSTEERING
SCANNED AND FOUND C0545 INPUT SENSOR MALFUNCTION TESTED
AND FOUND STEERING COLUMN FAILING, SENSOR ON THE BASE
OF COLUMN INTERNALLY SHORTED, ALSO FOUND POWERSTEERING
ASSIST INTERMITTALLY INOP
REPLACED COLUMN AND ASSIST MOTOR AND ROADTESTED OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	25933396	COLUMN 6.518	270.00	270.00
	1	25805894	MOTOR 6.605	402.63	402.63
TOTAL - PARTS					672.63

JOB# 1 TOTALS LABOR PARTS 222.50 672.63

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 895.13

JOB# 2 CHARGES

LABOR
J# 2 51BUZ BODY ELECTRICAL UNITS: TECH(S):4730 0.00
CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON
SCANNED AND FOUND NO CODES

JOB# 2 TOTALS LABOR PARTS 0.00 0.00

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	2SS	SHOP SUPPLIES		22.25
TOTAL - MISC				22.25

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$960.00 (+TAX)

COMMENTS
DROP OFF

TECHNICIAN CERTIFICATION
4730 MICHAEL SAUK M236349

MICHAEL SUMMERS -
CASE # 71746761134
TEC # 1800 222 1020
1866 790 5700

INSURANCE CO

APPROVED BY

CLAIM NO

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
OTHER	RELEASES

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. 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 lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and appoint ROBERTS BUCK & PONTIAC my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action and attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act

X *[Signature]*

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED 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 INCIDENTAL DAMAGES.

The Reynolds and Reynolds Company, ELIANTVILLE, CO62630 Q (11/03)

PAGE 1 OF 2 We warrant our service work for 12 months or 100,000 miles, except after market parts which are warranted as shown on separate page. If a part or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.



Roberts

BUICK & PONTIAC, LAPEER, MICHIGAN

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

WE HONOR



STATE REGISTRATION F 130265

CUSTOMER NO 7227	REPAIRS PROPERLY COMPLETED & CHECKED BY JUSTIN THAMMAVONGS 24969	TAG NO	INVOICE DATE 07/29/09	INVOICE NO BUCS101313
[REDACTED] COLUMBIAVILLE, MI	LABOR RATE	LICENSE NO	MILEAGE 56,078	COLOR SILVER/
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4DR SDN W/1SW		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 8 6 4		SELLING DEALER NO	PRODUCTION DATE
RESIDENCE PHONE	F.T.E. NO	P.O. NO	R.O. DATE 07/27/09	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
	COMMENTS			MILEAGE OUT

TOTALS

*****	TOTAL LABOR....	222.50
*	TOTAL PARTS....	672.63
* [] CASH [] CHECK CK NO. 7787	TOTAL SUBLET....	0.00
* [] VISA [] MASTERCARD	TOTAL G.O.G....	0.00
* [] OTHER [] CHARGE	TOTAL MISC CHG.	22.25
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	41.69
	TOTAL INVOICE \$	959.07

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

INSURANCE CO

APPROVED BY

CLAIM NO

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
OTHER	AMOUNT
	RELEASES

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. 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 lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and appoint ROBERTS BUICK & PONTIAC my (our) true and lawful attorney to sign name, place and state of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor

X

THE ONLY PART(S) OFFERED 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 INCIDENTAL DAMAGES.

See our service work for 12 months or 100,000 miles, except aftermarket parts, which are covered for 90 days or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

The Reynolds and Reynolds Company (RAN) 111103



October 13, 2009

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

Customer: [REDACTED]
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 [REDACTED] and the concerns he experienced with his 2006 Pontiac G6 and his request for assistance.

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 [REDACTED] 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 [REDACTED] 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)

GM GlobalConnect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Home Mail Print Word Pad

Address [Redacted]

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Pontiac	Customer Type:	Owner
VIN:	1G2ZH548754 [Redacted]	[Redacted]	[Redacted]
		Kansas City, Missouri, United States:	[Redacted]
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

Sales Information

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	83361

Plan Lienholder

Lienholder Type:	Other
	Pontiac
	PO Box 33172
	Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date:	08/18/2009
In Service Date:	08/18/2009
Schedule Type:	GMPP Retail
Promotion Code:	

Plan Type:	Smart Care Retail
Term:	12
Mileage Limit:	12000
Deductible:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00
Tax:	\$ 0.00

Done

start Jamal Gaddie - ... Internet Ex... GMPP Entries.xls Microsoft Of... Untitled



Transaction Details



Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G2ZH548754 [REDACTED]	Status: Pending
Dealer Code: 32888	User ID: 1w3qhs
Transaction Date: 08/18/2009	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2009-08-25-16.01.51.121000
Transaction Messages:	
1097 - GMPP sent to MIC	



Jamal Gaddie - ...

6 Internet Ex...

GMPP Entries.xls

4 Microsoft Of...

Untitled

April 26, 2011

[REDACTED]
Kansas City, MO [REDACTED]

Dear [REDACTED],

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 [REDACTED]. 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

[REDACTED]
Avon Lake, OH [REDACTED]

Dear [REDACTED]

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 [REDACTED]

Issue Date: April 26, 2011

Issued exclusively for:

[REDACTED]
Avon Lake, OH [REDACTED]

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

[Redacted]
Arlington, TX [Redacted]
[Redacted] home
[Redacted] cell

Send to: General Motors	From: [Redacted]
Attention: Johnathon Wilson	Date: 9/18/09
Office Location:	Office Location:
Fax Number: 866-834-3547	Phone Number:

- Urgent
- Reply ASAP
- Please comment
- Please Review
- For your Information

Total pages, including cover: 6 pages

Comments:

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

CUSTOMER #: 456383

680879

Vandergriff



1200 West I-20 * Arlington, Texas 76017
(817) 557-1200 Metro (817) 784-2661

INVOICE

Mr. Goodwrench

ARLINGTON, TX

PAGE 1

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL [REDACTED]

CONSULTANT:

3231 MICHAEL PERDUE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	05	CHEVROLET MALIBU	1G1ZT54845F [REDACTED]		78000/78002	T2763	
DEL DATE	IN SERV DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
19MAR05 DC			12:00 17SEP09		0.00	CASH	17SEP09
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_SFI					
07:05 17SEP09	12:38 17SEP09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A POWER STEERING LIGHT IS COMING ON AND THE STEERING WHEEL WILL LOCK UP. ESTIMATE WAS PREVIOUSLY PRESENTED TO CUSTOMER. CUSTOMER HAS AUTHORIZED REPAIRS.							
Q01 REPLACE STEERING COLUMN							
				2043	CCR	2.50	244.23
				1	25933396	COLUMN	388.80
PARTS:					388.80	LABOR:	244.23
OTHER:					0.00	TOTAL LINE A:	633.03

78002 INTERNAL STEERING POSITION SENSOR INTERMITTENT INOPERATIVE
 Q01 2.50 REPLACED STEERING COLUMN PER DIAGNOSIS ON PREVIOUS R.O., CUST PAID FOR DIAG LAST TIME, NO DIAG THIS TIME, CLEARED CODES AND SET UP NEW COLUMN, TEST DROVE, NO CODES RESET 2043

SHOP SUPPLIES/DISPOSAL CHARGES 23.79

Cash Paid in full BON

SEP 18 2008

[Signature]

DISCLAIMER OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. Vandergriff Buick makes no warranties of any kind, express or implied, and disclaim all warranties either express or implied, including any warranty of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased. In no event shall this dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. Vandergriff Buick neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products.
 ALL GM PARTS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES.

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 the 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 shipment by the supplier or 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. I understand that you are not responsible for alternate transportation due to any of the above. If I have chosen to rent, lease or otherwise use a vehicle from your dealership as alternative transportation, I hereby grant to you, in consideration of same, a security interest in the vehicle herein described as security of the payment of any and all charges relating to said rental, lease or use. This account payable in Arlington, Tarrant County, Texas. I have hereby read, understand and agree to the authorization to repair, the disclaimer of warranties and the terms of payment.

Terms: Strictly Cash Unless Arrangements Made

DESCRIPTION	TOTALS
LABOR AMOUNT	244.23
PARTS AMOUNT	388.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	23.79
TOTAL CHARGES	656.82
LESS INS/DED/DISC	0.00
SALES TAX	33.00
PLEASE PAY THIS AMOUNT	689.82

CUSTOMER SIGNATURE

CUSTOMER COPY

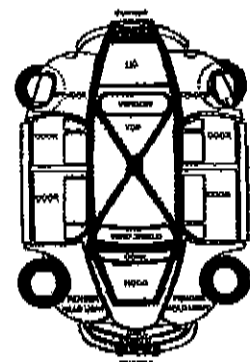
Vandergriff

NAME _____	CELL _____	HAT# <u>2763</u> ADVISOR _____
ADDRESS _____	WORK _____	DATE _____
CITY _____	HOME _____	PRIORITY _____
STATE / ZIP _____	EMAIL _____	PROMISED _____

COMMENTS _____	SELLING DEALER _____	EXT. WAR. ? _____	DEDUCT. _____
VIN _____		EXP DATE _____	

MILEAGE <u>78,000</u>	LIC# _____	YEAR _____	MAKE OR MODEL _____
-----------------------	------------	------------	---------------------

W/C/I _____	DEL. DATE _____	PRO. DATE _____	P/S _____	AUTO _____	A/C _____	TURBO _____
Power Steering - Light Still Coming On - Steering REPLACE STER. COLUMN <u>817-561-4073</u>						



E-MAIL: _____

SAVE REPLACED PARTS RECOMMENDED MAINTENANCE NOT AUTHORIZED CUSTOMER _____

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO THE PROVISIONS IN ACCORDANCE WITH §70.001, TEXAS BUSINESS AND CONSUMER CODE. IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, CASHONCEIVED BECAUSE OF INSUFFICIENT FUNDS, OR BECAUSE THE BANKER OR DEPOSITOR OF THE CHECK OR THE CREDIT HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED, _____

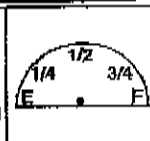
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work listed to be done using the factory manual. I agree that you are not responsible for loss or damage to vehicle, articles left in vehicle in case of fire, theft, or any other cause beyond your control, or for any delays caused by unavoidable parts or delays in shipment by the supplier. I hereby grant you, your employees, permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express motorist's sign is hereby acknowledged on above vehicle to secure the amount of repair charges.
PAYABLE IN ARLINGTON, TARRANT COUNTY, TEXAS

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE FACTORY LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either implied, including any implied warranty of merchantability or fitness for a particular purpose and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

WHAT BROUGHT YOU IN TODAY?

OUTSIDE ADVERTISING TELEVISION
 COUPON RADIO
 NEWSPAPER AD WORD OF MOUTH
 YELLOW PAGES



PRELIMINARY ESTIMATE TOTAL \$ _____

PLEASE SIGN _____

CUSTOMER #: 456383

680879

Vandergriff

CHEVROLET

WORKORDER

1200 West J-20
Arlington, Texas 76017
817: 557-9600

PAGE 2

Webfax: (817) 754-2651

ARLINGTON, TX

HOME: [REDACTED] CONT: N/A
CELL: [REDACTED]

CONSULTANT: 3231 PERDUE, MICHAEL

No. 601	LINE	05	CHEVROLET MALIBU	1G1ET54845F	78000/2	T2763
---------	------	----	------------------	-------------	---------	-------

19MAR05 DT 12:00 17SEP09 0.00 CASH
 OPTIONS: ENG:3.5_Liter_SFX

17SEP2009 07:05
 LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

WHEEL WILL LOCK UP. ESTIMATE WAS PREVIOUSLY PRESENTED

10410-00 S.P.S.

original est 3.0

5 changed 8-18-09

Sep. 18. 2009. 1:08PM

DISCLAIMER OF WARRANTIES

I warrant on the parts and accessories sold herein are made by the manufacturer, Vandergriff Chevrolet. I am not responsible for any loss, expense or injury, and decline all warranties other express or implied, including any warranty of merchantability or fitness for a particular purpose, with respect to the parts and/or accessories covered. In no event shall this dealer be liable for incidental or consequential damages or commercial losses arising in any such purchase. Vandergriff Chevrolet neither assumes nor authorizes any other person to assume to be my representative in connection with the sale of the product.

THE PARTS ARE GUARANTEED FOR 24 MONTHS OR 12,000 MILES.
 Terms: Credit/ Cash/ Unload Arrangements Made
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are responsible for loss or damage to the vehicle or articles left in vehicle in event of fire, theft or any other cause not under your control or the any failure caused by a workability of parts or design in parts obtained by the supplier or repair. I hereby grant you and your employees permission to remove the vehicle from the premises of my service. I hereby acknowledge for the purpose of setting credit financing. An express customer's lien is hereby acknowledged to allow vehicle to secure the amount of credit financing. I understand that you are not responsible for any transportation due to any of the above. If I have obtained a loan, lease or other financing through your dealership, in addition to the above, I hereby grant to you, in consideration of same, a security interest in the vehicle herein described as security of the payment of any and all charges relating to said loan, lease or con. If account payable to Arlington, Tarrant County, Texas. I have hereby read, understood and agree to the application to repair, the discharge of warranties and the terms of payment.

PRELIMINARY ESTIMATE \$ _____

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____

CUSTOMER SIGNATURE



VEHICLE REGISTRATION RENEWAL NOTICE

IF YOU NO LONGER OWN THIS VEHICLE PLEASE COMPLETE THE VTR 346 FORM AVAILABLE ON OUR WEB SITE AT: www.txdot.gov.

new online @ www.texasonline.com. Check this site or contact your local County Tax Office for a list of participating counties.

VEHICLE INFORMATION

LICENSE PLATE NUMBER [REDACTED]
VEHICLE IDENTIFICATION NO. 1G1ZT54845F [REDACTED]
YEAR/MAKE/BODY STYLE 2005/CHEV/4D
CURRENT EXPIRATION MONTH/YEAR MAR/2009

Send bottom part of form, proof of insurance, and correct fee to your county tax office in the enclosed envelope. Make check or money order payable to your local tax assessor-collector. Allow 15 days for processing by mail. Driver's license number required on checks.

TOTAL FEE DUE (in person) \$ 62.80
IF MAILED 63.80

FOR QUESTIONS CALL YOUR LOCAL TAX ASSESSOR-COLLECTOR: 817-884-1100

YOUR CHECK MAY BE CONVERTED TO AN ELECTRONIC FUND TRANSFER.

▲KEEP TOP SECTION FOR YOUR RECORDS▲

CUSTOMER COPY

MAIL SECTION BELOW FOR CONVENIENT PROCESSING

AFTER RENEWED, THIS REGISTRATION WILL EXPIRE THE LAST DAY OF: MAR/2010

VEHICLE INFORMATION

VEH. CLASS. PASS
VEH. IDENT. NO. 1G1ZT54845F [REDACTED]
YEAR/MAKE/BODY STYLE 2005/CHEV/4D
FUEL TYPE GAS
EMPTY WEIGHT 3300

VEHICLE OWNER NAME(S) & ADDRESS:

[REDACTED]
FORT WORTH, TX [REDACTED]

LICENSE NO. [REDACTED]
PASSENGER PLT

ISSUE THE 2010 WINDSHIELD STICKER

JNIT NO.
TOTAL FEE \$ 62.80
IF MAILED 63.80

SEND THIS PART OF FORM, PROOF OF INSURANCE & CORRECT FEE TO:

RENEWAL RECIPIENT NAME AND ADDRESS:



BETSY PRICE
TARRANT CNTY TAX ASSESSOR-COL
100 E. WEATHERFORD
FORT WORTH, TX 76196-0001

TEXAS REGISTRATION RECEIPT AFTER VALIDATION. THIS RECEIPT MUST BE CARRIED IN ALL COMMERCIAL VEHICLES.



TEXAS DEPARTMENT OF TRANSPORTATION
VEHICLE TITLES AND REGISTRATION DIVISION



MARK "X" FOR ADDRESS CHANGE

00

NUMBER IN BOX DENOTES PLATE AGE

03 025 62.80
1G1ZT54845F [REDACTED] 22030439609135129

LICENSE NO. [REDACTED]
PLT PASSENGER PLT
MONTH/YEAR EXP. MAR/2010

VEH/REG CL PASS/PASSENGER-LESS/EQL 6000
PLATE TYPE/STICKER TYPE PSP/WS
YEAR/MAKE/BODY STYLE 2005/CHEV/4D
VEHICLE IDENT. NO. 1G1ZT54845F [REDACTED]
FUEL TYPE GAS
EMPTY WT./CARRYING CAP. 3300

REGISTRATION FEE \$ 52.80
LOCAL FEE 10.00

TOTAL-FEE \$ 62.80
IF MAILED 63.80

VEHICLE OWNER

FORT WORTH, TX [REDACTED]

☆☆☆ UPDATE ADDRESSES HERE ☆☆☆
OWNERS ADDRESS [REDACTED] RENEWAL RECIPIENT ADDRESS:

Arlington Tx
DATE PRINTED: 12/17/2008PM

VER: 05 E 048021



Texas Department of Transportation
INTERNET REGISTRATION RENEWAL

COUNTY: TARRANT TAC NAME: BETSY PRICE EFFECTIVE DATE: 04/01/2009
 DATE: 03/17/2009 EXPIRATION DATE: 3/2010
 PLATE NO: [REDACTED] TIME: 07:06AM EMPLOYEE ID: 0883TW1 TRANSACTION ID: 22033639887070656
 DOCUMENT NO: 22030439609135129

RENEWAL RECIPIENT NAME AND ADDRESS

OWNER NAME AND ADDRESS

[REDACTED]
 ARLINGTON, TX

[REDACTED]
 FORT WORTH, TX

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
 PLATE TYPE: PASSENGER FLT
 ORGANIZATION:
 STICKER TYPE: WS

PREVIOUS PLATE NO: 138DFM VEHICLE CLASSIFICATION: PASS
 VEHICLE IDENTIFICATION NO: 1G1ZTS4845F
 YR/MAKE: 2005/CHEV MODEL: ML BODY STYLE: 4D UNIT NO:
 EMPTY WT: 3300 CARRYING CAPACITY: 0 GROSS WT: 3300 TONNAGE: 0.00
 BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

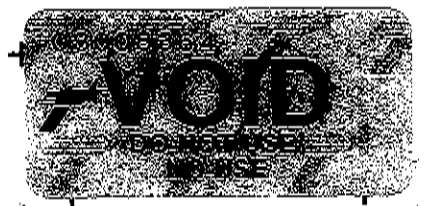
INVENTORY ITEM(S)	YR	FEE ASSESSED		
WINDSHIELD STICKER	2010	WINDSHIELD STICKER	\$	50.50
		REG FEE-DPS	\$	1.00
		REFLECTORIZATION FEE	\$	0.30
		CNTY ROAD BRIDGE ADD-ON FEE	\$	10.00
		AUTOMATION FEE (LARGE CNTY)	\$	1.00
		MAIL IN FEE	\$	1.00
		TOTAL	\$	63.80

VEHICLE RECORD NOTATIONS
 RELEASE OF PERSONAL INFO RESTRICTED
 ACTUAL MILEAGE

THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.
 Current law requires an additional \$1.00 fee (already included) in counties with 50,000 or more vehicles.

PEEL FROM BACK ONLY / DESPEGAR POR DETRÁS

**Peel sticker from any corner.
 Despegar de cualquier esquina.**



**WINDSHIELD STICKER /
 CALCOMANÍA DE PARABRISAS**

OR

**PLATE STICKER /
 CALCOMANÍA DE PLACA**

Feedback Directive Form ²⁰⁰⁹

Executive CRS	Jonathan Wilson
Executive Requestor(s) 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	[REDACTED]
------------------------	------------

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

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

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



CHECK No. [REDACTED]

50-937
213

DATE
09/28/09

*****445 DOLLARS

*****59 CENTS

AMOUNT
*****445.59

[REDACTED]
 ARLINGTON TX [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

PAY
TO THE
ORDER
OF

Pris D. Albee
 SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

ENDOR
 UNS NO. BB 000000036

1

ENDOR NAME [REDACTED]

PAYMENT
 DATE 09/28/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54845F [REDACTED]	09/25/09 71-750528038	VM-1-CKUMSS .1-CKUMSS	00.0000	445.59	.00	445.59
TOTAL				445.59	.00	445.5

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

M3

April 26, 2011

[REDACTED]
Arlington, TX [REDACTED]

Service Request: 71-750528038

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. 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: [REDACTED] v. General Motors Corporation
Service Request: 71-750988939, GM Case #677395
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558764 [REDACTED]
Customer Relationship Specialist: Patricia Spacek

Dear Mr. Rose:

Enclosed please find a check in the amount of \$4,500.00 made payable to [REDACTED] and [REDACTED], 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

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



CHECK No. [REDACTED]

50-937
215

DATE 09/08/09 *****4,500 DOLLARS *****00 CENTS *****4,500.00

North American Operations
 General Motors Corporation
 Disbursement Account

[REDACTED] AND [REDACTED]
 [REDACTED]
 CLEVELAND OH [REDACTED]

Prin D. Albee
 SIGNATURE

PAY TO THE ORDER OF

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

AUDIT



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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000040 1
 VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]
 PAYMENT DATE 09/08/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G22G558764 [REDACTED]	09/04/09 .71-750988939.1	VM 1-CHPJQ2 .1-CHPJQ2	00.0000	4,500.00	.00	4,500.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				4,500.00	.00	4,500.00



PONTIAC



BUICK

GMC

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: [REDACTED]

FROM: *Robert Ruff*

PAGES: *22*

DATE: *5-4-09*

URGENT REVIEW COMMENT REPLY BACK

HENDRICK CHEVROLET
100 AUTO MALL DRIVE
CARY, NC 27511
(919) 380-8821

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

HENDRICK PONTIAC-BUICK-GMC
90 MACKENAN DRIVE
CARY, NC 27511
(919) 380-8267

W. Hendrick

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ24E	2 WHEEL ALIGNMENT	MI	59.95	01CDZ24F	4 WHEEL ALIGNMENT	MI	89.95
04CDZ2	MAJOR TUNE UP	MI	0.00	05CDZ2	SUSPENSION	MI	0.00
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24A	REPLACE FUEL FILTER	MI	75.88	01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95
00CDZ0001C	SERVPLUSLOF	MI	34.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/03/08	192994	39085	1001	894	C	19CDZ	STEERING/SUSPENSION
				894	C	01CDZ107	WARR RENTAL CAR
				894	I	01CDZ108	RENTAL CAR
10/21/08	192161	38372	1001	894	W	19CDZ	STEERING/SUSPENSION
				894	W	01CDZ107	WARR RENTAL CAR
				894	W	04CDZ	TUNEUP/DRIVEABILITY

SALESPERSON NO. 109 JACK LEE GRALEY

S E R V I C E

STATE REG# 18078

<input type="checkbox"/> CASH	VEHICLE # 1G2ZG558764	YEAR/MAKE/MODEL 06/PONTIAC/G6 SEDAN SE-1/G6 SEDAN S	PRODUCTION DATE 07/03/08	STOCK # P4220336	PLATE # 200107
<input type="checkbox"/> CHECK	HOLLY SPRINGS, NC	CUSTOMER NO. 36737	SERVICE CONTRACT HENDAG INC	DELIVERY DATE 07/03/08	DELIVERY MILES 30,636
<input type="checkbox"/> M/C		COLOR GRAY/	CONTRACT # HAOR379250	EXPIRATION DATE 08/03/11	EXPIRATION MILES 100,000
<input type="checkbox"/> VISA		TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND <input type="checkbox"/> P.S. <input type="checkbox"/> Y	TRANS A	MILEAGE 46,599	ADVISOR # 1001
APPOINTMENT	AUTHORIZATION	LABOR RATE	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 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 repair charges for the event that you, the customer authorize completion of work. Such charge will be properly related to the actual amount of labor or parts involved in the inspection, repair or service.		
<input checked="" type="checkbox"/> YES	CELL: [REDACTED]		ATTORNEY'S FEES AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION PAST DUE ACCOUNT BECOMES NECESSARY.		

JOB ORIGINAL CUSTOMER ESTIMATE TOTAL

X 135 **11/03/08 \$50**

1 **C 18CDZ09 BRAKE LAMP**
CUSTOMER STATES THAT BRAKE LIGHTS STAY ON AT ALL TIMES WHEN LEAVING VEHICLE

2 **C 01CDZ108 RENTAL CAR**
SUPPLY CUSTOMER WITH RENTAL VEHICLE

3 **C Klunk in steering**

4 **C LR Brake lamp Inop.**

MILEAGE IN (EXCLUDING 10THS)		MILEAGE OUT (EXCLUDING 10THS)	
<input type="checkbox"/> WRO		<input type="checkbox"/> RECALL	
<input type="checkbox"/> FREIGHT		<input type="checkbox"/> SCC	
IN SERVICE DATE		DATE NOTIFIED OF COMPLETION	
MONTH	DAY	YEAR	MONTH DAY YEAR
ORIGINAL ESTIMATE \$	DATE	TIME	
ADDITIONAL AUTHORIZED AMOUNT \$	ADD'L REPAIRS AUTHORIZED BY		
DISCLAIMER OF WARRANTIES			
The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.			
CUSTOMER: PLEASE READ AND INITIAL			
a. Replaced parts are to be saved for inspection or return	<input type="checkbox"/> YES	INITIAL	
b. I waive my right to receive a written estimate.	<input type="checkbox"/> NO	INITIAL	
c. A storage fee of \$10.00 per day will be assessed 3 days after the customer has been notified that the repair work has been completed.	<input type="checkbox"/> YES	INITIAL	
d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not.	<input type="checkbox"/> NO	INITIAL	
e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable 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 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 repair charges.			

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

ELAPSED
TIME

TIME
CLOCK

#135
MECHANIC'S NAME & NUMBER

1 Performed Brake lamp Circuit Dia.
Codes B3980 - B3983 - B2585 stored.
BCM Keeping Brake lamp relay on.
Removed BCM to replace for internal
electrical failure. 2.0

OFF

ON

OFF

ON

MECHANIC'S NAME & NUMBER

#~~135~~
2 Rental A

OFF

ON

OFF

ON

#135
MECHANIC'S NAME & NUMBER

3 Removed worn steering intermediate
shaft to replace. B 1.0

OFF

ON

OFF

ON

ADDITIONAL FLAGS

FLAG

#135
MECHANIC'S NAME & NUMBER

4 Removed LR Tail lamp assembly
to replace blown bulb. C .3

OFF

ON

OFF

ON

FLAG

FLAG

MECHANIC'S NAME & NUMBER

OFF

ON

OFF

ON

FLAG

No
Gas

Jerry Lawson

SALESPERSON NO.

S E R V I C E

STATE REG# 18078

1G2ZG558764

06/PONTIAC/G6/6 CYL SEDAN

28242

126169

HENDRICK PONTIAC-BUICK-GMC

1000

01/12/06

90 MACKENAN DRIVE
CARY, NORTH CAROLINA 27511

GRANITE MET/LIGHT

CDZZ

5 1604 LARRY HAAG

09:20am 01/12/06 08:00pm

X

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 10CDZ NEW VEHICLE PREP
PERFORM NEW VEHICLE PDI

2 15CDZ3 NC STATE INSPECTION
NC STATE VEHICLE SAFETY INSPECTION
N.C.S.I.



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

Vehicle Identification Number

1C22G558769

Dealer/BAC Code

□ □ □ □ □ □

Stock #

28242

Repair Order #

126169

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.

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

Initial Preparation:

- Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 30 RF 30 LR 30 RR 30

- Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

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

Road Test:

ODOMETER: Before 2 After 6

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:

- 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)
- Brakes for noise, pulls, vibration or shudder at both high and low speeds
- Unusual wind noise

- Unusual noises/vibrations
- Squeaks and rattles
- Transfer case or TAPshift function (if equipped)
- Cruise/adaptive cruise (if equipped)
- OnStar for connectivity (if equipped)
- Transmission shifter, clutch, noise, shift smoothness
- Engine performance: Hot start, idle quality
- Check for MIL, SES, SVS, and warning lights

Under Hood:

- Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE

12.7

DATE 1-12-06 INITIAL JWL

- 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, locks, keys and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Neutral start safety switch (if equipped)
- Power mirrors (if equipped)
- Horn
- Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- Seats: Check operation and that removable seats are properly secured

- Seat belts: material, operation and latches
- Child Comfort Guide - elastic cord visible (if equipped)
- Removable 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:

- Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and 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 panels, carpets, console, instrument panel, moldings and hard trim
- Install floor mats (if equipped)
- Thorough exterior wash and dry; check for 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
- Set clock/calendar to local time
- Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Jerry Lawson

Technician (Print Name)

[Signature]
Service Manager (Signature)

Date

1-18-06

ADDITIONAL INSTRUCTIONS OR ESTIMATES	MECHANIC'S FINDINGS AND REMARKS		LABOR RECORD	
			ELAPSED TIME	TIME CLOCK
	MECHANIC'S NAME & NUMBER 824			OFF
	<i>installed 4 mud flaps</i>			ON
	<i>exposed tie, and 2 flob crabs</i>			OFF
	P.I.			ON
	MECHANIC'S NAME & NUMBER			OFF
				ON
	A			OFF
				ON
	MECHANIC'S NAME & NUMBER			OFF
				ON
	B			OFF
				ON
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER			OFF
FLAG				ON
FLAG	C			OFF
FLAG				ON
FLAG	MECHANIC'S NAME & NUMBER			OFF
FLAG				ON
FLAG				OFF
FLAG				ON

HENDRICK CHEVROLET
100 AUTO MALL DRIVE
CARY, NC 27511
(919) 380-8821

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

HENDRICK PONTIAC-BUICK-GMC
90 MACKENAN DRIVE
CARY, NC 27511
(919) 380-8267

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ24F	2 WHEEL ALIGNMENT	MI	59.95	01CDZ24F	4 WHEEL ALIGNMENT	MI	89.95
05CDZ2	SUSPENSION	MI	0.00	00CDZZ1000C	4 WHEEL ALIGNMENT	MI	89.95
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95	00CDZ001C	SERVPLUSLOF	MI	23.45

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/14/07	153381	14035	936	882	C	30CDZQUICKLUBE	LUBE,OIL & FILTER
09/25/06	142698	9381	880	882	C	30CDZTIREROTATE	TIRE ROTATION
07/06/06	137385	6485	880	813	C	30CDZQUICKLUBE	LUBE,OIL & FILTER
				882	C	30CDZQUICKLUBE	LUBE,OIL & FILTER
				909	C	30CDZTIREROTATE	TIRE ROTATION
04/12/06	131856	3801	880	715	C	30CDZQUICKLUBE	LUBE,OIL & FILTER

SALESPERSON NO. 745

S E R V I C E

STATE REG# 18078

VIN: 1G2ZG558764	YEAR/MAKE/MODEL: 06/PONTIAC/G6/4DR SDN 6-CYL	PRODUCTION DATE: 28242	STOCK #: 28242	PLATE #: 153384	R.O. #: 153384
<input type="checkbox"/> CASH	CUSTOMER NO: 28801	SERVICE CONTRACT: HENDRICK AUTOGUO	DELIVERY DATE: 02/08/06	DELIVERY MILES: 6	SELLING DEALER #: 03/14/07
<input type="checkbox"/> CHECK	RALEIGH, NC	COLOR: GRANITE MET/LIGHT	CONTRACT #:	EXPIRATION DATE: 02/08/10	EXPIRATION MILES: 60,000
<input type="checkbox"/> M C		TURBO: CDZZ	AIR COND.:	P.S.:	TRANS:
<input type="checkbox"/> VISA	03:51pm 03/14/07 08:00pm	MILEAGE: 14,035	ADVISOR #: 880	ADVISOR: SCOTT CLARK	

I hereby authorize the repair work hereinafter 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 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 repair thereto. In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ATTORNEY'S FEES AND/OR COSTS MAY BE ADDED IF COLLECTION PAST DUE ACCOUNT BECOMES NECESSARY.

"WAIT"

ORIGINAL CUSTOMER ESTIMATE: TOTAL

W 02CDZ TRIM
CUSTOMER STATES SUNROOF IS RATTLING
DEPT. OF INTERIORS, INC.

2) Rental - [Signature]

Inv - D588097
Amount \$42.00

MILEAGE IN (EXCLUDING 10THS)		MILEAGE OUT (EXCLUDING 10THS)	
<input type="checkbox"/> WRO		<input type="checkbox"/> RECALL	
<input type="checkbox"/> FREIGHT		<input type="checkbox"/> SCC	
IN SERVICE DATE		DATE NOTIFIED OF COMPLETION	
MONTH	DAY	YEAR	MONTH DAY YEAR
ORIGINAL ESTIMATE \$		DATE	
ADDITIONAL AUTHORIZED AMOUNT \$		ADD'L REPAIRS AUTHORIZED BY	
DISCLAIMER OF WARRANTIES			
The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.			
CUSTOMER: PLEASE READ AND INITIAL			
a. Replaced parts are to be saved for inspection or return		<input type="checkbox"/> YES INITIAL	
		<input type="checkbox"/> NO INITIAL	
b. I waive my right to receive a written estimate.		<input type="checkbox"/> YES INITIAL	
		<input type="checkbox"/> NO INITIAL	
c. A storage fee of \$10.00 per day will be assessed 3 days after the customer has been notified that the repair work has been completed.			
d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not.			
e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable repairs.			
I hereby authorize the repair work hereinafter 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 employee 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 repair thereto. In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.			

Rick Hendrick's CARY AUTO MALL

190374

190374

HENDRICK CHEVROLET
100 AUTO MALL DRIVE
CARY, NC 27511
(919) 380-8821

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

HENDRICK PONTIAC-BUICK-GMC
90 MACKENAN DRIVE
CARY, NC 27511
(919) 380-8267

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ224E	2 WHEEL ALIGNMENT	MI	59.95	01CDZ24F	4 WHEEL ALIGNMENT	MI	89.95
04C0972	MAJOR TUNE UP	MI	0.00	05CDZ2	SUSPENSION	MI	0.00
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24A	REPLACE FUEL FILTER	MI	75.88	01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95
06CDZ0001C	SERVPLUSLOP	MI	34.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/14/08	184128	30521	1022	245	I	12CDZ32	FULL DETAIL, CAR, TRK
				1007	I	15CDZ2	142 HAG CERTIFIED
				245	I	00CDZ	NC EMISSIONS INSPECT
				245	I	01CDZTIRES	QUICK SERVICE
				245	W	06CDZ	MOUNT & BAL 4 TIRES
							ENGINE REPAIR

SALESPERSON NO. 109 JACK LEE GRALEY SERVICE STATE REG# 18078

<input type="checkbox"/> CASH	[REDACTED]	CUSTOMER NO. 38737	SERVICE CONTRACT HENDAC INC	REPAIR DATE 07/03/08	DELIVERY MILES 30,656	SELLING DEALER #	REG. DATE 05/22/08
<input type="checkbox"/> CHECK	HOLLY SPRINGS, NC	LOCATION GRAY/	CONTRACT # 080379250	EXPIRATION DATE 08/03/07	EXTRACTION MILES 100,000	REG. # 3505	
<input type="checkbox"/> M/C		TURBO []	MIANE CDZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 36,500
<input type="checkbox"/> VISA		ADVISOR # 1001	ADVISOR BILLY MILONE				
APPOINTMENT	TIME RECEIVED 08/22/08	DATE/TIME PROMISED 08:00pm	PRIORITY	I hereby authorize the repair work hereinafter 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 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. In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.			
<input type="checkbox"/> YES	AUTHORIZATION	LABOR RATE		A/T ORNEY'S FEES AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION PAST DUE ACCOUNT BECOMES NECESSARY.			
<input type="checkbox"/> NO							

JOB	ORIGINAL	CUSTOMER ESTIMATE	TOTAL	MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)
1	W 18CDZ01	BATTERY			
CUSTOMER STATES THAT VEHICLE NEEDS TO BE JUMPED TO START BATTERY LIGHT HAS BEEN COMING ON, AND VEHICLE IS HARD TO START					
<input type="checkbox"/> WRO <input type="checkbox"/> RECALL <input type="checkbox"/> FREIGHT <input type="checkbox"/> SCC					
IN SERVICE DATE			DATE NOTIFIED OF COMPLETION		
MONTH	DAY	YEAR	MONTH	DAY	YEAR
ORIGINAL ESTIMATE \$	DATE		TIME		
ADDITIONAL AUTHORIZED AMOUNT \$	ADD'L REPAIRS AUTHORIZED BY				
DISCLAIMER OF WARRANTIES					
The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.					
CUSTOMER: PLEASE READ AND INITIAL					
a. Replaced parts are to be saved for inspection or return <input type="checkbox"/> YES INITIAL <input type="checkbox"/> NO INITIAL					
b. I waive my right to receive a written estimate. <input type="checkbox"/> YES INITIAL <input type="checkbox"/> NO INITIAL					
c. A storage fee of \$10.00 per day will be assessed 3 days after the customer has been notified that the repair work has been completed.					
d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not.					
e. I understand I am responsible for any diagnostic or repair charges for any non warrantable repairs.					
I hereby authorize the repair work hereinafter 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 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.					
ATTENTION: LOSS AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION PAST DUE ACCOUNT BECOMES NECESSARY.					

ADDITIONAL INSTRUCTIONS OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

ELAPSED TIME TIME CLOCK

MECHANIC'S NAME & NUMBER

P.L.

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

Vertical Compact Tested beta Unit # 612153 Test
Battery Tested Bad Test Code # 5755 RR-RL SEP 22 PM 3:50
CUT Testal Code 5E 1RR-RL Demand & Repair
The beta now OK

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

No Drain Fuel SUSTA OK

B

OFF
ON
OFF
ON

ADDITIONAL FLAGS

MECHANIC'S NAME & NUMBER

Test Drain up/down Fuel SUSTA OK

C

OFF
ON
OFF
ON

FLAG

FLAG

MECHANIC'S NAME & NUMBER

WARRANTY PART ORDER RETURN

DATE: 9/22/08

SIGNATURE: [Redacted]

PART #S: K6/Fab (Battery out Back)

OFF
ON
OFF
ON

HENDRICK CHEVROLET
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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ24E	2 WHEEL ALIGNMENT	MI	59.95	01CDZ24F	4 WHEEL ALIGNMENT	MI	89.95
04CDZ2	MAJOR TUNE UP	MI	0.00	- 05CDZ2	SUSPENSION	MI	0.00
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24A	REPLACE FUEL FILTER	MI	75.88	01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95
00CDZ0001C	SERVPLUSLOF	MI	34.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/14/08	184128	30521	255	1919	I	12CDZ32	FULL DETAIL, CAR/TRK
		30521	1022	245	I	11CDZ	142 HAG CERTIFIED
				1007	I	15CDZ2	NC EMISSIONS INSPEC
				245	I	00CDZ	QUICK SERVICE
				245	I	01CDZTIRES	MOUNT & BAL 4 TIRES
				245	W	06CDZ	ENGINE REPAIR

SATSPERSON NO. 109 JACK LEE GRALEY

S E R V I C E

STATE REG# 18078

<input type="checkbox"/> CASH	VIN: 2ZG558764	YEAR/MAKE/MODEL 06/PONTIAC/G6 SEDAN SF-1/G6 SEDAN S	PRODUCTION DATE 07/03/08	STOCK # 4220336	PLATE # 90374
<input type="checkbox"/> CHECK	HOLLY SPRINGS, NC	CUSTOMER NO. 36737	SERVICE CONTRACT # HENDAC INC	DELIVERY DATE 07/03/08	DELIVERY MILES 30,636
<input type="checkbox"/> M C		COLOR GRAY	CONTRACT # HA0379250	EXPIRATION DATE 08/03/11	EXPIRATION MILES 100,000
<input type="checkbox"/> VISA		TURBO CDZZ	AIR COND. Y	P.S. Y	TRANS A
		MILEAGE 36,500	ADVISOR # 1001	ADVISOR BILLY MILONE	
<p>I hereby authorize the repair work hereinafter 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 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. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.</p> <p>ATTORNEY'S FEES AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION PAST DUE ACCOUNT BECOMES NECESSARY.</p>					
APPOINTMENT	AUTHORIZATION		LABOR RATE		
<input type="checkbox"/> YES	CEIL				
<input type="checkbox"/> NO					

<p>JOB W/ 100DZ ELECTRICAL</p> <p>CUSTOMER STATES BOTH OF THE KEYFOBS ARE INOP INTERMITTENT</p> <p style="font-size: 1.2em; color: blue;">Customer is going to drop other fobs off tomorrow.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="3">MILEAGE IN (EXCLUDING 10THS)</th> <th colspan="3">MILEAGE OUT (EXCLUDING 10THS)</th> </tr> <tr> <td></td><td></td><td></td> <td></td><td></td><td></td> </tr> <tr> <td colspan="6"> <input type="checkbox"/> WRO <input type="checkbox"/> RECALL <input type="checkbox"/> FREIGHT <input type="checkbox"/> SCC </td> </tr> <tr> <th colspan="3">IN SERVICE DATE</th> <th colspan="3">DATE NOTIFIED OF COMPLETION</th> </tr> <tr> <td>MONTH</td><td>DAY</td><td>YEAR</td> <td>MONTH</td><td>DAY</td><td>YEAR</td> </tr> <tr> <td></td><td></td><td></td> <td></td><td></td><td></td> </tr> <tr> <td>ORIGINAL ESTIMATE \$</td> <td colspan="2">DATE</td> <td colspan="3">TIME</td> </tr> <tr> <td></td> <td colspan="2"></td> <td colspan="3"></td> </tr> <tr> <td>ADDITIONAL AUTHORIZED AMOUNT \$</td> <td colspan="5">ADD'L REPAIRS AUTHORIZED BY</td> </tr> <tr> <td></td> <td colspan="5"></td> </tr> <tr> <td colspan="6" style="text-align: center;">DISCLAIMER OF WARRANTIES</td> </tr> <tr> <td colspan="6"> <p>The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.</p> </td> </tr> <tr> <td colspan="6"> <p>CUSTOMER: PLEASE READ AND INITIAL</p> <p>a. Replaced parts are to be saved for inspection or return <input type="checkbox"/> YES INITIAL</p> <p style="padding-left: 150px;"><input type="checkbox"/> NO INITIAL</p> <p>b. I waive my right to receive a written estimate. <input type="checkbox"/> YES INITIAL</p> <p style="padding-left: 150px;"><input type="checkbox"/> NO INITIAL</p> <p>c. A storage fee of \$10.00 per day will be assessed 3 days after the customer has been notified that the repair work has been completed.</p> <p>d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not.</p> <p>e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable repairs.</p> <p>I hereby authorize the repair work hereinafter 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 herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. 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ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

ELAPSED TIME TIME CLOCK

MECHANIC'S NAME & NUMBER

P
E
R

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER 1034

Ver Fwd Craps Test'd Key Foss
Fwd Test the Key Foss Did NOT
Work Test also BATTING SWILL IN OP.
Reform Program Key Foss by SIM and ok

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

B

OFF
ON
OFF
ON

ADDITIONAL FLAGS

MECHANIC'S NAME & NUMBER

C

OFF
ON
OFF
ON

FLAG

FLAG

FLAG

FLAG

MECHANIC'S NAME & NUMBER

OFF
ON
OFF
ON

FLAG

Rick Hendrick's CARY AUTO MALL

190693

HENDRICK CHEVROLET
100 AUTO MALL DRIVE
CARY, NC 27511
(919) 380-8821

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

HENDRICK PONTIAC-BUICK-GMC
90 MACKENAN DRIVE
CARY, NC 27511
(919) 380-8267

190693

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ22	2 WHEEL ALIGNMENT	MI	59.95	01CDZ24F	4 WHEEL ALIGNMENT	MI	39.95
04CDZ2	MAJOR TUNE UP	MI	0.00	05CDZ2	SUSPENSION	MI	0.00
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24A	REPLACE FUEL FILTER	MI	75.88	01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95
00CDZ0001C	SERVPLUSLOF	MI	34.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/22/08	180374	36500	1001	1034	W	18CDZ01	BATTERY
				1034	W	01CDZ107	WARR RENTAL CAR
				1034	W	19CDZ	STEERING/SUSPENSION
				1034	W	18CDZ	ELECTRICAL
06/14/08	184129	30521	255	1919	I	12CDZ32	FULL DETAIL, CAR/TRK
06/14/08	184128	30521	1022	245	I	11CDZ	142 HAG CERTIFIED

WARRANTY NO. 109 JACK LEE GRALEY **S E R V I C E** STATE REG# 18078

VIN: 2G558764		YEAR/MAKE/MODEL: 2008 PONTIAC/G6 SEDAN SE-1/G6 SEDAN S		PRODUCTION DATE: 07/03/08	STOCK #: 4220336	PLATE #: 80693
<input type="checkbox"/> CASH	CUSTOMER NO: 36737		SERVICE CONTRACT: HENDAG INC	DELIVERY DATE: 07/03/08	DELIVERY MILES: 30,636	SELLING DEALER #: 0976708
<input type="checkbox"/> CHECK	ADDRESS: HOLLY SPRINGS, NC		COLOR: GRAY/	CONTRACT #: HA0379250	EXPIRATION DATE: 08/03/11	EXPIRATION MILES: 100,000
<input type="checkbox"/> M C	TURBO: CDZZ		AIR COND: Y	P.S.: Y	TRANS: A	MILEAGE: 36,811
<input type="checkbox"/> VISA	ADVISOR: BILLY MILONE		I hereby authorize the repair work hereinafter 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 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. In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. ATTORNEY'S FEES AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION PART DUE ACCOUNT BECOMES NECESSARY.			
APPOINTMENT: <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED: 05/22/08	DATE/TIME PROMISED: 08:00pm	PRIORITY:	LABOR RATE:		

<p>1 W* 19CDZ STEERING/SUSPENSION CUSTOMER STATES THAT STEERING IS STIFF AND HARD TO TURN AT TIMES <i>CO975 axle</i></p> <p>2 W* 01CDZ107 WARR RENTAL CAR PROVIDE RENTAL FOR WARRANTY REPAIRS</p>	<p>MILEAGE IN (EXCLUDING 10THS)</p> <table border="1" style="width: 100%; height: 20px;"> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table> <p>MILEAGE OUT (EXCLUDING 10THS)</p> <table border="1" style="width: 100%; height: 20px;"> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>																				
<p><input type="checkbox"/> WRO <input type="checkbox"/> RECALL <input type="checkbox"/> FREIGHT <input type="checkbox"/> SCC</p> <p>IN SERVICE DATE: MONTH DAY YEAR DATE NOTIFIED OF COMPLETION: MONTH DAY YEAR</p> <p>ORIGINAL ESTIMATE \$ DATE TIME</p> <p>ADDITIONAL AUTHORIZED AMOUNT \$ ADD'L REPAIRS AUTHORIZED BY</p> <p>DISCLAIMER OF WARRANTIES The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.</p> <p>CUSTOMER: PLEASE READ AND INITIAL</p> <p>a. Replaced parts are to be saved for inspection or return <input type="checkbox"/> YES <input type="checkbox"/> NO INITIAL</p> <p>b. I waive my right to receive a written estimate. <input type="checkbox"/> YES <input type="checkbox"/> NO INITIAL</p> <p>c. A storage fee of \$10.00 per day will be assessed 3 days after the customer has been notified that the repair work has been completed.</p> <p>d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not.</p> <p>e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable repairs.</p> <p>I hereby authorize the repair work hereinafter 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 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. ATTORNEY'S FEES AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION PART DUE ACCOUNT BECOMES NECESSARY.</p>	<p>190693</p>																				

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

ELAPSED
TIME
CLASS

MECHANIC'S NAME & NUMBER 894

* Steering stiff/hard to turn at times
 * Code C0425 found: Electric Steering motor
 Circuit
 * Followed diag. in doc # 156680 (Puffin)
 * Replaced power steering assist motor

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

* Set up per doc # 1410260

A

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

B

OFF
ON
OFF
ON

ADDITIONAL FLAGS

FLAG

MECHANIC'S NAME & NUMBER

C

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

OFF
ON
OFF
ON

WARRANTY PART ORDER RETURN

DATE: 9/27/08

SIGNATURE: PB

PART #S: Motor

FLAG

01CDZ24E	Z WHEEL ALIGNMENT	MI	59.95	01CDZ24F	4 WHEEL ALIGNMENT	MI	89.95
04CDZ2	MAJOR TUNE UP	MI	0.00	05CDZ2	SUSPENSION	MI	0.00
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24A	REPLACE FUEL FILTER	MI	75.88	01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95
00CDZ0001C	SERVPLUSLOF	MI	34.95				

03/14/07	153384	14035	880	255	W	02CDZ	TRIM
03/14/07	153381	14035	936	255	W	13CDZ10	RENTAL CAR PROVIDED
09/25/06	14269B	9381	880	882	C	30CDZQUICKLUBE	LUBE,OIL & FILTER
07/06/06	137385	6485	880	882	C	30CDZTIREROTATE	TIRE ROTATION
					C	30CDZQUICKLUBE	LUBE,OIL & FILTER
					C	30CDZQUICKLUBE	LUBE,OIL & FILTER

SALESPERSON NO. 745

S E R V I C E

STATE REG# 18078

1G2ZG558764 [REDACTED] 06/PONTIAC/G6/4 DOOR SEDAN P4220336 184128

HENDRICK PONTIAC BUICK GMC 999121 HENDRICK AUTOGL02/08/06 30,478 06/14/08
90 MACKENAN DR GRANITE MET/LIGHT 02/08/10 60,000 2980
CARY, NC 27511

CDZZ Y Y A 30,521 1022 DON CORN

09:44am 06/14/08 08:00pm

X ORIGINAL CUSTOMER ESTIMATE: TOTAL
X 245 2.0

1 | 11CDZ 142 HAG CERTIFIED
PERFORM HAG PRE-OWNED VEHICLE INSPECTION
MAKE ALL INSPECTIONS/ DOCUMENTATIONS IN BOOKLET

2 | 15CDZ2 #1007 NC EMISSIONS INSPECT (S)
NC STATE EMISSION INSPECTION

③ Air Filter

④ Tires


cont. during contact 245/1.2
- Continental
P. 225 50 R 17 93V

5 Front Crank Seal / leak oil - RRP 6/18/08

6. Left Headlight fills with water - RRP 6/18/08

WARRANTY PART ORDER RETURN

DATE: 6-18-08

SIGNATURE: 

PART #S: 213 19

HENDRICK CHEVROLET
100 AUTO MALL DRIVE
CARY, NC 27511
(919) 380-8821

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

**HENDRICK
PONTIAC-BUICK-GMC**
90 MACKENAN DRIVE
CARY, NC 27511
(919) 319-8267

V Perme

192994

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ24E	2 WHEEL ALIGNMENT	MI	59.95	01CDZ24F	4 WHEEL ALIGNMENT	MI	89.95
04CDZ17	MAJOR TUNE UP	MI	0.00	-05CDZ2	SUSPENSION	MI	0.00
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24A	REPLACE FUEL FILTER	MI	75.88	01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95
00CDZ0001C	SERVPLUSLOP	MI	34.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/24/08	192161	35372	1001	894	W	19CDZ	STEERING/SUSPENSION
09/25/08	190693	36811	1001	894	W	01CDZ107	WARR RENTAL CAR
09/22/08	190374	36500	1001	894	W	04CDZ	TUNEUP/DRIVEABILITY
				894	W	19CDZ	STEERING/SUSPENSION
				894	W	01CDZ107	WARR RENTAL CAR
				1034	W	18CDZ01	BATTERY

SALES PERSON NO. 109 JACK LEE GRALEY SERVICE STATE REG# 18078

VIN: 1G2ZG558764	YEAR/MAKE/MODEL: 06/PONTIAC/G6 SEDAN SE-1/G6 SEDAN 5	PRODUCTION DATE: 07/03/08	STOCK #: 4220336	PLATE #: 92994
<input type="checkbox"/> CASH	CUSTOMER NO: 36737	SERVICE CONTRACT: HENDAC INC	DELIVERY DATE: 07/03/08	DELIVERY MILES: 30,636
<input type="checkbox"/> CHECK	ADDRESS: HOLLY SPRINGS, NC	CONTRACT #: HAOR379250	EXPIRATION DATE: 08/03/11	EXPIRATION MILES: 100,000
<input type="checkbox"/> M C	COLOR: GRAY	TURBO: CDZZ	AIR COND: Y	P.S.: Y
<input type="checkbox"/> VISA	APPOINTMENT: NO	TRANS: A	MILEAGE: 39,085	ADVISOR #: 1001
	TIME RECEIVED: 08:00pm	ADVISOR: BILLY MILONE		

I hereby authorize the repair work hereinafter 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 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. In the event that you, the customer authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ATTORNEY'S FEES AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION PAST DUE ACCOUNT BECOMES NECESSARY.

ORIGINAL CUSTOMER ESTIMATE TOTAL: **HAOR379250 \$50**

1. **W * 19CDZ STEERING/SUSPENSION**
CUSTOMER STATES THAT STEERING WAS LOST AGAIN AND STEERING MESSAGE CAME ON MESSAGE CENTER

2. **W * 01CDZ107 WARR RENTAL CAR**
PROVIDE RENTAL FOR WARRANTY REPAIRS **36.00**

INTERNAL RENTAL & DEDUCTIBLE

TECH COPY

MILEAGE IN (EXCLUDING 10THS)			MILEAGE OUT (EXCLUDING 10THS)		
<input type="checkbox"/> WRO	<input type="checkbox"/> RECALL	<input type="checkbox"/> FREIGHT	<input type="checkbox"/> SCC		
IN SERVICE DATE			DATE NOTIFIED OF COMPLETION		
MONTH	DAY	YEAR	MONTH	DAY	YEAR
ORIGINAL ESTIMATE \$	DATE	TIME			
ADDITIONAL AUTHORIZED AMOUNT \$	ADD'L REPAIRS AUTHORIZED BY				
DISCLAIMER OF WARRANTIES					
The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.					
CUSTOMER: PLEASE READ AND INITIAL:					
a. Replaced parts are to be saved for inspection or return			<input type="checkbox"/> YES	INITIAL	
b. I waive my right to receive a written estimate.			<input type="checkbox"/> NO	INITIAL	
			<input type="checkbox"/> YES	INITIAL	
			<input type="checkbox"/> NO	INITIAL	
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#1753 P.018 /022

PONTIAC SERVICE

MAY.04.2009 13:36 9194814762

ADDITIONAL INSTRUCTIONS OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

MECHANIC'S NAME & NUMBER **894**

* Loss of steering / DTC steering message
* Bulletin # 2041891 found for concern
(wiring internal to steering column)
* Replaced steering column

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

A

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

B

OFF
ON
OFF
ON

ADDITIONAL FLAGS

FLAG

MECHANIC'S NAME & NUMBER

C

OFF
ON
OFF
ON

WARRANTY PART ORDER RETURN
DATE: 11/5/08
SIGNATURE: PB
PART. #S: Column

FLAG

MECHANIC'S NAME & NUMBER

OFF
ON
OFF
ON

WC

Rick Hendrick's CARY AUTO MALL

192161

HENDRICK CHEVROLET
100 AUTO MALL DRIVE
CARY, NC 27511
(919) 380-8821

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

HENDRICK PONTIAC-BUICK-GMC
90 MACKENAN DRIVE
CARY, NC 27511
(919) 380-8821

Verbal

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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04CDZ22	MAJOR TUNE UP	MI	0.00	05CDZ22	SUSPENSION	MI	0.00
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24A	REPLACE FUEL FILTER	MI	75.88	01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95
00CBZ0001C	SERVPLUS1.0F	MI	34.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/27/08	190374	36500	1001	894	W	19CDZ	STEERING/SUSPENSION
				1034	W	01CDZ107	WARR RENTAL CAR
				1034	W	18CDZ01	BATTERY
				1034	W	01CDZ107	WARR RENTAL CAR
				1034	W	19CDZ	STEERING/SUSPENSION
				1034	W	18CDZ	ELECTRICAL

SALES PERSON NO. 1109 JACK LEE GRALEY STATE REG# 18078

VIN: **2ZG558764** YEAR/MAKE/MODEL: **06/7/PONTIAC/G6 SEDAN SE-1/G6 SEDAN S** PRODUCTION DATE: **04/22/03** STOCK # **336** PLATE # **92161**

CASH CHECK M C VISA

CUSTOMER NO: **36737** SERVICE CONTRACT: **HENDAG INC** DELIVERY DATE: **07/03/08** DELIVERY MILES: **30,636** SELLING DEALER # **102108**

COLOR: **GRAY** CONTRACT # **79250** EXPIRATION DATE: **08/03/11** EXPIRATION MILES: **100,000** TRUCK # **3923**

TURBO: M/MIS: AIR COND: P.S.: TRANS: **A** MILES OF: **38,372** ADVISOR: **1001** ADVISOR: **BILLY MILONE**

APPOINTMENT: YES NO

DATE/TIME PROMISED: **08:00pm** PRIORITY:

LABOR RATE: _____

I hereby authorize the repair work hereinafter 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 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. In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for the inspection, repair or service. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ATTORNEY'S FEE AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION PAST DUE ACCOUNT BECOMES NECESSARY.

ORIGINAL CUSTOMER ESTIMATE: _____ TOTAL: _____

1 W * 19CDZ **STEERING/SUSPENSION**
CUSTOMER STATES THAT STEERING FEELS STIFF AT TIMES.

Buff start @ times. Engine doesn't want to turn over. Engine light comes on.

2 W * 01CDZ107 **WARR RENTAL CAR**
PROVIDE RENTAL FOR WARRANTY REPAIRS

J 6354

MILEAGE IN (EXCLUDING 10THS): _____ MILEAGE OUT (EXCLUDING 10THS): _____

WRO RECALL FREIGHT STC

IN SERVICE DATE: _____ DATE NOTIFIED OF COMPLETION: _____

MONTH: _____ YEAR: _____

ORIGINAL ESTIMATE \$ _____

ADDITIONAL AUTHORIZED AMOUNT \$ _____

ACTUAL REPAIRS AUTHORIZED BY: _____

DISCLAIMER OF WARRANTIES
The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of its products.

CUSTOMER: PLEASE READ AND INITIAL

a. Replaced parts are to be saved for inspection or return YES NO

b. I waive my right to receive a written estimate. YES NO

c. A storage fee of \$10.00 per day will be assessed 3 days after the customer has been notified that the repair work has been completed.

d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not.

e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable repairs.

I hereby authorize the repair work hereinafter 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 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. In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for the inspection, repair or service. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ATTORNEY'S FEE AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION OF PAST DUE ACCOUNT BECOMES NECESSARY.

PAGE 1 OF 1 TECH COPY PONTIAC SERVICE

MAY.04.2009 13:36 9194814762

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

ELAPSED
TIME

TIME
CLOCK

MECHANIC'S NAME & NUMBER 894

- * Steering feels stiff at times
- * No codes in system for steering
- * Not driven: concern not duplicated
/ multiple drives
- * Document attached for electric steering
#2096337

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER

- * Driving and computer good condition
- * Concern not duplicated at this time

OFF
ON
OFF
ON

MECHANIC'S NAME & NUMBER 894

- * Hard rough start
- * No codes
- * Not duplicated during testing
- * Updated w/ latest programming w/ MDZ
for starting concern

OFF
ON
OFF
ON

ADDITIONAL FLAGS

FLAG

MECHANIC'S NAME & NUMBER

OFF
ON
OFF
ON

FLAG

FLAG

MECHANIC'S NAME & NUMBER

OFF
ON
OFF
ON

FLAG

HENDRICK CHEVROLET
100 AUTO MALL DRIVE
CARY, NC 27511
(919) 380-8821

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

HENDRICK PONTIAC-BUICK-GMC
90 MACKENAN DRIVE
CARY, NC 27511
(919) 380-8821

968

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ24E	2 WHEEL ALIGNMENT	MI	59.95	01CDZ24F	4 WHEEL ALIGNMENT	MI	89.95
04CDZZ	MAJOR TUNE UP	MI	0.00	05CDZZ	SUSPENSION	MI	0.00
01CDZ102	AIR FILTER	MI	11.60	01CDZ106	27 POINT INSPECTION	MI	0.00
01CDZ24A	REPLACE FUEL FILTER	MI	75.88	01CDZ24D	ROTATE/BALANCE TIRES	MI	49.95
00CDZ0001C	SERVPLUS/OF	MI	34.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/14/07	153384	14035	880	255	W	02CDZ	TRIM
03/14/07	153381	14035	936	255	W	13CDZ10	RENTAL CAR PROVIDED
09/25/06	142698	9381	880	882	C	30CDZQUICKLUBE	LUBE,OIL & FILTER
07/06/06	137385	6485	880	882	C	30CDZTIREROTATE	TIRE ROTATION
					C	30CDZQUICKLUBE	LUBE,OIL & FILTER
					C	30CDZQUICKLUBE	LUBE,OIL & FILTER

SALESPERSON NO. 745

S E R V I C E

STATE REG# 18078

VIN# 1G2ZG558764	YEAR/MAKE/MODEL 06/PONTIAC/G6/4DR SDN 6-CYL	PRODUCTION DATE	STOCK #	PLATE #	R.O. # 183928
<input type="checkbox"/> CASH	CUSTOMER NO. 28801	SERVICE CONTRACT# HENDRICK AUTOG	DELIVERY DATE 02/08/06	DELIVERY MILES 6	SELLING DEALER # 06/11/08
<input type="checkbox"/> CHECK	COLOR GRANITE MET/LIGHT	CONTRACT #	EXPIRATION DATE 02/08/10	EXPIRATION MILES 60,000	TAG # 2980
<input type="checkbox"/> M.C.	TURBO	M/MC CDZZ	AIR COND.	P.S.	TRANS
<input type="checkbox"/> VISA	MILEAGE 30,478	ADVISOR # 1001	ADVISOR BILLY MILONE	I hereby authorize the repair work hereinafter 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 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. In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 03:44pm	DATE/TIME PROMISED 06/11/08 08:00pm	PRIORITY	ATTORNEY'S FEES AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION OF PAST DUE ACCOUNT BECOMES NECESSARY	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 W 19CDZ **STEERING/SUSPENSION**
CUSTOMER STATES THERE IS A MOANING GROANING NOISE FROM STEERING COLUMN ON TURNS

g) w repair

lines 2, 3, 4, 5 added by customer

3) w RATTLE for noise

4) w loose steering

Lube P++ 26098237

5) w clunk in steering

"WAIT"

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)
<input type="checkbox"/> WRO	<input type="checkbox"/> RECALL
<input type="checkbox"/> FREIGHT	<input type="checkbox"/> SCC
IN SERVICE DATE	DATE NOTIFIED OF COMPLETION
MONTH DAY YEAR	MONTH DAY YEAR
ESTIMATE \$	TIME
ADDITIONAL AUTHORIZED AMOUNT \$	DATE/TIME
DISCLAIMER OF WARRANTIES	
The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	
CUSTOMER: PLEASE READ AND INITIAL	
a. Replaced parts are to be saved for inspection or return	<input type="checkbox"/> YES INITIAL <input type="checkbox"/> NO INITIAL
b. I waive my right to receive a written estimate.	<input type="checkbox"/> YES INITIAL <input type="checkbox"/> NO INITIAL
c. A storage fee of \$10.00 per day will be assessed 3 days after the customer has been notified that the repair work has been completed.	
d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not.	
e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable repairs.	
I hereby authorize the repair work hereinafter 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 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.	
ATTORNEY'S FEES AND/OR COLLECTION COST MAY BE ADDED IF COLLECTION OF PAST DUE ACCOUNT BECOMES NECESSARY	

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

Steering Rack
L Outer Tie Rod
Lube Kit

MECHANIC'S FINDINGS AND REMARKS

#968

LABOR REQUIRED

ELAPSED
TIME

TIME
CLOCK

MECHANIC'S NAME & NUMBER

① C/S moan noise from steering
when turning - Found noise from
Steering Rack

OFF

ON

OFF

ON

② Rented

MECHANIC'S NAME & NUMBER

③ Sublet

OFF

ON

④ C/S Steering feels loose - Found
L/outer tie rod worn - R/R L/outer
tie rod

OFF 0.861
ON .4

MECHANIC'S NAME & NUMBER

⑤ C/S Clunk in steering - Found
clunk from steering shaft - lubricate
intermediate steering shaft.

OFF

ON

OFF

ON

ADDITIONAL FLAGS

FLAG

MECHANIC'S NAME & NUMBER

C

E2000

OFF 7

ON

OFF

ON

FLAG

MECHANIC'S NAME & NUMBER

824
reset front toe

OFF

ON

OFF

ON

WARRANTY PART ORDER

DATE: 6/12/88

FLAG

SIGNATURE: [Signature]

PART # FLAG Rod, Gear

71-720509674 prev. NISM

Coversheet

Start Date: 08/20/09

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

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

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

Acknowledgement Date - DVM	Acknowledgement Date - Svc Mgr	Acknowledgement 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: [REDACTED] v. General Motors Corporation
GM Case number: 677395
Service Request: 71-750988939
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558764 [REDACTED]
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 [REDACTED] and [REDACTED] to settle the above-referenced case.

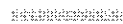
Please prepare the Release and Stipulation of Dismissal with Prejudice. A copy of the signed settlement agreement is attached.

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@kahnandassociates.com>
09/02/2009 03:48 PM

To <patricia_spacek@gmexpert.com>
cc "Jon Waldorf" <JWaldorf@theroselawfirm.com>
bcc
Subject RE: [REDACTED] v. GM

Patricia,

Thank you very much for getting back to me so promptly. [REDACTED] 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: [REDACTED] v. GM

Patricia,

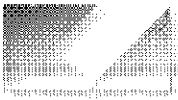
Thank you for presenting GM's offer of \$3,200 inclusive. After further discussion with [REDACTED] I have been authorized to issue a counter-demand of \$5,200 inclusive.

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](#)



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August 24, 2009

Attn: Dianna Barber

Re: Service Request: 71-720509674, GM Case # 677395, [REDACTED] v. GM

Pages including coversheet: 6

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

Thank you,



Victoria M. Eck | Kahn & Associates | Assessment Paralegal
Corporate Headquarters | 55 Public Square | Suite 650 | Cleveland, Ohio 44113
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MACKENAN AUTOMOTIVE COMPANY
DBA HENDRICK PONTIAC BUICK GMC
 90 MACKENAN DRIVE
 CARY, NC 27511
 (919)380-8267

PURCHASER'S NAME: **JACK LEE GRALTY**
 CO: [REDACTED]
 STREET ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

RESIDENCE PHONE: **HOLLY SPRINGS MAKE NC**
 E-MAIL: [REDACTED]

THIS BUYERS ORDER IS FOR THE FOLLOWING
 NEW USED CAR TRUCK

YEAR: **2006** MAKE: **PONTIAC** SERIES: **G6 SEDA** TYPE: **G6 SEDAN SE**

MILEAGE: **30636** COLOR: **GRAY** TRIM: **BASE** MODEL NUMBER: [REDACTED]

STOCK NO.: **P4220336** VIN #: **1G2ZG558764** [REDACTED] VEH. WEIGHT: [REDACTED]

PRICE OF VEHICLE: **\$ 17000.00**

DEALER ACCESSORIES: [REDACTED]

BALANCE OWED \$ **17903.33** (Good Until [REDACTED])

BALANCE OWED TO [REDACTED] VERIFIED BY: [REDACTED]

ADD'L TRADE 2 YR MAKE MODEL

SUB-TOTAL **17000.00**

EXTENDED SERVICE AGREEMENT **1600.00**

TOTAL DELIVERED PRICE **18600.00**

TRADE-IN ALLOWANCE(S) **16000.00**

CASH PRICE OR TRADE DIFFERENCE **2600.00**

PLUS: HIGHWAY USE TAX **30.00**

PLUS: TAG, TITLE, AND REGISTRATION FEE **64.30**

PLUS: DEALER ADMINISTRATIVE FEE **399.00**

PLUS: PAYOFF ON TRADE VEHICLE(S) **17903.33**

TOTAL BALANCE **21055.63**

LESS INITIAL PAYMENT/CASH DOWN **1600.00**

LESS REBATE/FACTORY INCENTIVE **NONE**

BALANCE DUE **\$ 19455.63**

TRADE-IN RECORD

YEAR: **2006** MAKE: **MITSUBISHI** MODEL: **ECLIPSE** TYPE: **2 DOOR H** COLOR: **SILVER**

VIN # **4A3AK34T16E** [REDACTED] MILEAGE: **39016**

TAG # [REDACTED] STATE [REDACTED] STICKER # EXP. DATE [REDACTED] INSPECTION EXP. DATE [REDACTED]

BALANCE OWED \$ **17903.33** (Good Until [REDACTED])

BALANCE OWED TO [REDACTED] VERIFIED BY: [REDACTED]

ADD'L TRADE 2 YR MAKE MODEL

SUB-TOTAL **17000.00**

EXTENDED SERVICE AGREEMENT **1600.00**

TOTAL DELIVERED PRICE **18600.00**

TRADE-IN ALLOWANCE(S) **16000.00**

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PLUS: DEALER ADMINISTRATIVE FEE **399.00**

PLUS: PAYOFF ON TRADE VEHICLE(S) **17903.33**

TOTAL BALANCE **21055.63**

LESS INITIAL PAYMENT/CASH DOWN **1600.00**

LESS REBATE/FACTORY INCENTIVE **NONE**

BALANCE DUE **\$ 19455.63**

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 CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO 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, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR 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.

DEALER ADMINISTRATIVE FEE

The Dealer Administrative Fee represents Dealer costs such as administrative services, notary services, courier expense and cleaning, inspecting and adjusting new and used vehicle inventories as well as additional Dealer profit.

NEGATIVE EQUITY

Buyer is aware the balance owed on Buyer's trade-in exceeds the trade-in allowance offered by Dealer. Accordingly, Buyer understands that **1600.00** [REDACTED] and this amount is included when computing the "balance due."

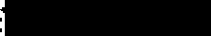
I certify that I took delivery of this vehicle on **07/03/08**

Customer initials: [REDACTED]

TERMS OF PAYMENT OF BALANCE DUE:

RETAIL INSTALLMENT CONTRACT

LIENHOLDER **GMAC**

		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.
		DEALER ADMINISTRATIVE FEE The Dealer Administrative Fee represents Dealer costs such as administrative services, notary services, courier expense and cleaning, inspecting and adjusting new and used vehicle inventories as well as additional Dealer profit.
		NEGATIVE EQUITY Buyer is aware the balance owed on Buyer's trade-in exceeds the trade-in allowance offered by Dealer. Accordingly, Buyer understands that <u>1903.33</u> will be paid off on
TOTAL DELIVERED PRICE	18600.00	and this amount is included when computing the "balance due."
TRADE-IN ALLOWANCE(S)	16000.00	I certify that I took delivery of this vehicle on <u>07/03/08</u>
CASH PRICE OR TRADE DIFFERENCE	2600.00	Customer initials: 
PLUS: HIGHWAY USE TAX	30.00	TERMS OF PAYMENT OF BALANCE DUE:
PLUS: TAG, TITLE, AND REGISTRATION FEE	64.30	<input checked="" type="checkbox"/> RETAIL INSTALLMENT CONTRACT
PLUS: OPTIONAL EXPEDITED TAG SERVICE FEE PAID TO DEALER	50.00	LIENHOLDER <u>GMAC</u>
PLUS: PAYOFF ON TRADE VEHICLE(S)	399.00	
TOTAL BALANCE	17903.33	
LESS INITIAL PAYMENT/CASH DOWN	21055.63	
LESS REBATE/FACTORY INCENTIVE	1600.00	
BALANCE DUE	NONE	
	\$ 19455.63	

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 paragraph 10 of this agreement for any reason.

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 understands the terms and conditions and has received a true copy of this Agreement.

BUYER SIGNS X  DATE 07/03/2008

CO-BUYER SIGNS X _____ DATE _____

MANAGER'S APPROVAL
(Must Be Accepted By An Authorized Representative of the Dealer)

X  DATE 07/03/2008

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) [REDACTED] [REDACTED]	Creditor (Seller name and address) MACKENAN AUTOMOTIVE COMPANY DBA HENBRICK PONTIAC BUICK GML 90 MACKENAN DRIVE
---	--

Buyer (and Co-Buyer) hereby agrees to buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
USED	2006	PONTIAC G6 SEDAN SE-1	1G2ZG650764	<input type="checkbox"/> Personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 2006 Make MITSUBISHI Model ECLIPSE

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment.
6.99%	\$ 2,071.44	\$ 17,030.00	\$ 22,020.00	\$ 22,020.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 367.00	Monthly beginning 08/18/2009	

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.

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

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

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

ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any accessories) _____
- Total downpayment = (if negative enter "0" and see line 4H below)

Gross trade-in \$	16000.00	-payoff by seller \$	17903.33
= net trade-in \$	0.00	+ cash \$	1600.00
+ other (describe)	N/A	\$	N/A
- Unpaid balance of cash price (1 minus 2) \$ 17030.00
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):

A Cost of optional credit insurance paid to the insurance company or companies	
Life	\$ N/A
Disability	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ 123.30
TRANS=55.00 INSP=9.30	
D Government taxes not included in cash price	\$ N/A
E Government fees (includes security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to HENDAGE INC for 60 MO/100000 MI	1600.00
to MACKENAN AUTO for DLR ADMIN FEE	399.00
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A

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.

certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

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

Premium:
 Credit Life \$ _____ N/A
 Credit Disability \$ _____ N/A
 N/A
 N/A (Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your 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.

Other Insurance.

N/A Type of Insurance _____ N/A Term
 Premium \$ _____ N/A
 N/A (Insurance Company)
 (Home Office Address)

I want the insurance checked above.

<input checked="" type="checkbox"/>	
Buyer Signature	Date
<input checked="" type="checkbox"/>	
Co-Buyer Signature	Date

ANY INSURANCE REFERRED TO IN THIS

Disability	\$	N/A	\$	N/A
B Other insurance paid to the insurance company	\$		\$	N/A
C Official fees paid to government agencies TRANS-55, 001757-9.30	\$	123.30	\$	
D Government taxes not included in cash price	\$	N/A	\$	N/A
E Government license and/or registration fees	\$	N/A	\$	N/A
F Government certificate of title fees (includes \$ Notary interest recording fee)	\$	N/A	\$	N/A
G Other charges (Seller must identify who is paid and describe purpose.)				
to HENDAG INC for GO MO/100000 MI		1600.00		
to MACKENAN AUTO for DLR ADMIN FEE		399.00		
to N/A for N/A	\$		\$	N/A
to N/A for N/A	\$		\$	N/A
to N/A for N/A	\$		\$	N/A
to N/A for N/A	\$		\$	N/A
Total other charges and amounts paid to other parties	\$	303.33	\$	
5 Amount financed (3 + 4)			\$	19455.675

Type of Insurance	Term
Premium \$	N/A
(Insurance Company)	
(Home Office Address)	
I want the insurance checked above.	
X	
Buyer Signature	Date
X	
Co-Buyer Signature	Date
ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY	

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be signed by both parties. Buyer Signs X [Redacted] Co-Buyer Signs X [Redacted]

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

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

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

Buyer Signs X [Redacted] 07/03/2008 Co-Buyer Signs X [Redacted] Date
 Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle given to us in this contract.
 Other owner signs here X
 Creditor Signs MACKENAN AUTOMOTIVE COMPANY DBA HENDRICK PONTIAC BUREAU 07/03/2008 By X [Redacted] Title

STATE OF NORTH CAROLINA REGISTRATION CARD

NC DIVISION OF MOTOR VEHICLES RECEIPT OF FEES PAID

NC LIC NUMBER	PLT VALID THRU	INSPECTION DUE	
	09/15/2009	08/31/2009	
VEHICLE ID #	GROSS WT		
SHIPPING WEIGHT	STYLE	YEAR	FUEL
	4S	2006	G
CLASSIFICATION		VEHICLE BRAND	
PRIVATE/PASS V3H		WAKE	
CUSTOMER ID # OWNER 1	CUSTOMER ID # OWNER 2	COUNTY	
000024499226		WAKE	

Title 15.00 2006 PONT 4S
10020060364000006

HOLLY SPRINGS NC

TOTAL 15.00 CHX

+ \$ 5.00 CASH
NOTARY

G06 - GOVERNMENT EMPLOYEES INSURANCE CO
INSURANCE COMPANY AUTHORIZED IN NC

SIGNATURE



1G2ZG558764

WNA6517

**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: [REDACTED] 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 [REDACTED]

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: C T Corporation System
PER: Ronnie Strickland
ADDRESS: 150 Fayetteville St.
Box 1011
Raleigh, NC 27601
TELEPHONE: 919-821-7139

STATE OF NORTH CAROLINA File No.

WAKE County In The General Court Of Justice
 District Superior Court Division

Name of Plaintiff 1
[Redacted]
Address
[Redacted]
City, State, Zip
Holly Springs, NC [Redacted]

CIVIL SUMMONS
 ALIAS AND PLURIES SUMMONS

G.S. 1A-1, Rules 3,4

VERSUS

Name of Defendant(s)
GENERAL MOTORS COMPANY

Date Original Summons Issued

Date(s) Subsequent Summons(es) Issued

To Each of The Defendant(s) Named Below:

Name And Address of Defendant 1
GENERAL MOTORS COMPANY
c/o CT Corporation System
150 Fayetteville Street, Box 1011
Raleigh, NC 27601

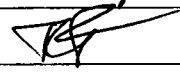
Name And Address of Defendant 2

A Civil Action Has Been Commenced Against You!

You are notified to appear and answer the complaint of the plaintiff as follows:
1. Serve a copy of your written answer to the complaint upon the plaintiff or plaintiff's attorney within thirty (30) days after you have been served. You may serve your answer by delivering a copy to the plaintiff or by mailing it to the plaintiff's last known address, and
2. File the original of the written answer with the Clerk of Superior Court of the county named above.
If you fail to answer the complaint, the plaintiff will apply to the Court for the relief demanded in the complaint.

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

Date Issued 8-10-09 Time 2:09 AM PM
Signature 
 Deputy CS Assistant CSC Clerk Of Superior Court

ENDORSEMENT
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 (60) days.

Date Of Endorsement Time AM PM
Signature
 Deputy CS Assistant CSC Clerk Of Superior Court

NOTE TO PARTIES: Many counties have **MANDATORY ARBITRATION** programs in which most cases where the amount in controversy is \$15,000 or less are heard by an arbitrator before a trial. The parties will be notified if this case is assigned for mandatory arbitration, and, if so, what procedure is to be followed.

RETURN OF SERVICE

I Certify that this Summons and a copy of the complaint were received and served as follows:

DEFENDANT 1

<i>Date Served</i>	<i>Time Served</i> <input type="checkbox"/> AM <input type="checkbox"/> PM	<i>Name Of Defendant</i>
--------------------	---	--------------------------

- By delivering to the defendant named above a copy of the summons 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:**DEFENDANT 2**

<i>Date Served</i>	<i>Time Served</i> <input type="checkbox"/> AM <input type="checkbox"/> PM	<i>Name Of Defendant</i>
--------------------	---	--------------------------

- By delivering to the defendant named above a copy of the summons 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:

<i>Service Fee Paid</i> \$	<i>Signature Of Deputy Sheriff Making Return</i>
-------------------------------	--

<i>Date Received</i>	<i>Name Of Sheriff (Type Or Print)</i>
----------------------	--

<i>Date Of Return</i>	<i>County Of Sheriff</i>
-----------------------	--------------------------

(90 Mackenan Drive, Cary, North Carolina 27511), bearing the Vehicle Identification Number 1G2ZG558764 [REDACTED] (hereinafter the "vehicle").

4. The vehicle was purchased or leased in the State of North Carolina and is registered in North Carolina.
5. The price of the vehicle and/or the total of payments is approximately \$21,055.63.
6. 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.
7. In consideration for the purchase of the above vehicle, Defendant issued to Plaintiff one or more written warranties on particular items.
8. 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).

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.
19. 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.

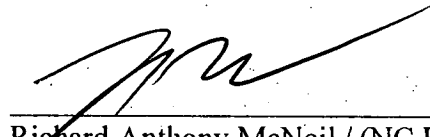
25. Plaintiff has incurred damage as a direct and proximate result of the failure of essential purpose of Defendant's express warranties, obligations and representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

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.

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.



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

Dated: 8/5/04

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.**

7520015150017001



71791000164200327833

Electronic Return Receipt Requested

10/02/2010
10/4/2010
1671000200010

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



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: [REDACTED]
 Service Request: 71-720509674, GM Case #677395
 2006 Pontiac G6
 Vehicle Identification Number: 1G2ZG558764 [REDACTED]
 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.

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



cc: THE ROSE LAW FIRM

KEITH B. ROSE



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature



Service Request Detail

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

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					

Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emgcy Svc Names	Maint Loc

PAR Detail

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 Description		Explain Other		

Service Request Detail

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 Dissatisfied.
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2009 11:06:34 AM	BUTLEREM	BUTLEREM	Outbound Email	DVM/CAM/Field	Done	5/11/2009 11:07:19 AM	DVM Marjorie Duff
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
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-Opened by BUTLEREM
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
Comments							
Confidential 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 Dissatisfied.
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
Comments							
Confidential Comments							

Service Request Detail

Activities

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
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Empowered
Faxed to PC

Emily Butler/BRC/ATX/11331

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#71-720509674

Contact Last Name	Contact First Name	Account	BAC Code
McNeil	Rick	Kahn and Associates Attys. at Law	Tx

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#71-720509674

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential Comments

Service Request Detail

Activities

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
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Empowered

Confidential Comments

Agree with denial decision.

Elizabeth Martin
 Legal Coordinator
 South East and South Central Regions
 General Motors Legal Staff
 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
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

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
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential Comments

Created	Created By	Assigned To	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 assigned to the region queue.

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential Comments

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.

Service Request Detail

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		
[REDACTED]		[REDACTED]		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		
[REDACTED]		[REDACTED]		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		
[REDACTED]		[REDACTED]		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 11:14:21 AM	WEIGELKR	BUTLEREM	Ownership Changed		Done	5/5/2009 11:14:21 AM	Service Request Ownership has changed FROM: SHEPPARL TO: BUTLEREM
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:28:02 AM	SHEPPARL	WEIGELKR	Notify CRM	Other	Done	5/5/2009 11:14:49 AM	NC Kahn

Contact Last Name	Contact First Name	Account	BAC Code
		Kahn and Associates Attys. at Law	Tx

Comments

Case assessment is ready for escalation

Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:26:54 AM	SHEPPARL	SHEPPARL	BRC LEGAL	Case Assessment Complete	Done	5/5/2009 08:28:01 AM	Audit,

Contact Last Name	Contact First Name	Account	BAC Code
		Kahn and Associates Attys. at Law	Tx

Comments

Case assessment completed and attached

Confirmed top 5 documents attached YES

Confirmed Case Assessment is correct form and complete YES

Most recent form per Service Center YES

Number of RO's on CA matches GMVIS YES

RO's provided by Attorney included in assessment NA

DVM Response attached YES

Vehicle Age/Mileage verified YES

Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:11:44 AM	SHEPPARL	SHEPPARL	Outbound Call Dealer	Made Contact	Done	5/5/2009 08:26:46 AM	call dlr to follow up on docs

Contact Last Name	Contact First Name	Account	BAC Code
		Kahn and Associates Attys. at Law	Tx

Comments

BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY , NC 27511-7911
 (919) 388-4727
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, Provided cust info, CRS advised dlr that I need to confirm days out and the rental information, nothing on the docs to show the days out of svc, or days of rental provided.
 Dlr confirmed the days out on repair orders as well as rental info. CRS will turn in case assessment.
 2001071 / 1 day rental
 1903742 / 2 day rental
 1921611 / 1 day rental
 1906931 / 1 day rental
 1921611 / 1 day rental
 1929942 / 3 day rental

Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

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 dlr to follow up on docs

Contact Last Name	Contact First Name	Account	BAC Code
		Kahn and Associates Attys. at Law	Tx

Comments

BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY , NC 27511-7911
 (919) 388-4727
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, left msg. CRS advised dlr that I did receive the docs today, but I need to confirm days out and the rental information, nothing on the docs to show the days out of svc, or days of rental provided.
 CRS provided contact info for a call back.

Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	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 First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
Comments							
BAC 178465 HENDRICK PONTIAC-BUICK-GMC 90 MACKENAN DR CARY , NC 27511-7911 (919) 388-4727 (919) 388-4739 fax Svc. Mgr. Robert Rudloff, CRS advised dlr that I did receive the sales docs today, but as of today I have still not rec'd the svc. docs. Dlr sts that he had his office girl send them thursday. CRS advsied that I checked last week and today and I have not rec'd the repair orders. CRS provided fax # again and request he dlr have them refaxed. CRS provided ph/fax's for call back. Dianna Barber / ATX / BRC Legal / 21116							
Confidential Comments							

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 First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
Comments							
BAC 178465 HENDRICK PONTIAC-BUICK-GMC 90 MACKENAN DR CARY , NC 27511-7911 (919) 388-4727 (919) 388-4739 fax Svc. Mgr. Robert Rudloff, not available, left msg CRS advised dlr of customer info. CRS advised that the message gave me the impression he was faxing the documents last night. CRS advised the dlr that I have not rec'd them at this time. CRS provided ph/fax's for call back. Dianna Barber / ATX / BRC Legal / 21116							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/1/2009 11:44:37 AM	SHEPPARL	SHEPPARL	Scheduled Follow-up	Other	Done	5/4/2009 01:37:18 PM	call dlr on docs

Contact Last Name	Contact First Name	Account	BAC Code
		Kahn and Associates Attys. at Law	Tx

Comments

BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY , NC 27511-7911
 (919) 380-8267
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, left msg.

Call for docs, rec'd the sales docs, however no svc docs.

Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

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 First Name	Account	BAC Code
		Kahn and Associates Attys. at Law	Tx

Comments

BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY , NC 27511-7911
 (919) 388-4727
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, not available, left msg CRS advised dlr of customer info. Advised dlr that I appreciate his calling back. CRS advised that the message gave me the impression he was faxing the documents last night. CRS advised the dlr that I have not rec'd them at this time. CRS asked the dlr if TAC was contacted, any accident damage any aftermarket installed on vehicle? CRS provided ph/fax's for call back.
 Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

Service Request Detail

Activities

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 First Name	Account	BAC Code
		Kahn and Associates Attys. at Law	Tx

Comments

BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY , NC 27511-7911
 (919) 380-8267
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, left msg.
 Dlr sts he got my request, had pulled the file and has faxed the requested docs to me. If I need to speak to him, I can call 919-388-4727.
 Rec'd 4:45 pm 04/30/09
 Dianna Barber / ATX / BRC Legal / 21116

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 First Name	Account	BAC Code
		Kahn and Associates Attys. at Law	Tx

Comments

BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY , NC 27511-7911
 (919) 380-8267
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, left msg.
 CRS advised dlr of the Cust info. CRS advised dlr doing a follow up on my VM and letter yesterday. CRS advised dlr that I need to request copies of service and sales docs. CRS provided ph #'s to dlr. Need docs asap.
 Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

Service Request Detail

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 marjorie.duff@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				
██████████	██████████	Kahn and Associates Attys. at Law	Tx				

Comments

marjorie.duff@gm.com on 04/30/2009 08:20:34 AM To: levetta_sheppard@gmexpert.com cc: Subject: Re: Email notification on Johnson, SR 71-720509674, 2006 Pontiac G6, VIN:1G2ZG558764 ██████████

b. I am not aware of this vehicle, 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 Subject 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 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:

Confidential Comments

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 First Name	Account	BAC Code				
██████████	██████████	Kahn and Associates Attys. at Law	Tx				

Comments

BAC 178465
HENDRICK PONTIAC-BUICK-GMC
90 MACKENAN DR
CARY, NC 27511-7911
(919) 380-8267
(919) 388-4739 fax
Svc. Mgr. Robert Rudloff, left msg.

Call for docs

Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/30/2009 11:17:44 AM	SHEPPARL	SHEPPARL	Outbound Call Dealer	Left Message	Done	4/30/2009 11:21:45 AM	follow on doc request

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY, NC 27511-7911
 (919) 380-8267
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, left msg.
 CRS advised dlr of the Cust info. CRS advised dlr doing a follow up on my VM and letter yesterday. CRS advised dlr that I need to request copies of service and sales docs. CRS provided ph/fax #'s to dlr. Need docs asap.
 Dianna Barber / ATX / BRC Legal / 21116

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: 2009-04-29-13.31.00.000000, MSXDocNum: SHE49F856C

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential 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: 2009-04-29-13.11.00.000000, MSXDocNum: SHE49F851F

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:32:15 PM	SHEPPARL	SHEPPARL	Scheduled Follow-up	Other	Done	4/30/2009 11:17:09 AM	call dlr on docs

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY , NC 27511-7911
 (919) 380-8267
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, left msg.

Call for docs

Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:32:00 PM	SHEPPARL	SHEPPARL	Correspondence		Done	4/29/2009 01:32:00 PM	Fulfilled:BRCLEG_LG0040. SR#71-720509674

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential 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#71-720509674

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential Comments

Service Request Detail

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 marjorie.duff@gm.com

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. 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 [REDACTED] 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 [REDACTED] 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 t

Confidential Comments

Service Request Detail

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 marjorie.duff@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				
		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: [REDACTED]

Service Request: 71-720509674

Vehicle: 2006 Pontiac G6

VIN:1G2ZG558764 [REDACTED]

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

Confidential Comments

Service Request Detail

Activities

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	Dlr Ack

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments
 BAC 178465
 HENDRICK PONTIAC-BUICK-GMC
 90 MACKENAN DR
 CARY , NC 27511-7911
 (919) 380-8267
 (919) 388-4739 fax
 Svc. Mgr. Robert Rudloff, left msg.
 CRS advised dlr of the Cust info. CRS advised dlr that I need to request copies of service and sales docs, will send ltr. CRS provided ph/fax #'s to dlr. Need docs asap.
 Dianna Barber / ATX / BRC Legal / 21116

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 01:12:09 PM	SHEPPARL	SHEPPARL	BRC LEGAL	Acknowledgement - Atty/Cust	Done	4/29/2009 01:14:26 PM	Atty Ack Ltr

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments
 Kahn & Associates
 Rick McNeil, Esq.
 216-621-6101
 216-621-6006
 Dianna Barber / ATX / BRC 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#71-720509674

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential Comments

Service Request Detail

Activities

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#71-720509674
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
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 changed FROM: WEIGELKR TO: SHEPPARL
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

Created	Created By	Assigned To	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		
[REDACTED]		[REDACTED]					
Comments							
VIN scan found no prior 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		
[REDACTED]		[REDACTED]					
Comments							
VIN scan found no prior SR							
Kristina Weigel/ATX/BRC Legal							
Confidential Comments							

Service Request Detail

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: 2009-04-28-08.52.00.000000, MSXDocNum: 0000D876

Contact Last Name	Contact First Name	Account	BAC Code

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

Service Request Detail

SR No.	71-750988939	Ref No.		Goodwill		BRC Type	Legal
Account	[REDACTED]	Site	Tx	GW SubType		Bus. Unit	BRC
Last Name	[REDACTED]	First Name	[REDACTED]	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 [REDACTED]	Con Acct		Source	White Mail	Updated	8/20/2009 09:27:36 AM
Serial #/VIN	1G2ZG558764 [REDACTED]	Model Year	2006	Priority	Medium License # PONTIAC	Owner	[REDACTED]
Make	Pontiac	Warr. Start	02/08/2006	Status	Open	Opened	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 Surface	Road Cond.	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					

Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emgcy Svc Names	Maint Loc

PAR Detail

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 Description		Explain Other		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2009 09:20:03 AM	MERRILJO	SHEPPARL	Ownership Changed		Done	8/20/2009 09:20:03 AM	Service Request Ownership has changed FROM: MERRILJO TO: SHEPPARL
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
Comments							
Confidential Comments							

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		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
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 First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kahn and Associates Attys. at Law	Tx		
Comments							
VIN Scan Performed.							
prior SR found.							
71-720509674							
Joe Merrill / BRC Legal / ATX							
Confidential Comments							

Service Request Detail

Activities

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	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/18/2009 04:42:06 PM	SADMIN	SHEPPARL	Inbound White Mail		Done	8/20/2009 09:32:55 AM	BRC LEGAL Scanned: 2009-08-18-15.52.00.000000, MSXDocNum: 000176B8

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Kahn and Associates Attys. at Law	Tx

Comments

Confidential Comments



Levetta Sheppard

08/20/2009 10:12 AM

To: marjorie.duff@gm.com
cc:

Subject: [REDACTED] 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 [REDACTED] by *Kahn and Associates* for the customer's 2006 Pontiac G6, **VIN 1G2ZG558764** [REDACTED]. 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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PONTIAC



BUICK



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: [REDACTED]

FROM: *Robert Reddy*

PAGES: *8*

DATE: *5-2-09*

URGENT REVIEW COMMENT REPLY BACK



General Motors Corporation
Business Resource Center
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:

Service 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? *NO*
2. If not, why? *Problem was Diagnosed & repaired*
3. To your knowledge, has this vehicle been in an accident? *NO*
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*



DEAL NO: 72414
 MACKENAN AUTOMOTIVE COMPANY
 DBA HENDRICK PONTIAC BUICK GMC
 90 MACKENAN DRIVE
 CARY, NC 27511
 (919)380-8267

36737

DATE 07/03/2008 SALESPERSON 1 JACK LEE CHALEY SALESPERSON 2
 PURCHASER'S NAME
 CO-PURCHASER'S NAME
 STREET ADDRESS
 CITY COUNTY STATE ZIP
 HOLLY SPRINGS WAKE NC
 RESIDENCE PHONE BUSINESS PHONE
 E-MAIL ADDRESS

JUL 08 RECD

THIS BUYERS ORDER IS FOR THE FOLLOWING
 NEW USED CAR TRUCK

YEAR MAKE SERIES TYPE
 2006 PONTIAC G6 SEDAN G6 SEDAN SE

MILEAGE COLOR TRIM MODEL NUMBER
 30636 GRAY BASE
 STOCK NO. VIN # VEH. WEIGHT
 P4220336 1G2ZG558764

PRICE OF VEHICLE \$ 17000.00

DEALER ACCESSORIES:
 JUL 08 ENT



SUB-TOTAL 17000.00
 EXTENDED SERVICE AGREEMENT 1600.00

TOTAL DELIVERED PRICE 18600.00
 TRADE-IN ALLOWANCE(S) 16000.00
 CASH PRICE OR TRADE DIFFERENCE 2600.00
 PLUS: HIGHWAY USE TAX 30.00
 PLUS: TAG, TITLE, AND REGISTRATION FEE 62.30
 PLUS: OPTIONAL EXPEDITED TAG SERVICE FEE PAID TO DEALER 59.00
 PLUS: DEALER ADMINISTRATIVE FEE 399.00
 PLUS: PAYOFF ON TRADE VEHICLE(S) 17903.33
 TOTAL BALANCE 21055.63
 LESS INITIAL PAYMENT/CASH DOWN 1600.00

TRADE-IN RECORD

YEAR MAKE MODEL TYPE COLOR
 2006 MITSUBISHI ECLIPSE 2 DOOR SILVER

VIN # 4A3AK34116F TAG # STATE STICKER # EXPR. DATE INSPECTION EXPR. DATE
 39016

BALANCE OWED \$ 17903.33 (Good Until)
 BALANCE OWED TO VERIFIED BY:

ADD'L TRADE 1 YR MAKE MODEL
 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 CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO 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, ON THE VEHICLE, AND THERE WILL BE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR 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.

DEALER ADMINISTRATIVE FEE
 The Dealer Administrative Fee represents Dealer costs such as administrative services, notary services, courier expense and cleaning, inspecting and adjusting new and used vehicle inventories as well as additional Dealer profit.

NEGATIVE EQUITY
 Buyer is aware the balance owed on Buyer's trade-in exceeds the trade-in allowance offered by Dealer. Accordingly, Buyer understands that 1903.33 will be paid off on Buyer's behalf to and this amount is included when computing the "balance due."

I certify that I took delivery of this vehicle on 07/03/08
 Customer initials

TERMS OF PAYMENT OF BALANCE DUE:
 RETAIL INSTALLMENT CONTRACT 05/207539

"Dealer" means the authorized Dealer named on the face of this Agreement.

"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.

- 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 Vehicle or its parts either before or after Dealer delivers the Vehicle 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 Vehicle before Dealer delivers it to Buyer, Dealer may change the price of the Vehicle to Buyer accordingly. If Dealer changes the price of the Vehicle, 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.
- 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 Trade-in. 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.
- 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.
- 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 isn't 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.
- 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

DEALERSHIP COPY

FORM NO. 80-NC (1107) ©2007 Reynolds and Reynolds TO ORDER: www.rty.com; 1-800-344-9999; FAX: 1-800-531-9055 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DATE 07/03/2008

(Must Be Accepted By An Authorized Representative of the Dealer)

MANAGER'S APPROVAL

CO-BUYER SIGNS X

DATE

07/03/2008

I agree to pay above total amount according to third party agreement (checklist attached) I agree to pay above total amount according to third party agreement (checklist attached) I agree to pay above total amount according to third party agreement (checklist attached) I agree to pay above total amount according to third party agreement (checklist attached)

THANK YOU!

IN STORE, PONTIAC BILCO INC
30 HICKORY LN
CARY NC 27511
919-358-8267

Sale

Lot # 000001 Appr Code: 000001
Batch# 000040

Total \$ 1,500.00

Exp: 03/10

Entry Method: Swiped

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.

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) <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> HOLLY SPRINGS NC [REDACTED] WAKE	Creditor (Seller name and address) MACKENAN AUTOMOTIVE COMPANY DBA HENDRICK PONTIAC BUICK GMC 90 MACKENAN DRIVE CARY NC 27511
--	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
USED	2006	PONTIAC 66 SEDAN SE-1	16276558764 [REDACTED]	<input type="checkbox"/> Personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 2006 Make MIYUBISHI Model ECLIPSE

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment
4.90%	\$ 2564.37	\$ 19455.63	\$ 22020.00	\$ 22020.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 367.00	Monthly beginning 09/18/2006	

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.

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 17030.00
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$ 16000.00 -payoff by seller \$ 17903.33	
= net trade-in \$ 0.00 + cash \$ 1600.00	
+ other (describe) N/A	\$ 0.00
3 Unpaid balance of cash price (1 minus 2)	\$ 17030.00
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	\$ N/A
B Other insurance paid to the insurance company \$ N/A	
C Official fees paid to government agencies	
TRANS=55.00 INSP=9.30	\$ 123.30
D Government taxes not included in cash price	
N/A	\$ N/A
E Government license and/or registration fees \$ N/A	
F Government certificate of title fees	
(includes \$ security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to HENDAG INC for 60 MO/100000\$ MI 1600.00	
to MACKENAN AUTO for DLR ADMIN FEE 399.00	
to N/A for N/A \$ N/A	
to N/A for N/A \$ N/A	
to N/A for N/A \$ N/A	

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

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

Premium:

Credit Life \$ N/A
 Credit Disability \$ N/A

N/A
 (Insurance Company)

(Home Office Address)

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.

Other Insurance.

N/A Type of Insurance N/A Term

Premium \$ N/A

N/A
 (Insurance Company)

N/A
 (Home Office Address)

I want the insurance checked above.

X
 Buyer Signature _____ Date _____

X
 Co-Buyer Signature _____ Date _____

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE

H Net trade-in/payoff to \$ 303.33
 Total other charges and amounts paid to others on your behalf \$ 2425.63(4)
 5 Amount financed (3 + 4) \$ 19452.63(5)

FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

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

Buyer Signs X _____ Co-Buyer Signs X _____

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

See back for other important agreements.

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

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

Buyer Signs X _____ Date 07/03/2008 Co-Buyer Signs X _____ Date _____

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

Other owner signs here X _____ Date _____ Address _____

Creditor Signs MACKENAN AUTOMOTIVE COMPANY DBA HENDRICK PONTIAC BUICK GMC Date 07/03/2008 By X _____ Title _____

Seller assigns its interest in this contract to: GMAC Nuveil National Auto Finance GMACAB Nuveil Credit Company, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse _____ Assigned without recourse or with limited recourse _____

Seller _____ By _____ Title _____

Z109 FR-NC 9/2006 (For use in the State of North Carolina) (1 of 4) **Notice: See Other Side** **TRIPPLICATE ORIGINAL - DEALER'S COPY**
 Copyright 2006 GMAC. All Rights Reserved.

Insurance settlement to reduce what you owe or repair the vehicle.

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.

3. YOU MAY PREPAY

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.

4. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

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.

5. WARRANTIES SELLER DISCLAIMS

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.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

6. Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Spanish 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 contrario contenida en el contrato de venta.

7. APPLICABLE LAW

Federal law and North Carolina law apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

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 SECTION

YEAR 2006	MAKE PONTIAC	BODY STYLE 66 SEDAN SE	SERIES MODEL 66 SEDAN SE	VEHICLE IDENTIFICATION NUMBER 1G27G558764	FUEL TYPE GAS
--------------	-----------------	---------------------------	-----------------------------	--	------------------

OWNER SECTION

Owner 1 ID # 2 _____ Full Legal Name of Owner 1 (First, Middle, Last, Suffix) or Company Name _____

Owner 2 ID # _____ Full Legal Name of Owner 2 (First, Middle, Last, Suffix) or Company Name _____

Residence Address (Individual) Business Address (Firm) _____

City and State HOLLY SPRINGS NC Zip Code _____ Tax County WAKE

Mail Address (if different from above) _____

LIEN SECTION

FIRST LIEN		SECOND LIEN	
Date of Lien	ACCOUNT #	Date of Lien	ACCOUNT #
<u>07/03/2006</u>			
Lienholder ID#	Lienholder Name	Lienholder ID#	Lienholder Name
	<u>GMAC</u>		
Address <u>P.O. BOX 8132</u>		Address _____	
City <u>COCKEYSVILLE</u>	State <u>MD</u> Zip Code <u>21030</u>	City _____	State _____ Zip Code _____

ODOMETER READING
30635

CHECK Appropriate Block/s

- Title Only -- Vehicle Not in Operation
- Title and License Class of License _____
- Plate No. Transferred _____ Expiration Date 9-15-08
- Exchanged Plate No. _____
- Replaced Plate No. _____
- Truck Weight desired _____

I certify for the motor vehicle described above that I have financial responsibility as required by law.
GEICO INSURANCE _____ Policy Number _____
Insurance company authorized in N.C.

Date First Operated in N.C. <u>07/03/2006</u>	State of Last Registration	Passenger Capacity	N.C. Dealer No. <u>61412</u>	Empty Weight	Combined Gross Weight of Truck or Truck-Tractor with Trailer
Purchased <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Purchased for Use in N.C. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	From Whom Purchased (Name and address) <u>MACKENAN AUTOMOTIVE COMPANY DBA HENDRICK PONTIAC BUICK GMC 90 MACKENAN DRIVE CARY NC 27511</u>			Purchase Date <u>07/03/2006</u>
Is This Vehicle Leased? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Equipment #				SALES PRICE <u>1000.00</u>

DISCLOSURE SECTION

All motor vehicle records maintained by the North Carolina Division of Motor Vehicles will remain closed for marketing and solicitation unless the block below is checked.

I (We) would like the personal information contained in this application to be available for disclosure.

APPLICATION MUST BE SIGNED IN INK BY EACH OWNER OR AUTHORIZED REPRESENTATIVE OF FIRMS OR CORPORATIONS.

I (we) am (are) the owner(s) of the vehicle described on this application and request that a North Carolina Certificate of Title be issued. I (we) certify that the information on the application is correct to the best of my (our) knowledge. The vehicle is subject to the liens named and no others. If a registration plate is issued or transferred, I (we) further certify that there has not been a registration plate revocation and that liability insurance is in effect on this vehicle on the date of this application as required by the North Carolina Financial Security Act of 1957.

OWNER'S SIGNATURE _____ State NC
Date 07/03/2006 County WAKE

I certify that the following person(s) personally appeared before me this day, each acknowledging to me that he or she voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated: _____ (name(s) of principal(s)).

Notary Signature _____ Notary Printed or Typed Name _____
(SEAL) My Commission Expires _____

DEAL-RECAP

MACKENAN AUTOMOTIVE COMPANY DBA HENDRICK PONTIAC BUICK GMC
 90 MACKENAN DRIVE
 CARY NC 27511

25

12500-12000 / 30 / 399.1
 13700.00

36737

Truth in Lending
 Check in Slip
 Appraisal Slip
 Odometer Certs
 Power Sheet
 Insurance
 Cash Receipts
 - Amt. _____ No. _____
 Amt. _____ No. _____
 Amt. _____ No. _____
 Trade: Disc. Lic. _____ Lic. _____
 P.O. Amt. _____
 Good Till _____
 Verified By _____
 Registration
 Title In _____ Due _____
 Source _____

SELLING PRICE (Inc. all Acc.)	17000.00
SALES TAX	30.00
TRADE ALLOWANCE	16000.00
PAY-OFF	17903.33
LIENHOLDER	
CASH DEPOSIT	N/A
C.O.D.	1600.00
DEFERRED DOWN No. 1	N/A
DEFERRED DOWN No. 2	N/A
DEFERRED DOWN No. 3	N/A
TOTAL CASH DOWN PAYMENT	1600.00
NUMBER OF PAYMENTS/PAYMENT	60 @ 367.00
NO. DAYS BEFORE 1st PMT./DATE	45 08/18/2008
ADD-ON INTEREST RATE/APR.	2.59 4.90
LICENSE AND REGISTRATION	123.30

2006 MITSUBISHI ECLIPSE 39016 13800.00
 4A3AK34T16E028516 PE028516

Pay off

AMOUNT FINANCED	19455.63	DISCOUNT RATE:	0.00	FINANCE RESERVE:	300.00
CREDIT LIFE	PREMIUM N/A	COST	N/A	RESERVE:	N/A
CREDIT A & H.	N/A		N/A	RESERVE:	N/A
XXXACQ FEE	690.00		N/A	RESERVE:	N/A
PHYSICAL DAMAGE	N/A		N/A	RESERVE:	N/A
SERVICE CONTRACTS	1600.00		1072.00	RESERVE:	528.00
OTHER	N/A		N/A	RESERVE:	N/A

STOCK # P4 [REDACTED] DESCRIPTION 2006 PONTIAC G6 SEDAN
 DEAL # 72414 [REDACTED] 1G2ZG558764 [REDACTED]
 CUSTOMER [REDACTED] DATE 07/03/2008
 ADDRESS HOLLY SPRINGS NC [REDACTED]
 SALESMAN 1 JACK LEE GRALEY MGR. TOMICA SRECKOVIC
 SALESMAN 2 [REDACTED]
 CUSTOMER PHONE: (H) [REDACTED] (W) [REDACTED]

TOTAL INSURANCE RESERVE:	528.00
TOTAL F & I RESERVE:	828.00
FINANCE COMMISSION:	N/A
LAH INSURANCE COMMISSION:	N/A
SERVICE CONTRACT COMMISSION:	N/A
AFTERMARKET (S) PD COMMISSION:	N/A
NET F & I RESERVE:	828.00

PRICE OF VEHICLE	17000.00
COST OF VEHICLE	13700.00
PACK	520.00 *
TRADE ALLOWANCE	16000.00 (PAYABLE GROSS)
A.C.V. OF TRADE	13800.00 590.00
OVER-ALLOWANCE	2200.00
UNDER-ALLOWANCE	N/A
COMMISSION No. 1/BONUS	100.00 N/A
COMMISSION No. 2/BONUS	N/A N/A
MANAGER COMM.	N/A
PROFIT OF SALE	480.00

ADJUSTMENT -121.00
 WE OWE 1 399.00 CERTIFICATION

GROSS PROFIT: 1408.00
 NET PROFIT: 1408.00

APPROVED [Signature]



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: [REDACTED] v. General Motors Corporation
Service Request: 71-750988939
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558764 [REDACTED]
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

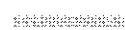
Odometer

Client's Signature

Client's Signature

Date

Date





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

To marjorie.duff@gm.com
cc
bcc
Subject [REDACTED]. GM - SR #71-750988939 - GM Case 677395
(lawsuit)

Dear Ms. Duff:

This email is to follow up on Service Request 71-750988939 for customer [REDACTED]. 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



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: [REDACTED]
 Service Request: 71-750988939, GM Case #677395
 2006 Pontiac G6
 Vehicle Identification Number: 1G2ZG558764 [REDACTED]
 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.

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



cc: THE ROSE LAW FIRM

KEITH B. ROSE



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature





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: [REDACTED] v. General Motors Corporation
Service Request: 71-750988939
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558764 [REDACTED]
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.



Sincerely,

General Motors Corporation

cc: Keith Rose – GM Counsel

LG0043
V07092007

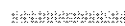
Odometer

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

VIN: 1G2ZG5587 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JQRH9P

ODATE: 10/22/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 11400
DDATE: 02/08/06 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 02/10/06 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: GD JEWETT
TRD DOE: 101 ROCCA CIRCLE
SRVC IN: RALEIGH

NC 27603

SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 11400	137283	02/15/06	500.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 137283 AUTH PUR CD:
MISC DATE: 02/08/06 MISC: 0000066893 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
C4C	01	16 11400	00029528920	01/14/06	53.48	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 00029528920 AUTH PUR CD:
MISC DATE: 01/11/06 MISC: LATE IN-TRANSIT
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DXP	01	16 11400	00029700851	02/11/06	468.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029700851 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 11400	00029700851	02/11/06	28.04	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00029700851 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: PONTIAC

03/10/07

13:22:41

PAGE: 2

VIN: 1G2ZG5587 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JQRH9P

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XJC	01	16 11400	137283	02/15/06	2,000.73	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 137283 AUTH PUR CD:
MISC DATE: 02/08/06 MISC: 0000066893HAA0
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1G2ZG5587 64

SELLG SCE: 16 MDL YR: 06

ORD NO: JQRH9P

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	16 11400	137283		02/15/06	XJC	2,000.73	
INCTV PAYMENT	16 11400	137283		02/15/06	XJC	2,000.73	
INCTV APPLICATN	16 11400	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	16 11400	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	16 11400	2AD53588644		12/21/05		21,877.60	CR
ORIGINAL INVOIC	16 11400	2AD53588644		12/08/05		21,877.60	
COV/NVIS DATE	16 11400	2AD53588644		12/08/05		0.00	
SHIPMENT DATE	16 11400			12/08/05		0.00	
PRODUCTION (BUI	16 11400			12/08/05		0.00	
PREFERENCE TO P	16 11400			10/25/05		0.00	
GM ORDER ACCEPT	16 11400			10/22/05		0.00	
GM ORDER ACCEPT	16 11400			10/22/05		0.00	

2006 G6 - 6CYL SEDAN
59U GRANITE METALLIC /V6G
70B LIGHT TAUPE
ORDER NO. JQRH9P/TRE STOCK NO.
VIN 1G2 ZG55 87 64

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD53588644

*****16*11400S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 12/08/05
AP3 REMOTE VEHICLE STARTER SYSTEM	190.00	157.70	SHIPPED 12/08/05
FAD SIMULATED WALNUT BURL ACCENTS	N/C	N/C	EXP I/T 12/21/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 12/21/05
F83 AXLE RATIO 3.05	N/C	N/C	PRC EFF 12/08/05
JL9 BRAKES, 4-WHEEL DISC W/TRACTION CONTROL	400.00	332.00	KEYS G1734 G1734 WFP-S QTR OPT-1
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	BANK: GMAC - 023
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	CHG-TO 11-400
PCH PREMIUM VALUE PACKAGE INCLUDES	2375.00	1971.25	
* (4) 17" PAINTED ALLOY WHEELS			SHIP WT: 3429
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			HP: 32.9
* PANORAMIC ROOF, POWER			GMS: 20815.35
			SUPPLR: 21748.67
			MRM: 23870.00
PDD CONVENIENCE PACKAGE INCLUDES:	250.00	207.50	DAN: PCI
* POWER ADJ BRAKES & ACCEL. PEDALS			MEMO 1062.25
* FLOOR MATS, CARPET			
* CARGO NET			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

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

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

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

HENDRICK PONTIAC-BUICK-GMC

REMIT 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: [REDACTED]

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

Vehicle ID No.: 1G2ZG558764 [REDACTED]
Year, Make & Model: 2006 Pontiac G6

In Service Date: 02/08/2006

Vehicle is: USED BAC Code: 178465
Vehicle Purchased Used on: 07/03/08 at
30,636 miles CUV vehicle

Lien holder: GMAC Other

DVM requests Purchase Price of
involvement?: Vehicle: \$ 17,030.00
YES (option B)

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/TRIM

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

BRAKES

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 *one day rental*

ELECTRICAL

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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*

STEERING

Date:	RO #:	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 – no problem found, steering ok.
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 Doc. #2096333 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, Bulletin #2041891 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:	RO #:	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: {# 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 [REDACTED] SR 71-720509674, 2006 Pontiac G6, VIN:1G2ZG558764 [REDACTED]

b. I am not aware of this vehicle, 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: [REDACTED] 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 [REDACTED] 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 [REDACTED] by *Kahn and Associates* for the customer's 2006 Pontiac G6, **VIN 1G2ZG558764** [REDACTED]. 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@kahnandassociates.com>
09/02/2009 03:48 PM

To <patricia_spacek@gmexpert.com>
cc "Jon Waldorf" <JWaldorf@theroselawfirm.com>
bcc
Subject RE: [REDACTED] v. GM

Patricia,

Thank you very much for getting back to me so promptly. [REDACTED] 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: [REDACTED] v. GM

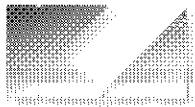
Patricia,

Thank you for presenting GM's offer of \$3,200 inclusive. After further discussion with [REDACTED] 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 | www.kahnandassociates.com

Stuck Driving a Lemon? We can Help! Visit us at www.KahnandAssociates.com or any one of our regional offices:

[California](#) | [Florida](#) | [Michigan](#) | [Missouri](#) | [North Carolina](#) | [Ohio](#) | [Pennsylvania](#) | [Tennessee](#) | [Texas](#) | [Virginia](#)

NOTICE: The information contained in this electronic mail transmission is intended by Kahn & Associates, L.L.C. for the use of the named individual or entity to which it is directed and may contain information that is privileged or otherwise confidential. It is not intended for transmission to, or receipt by, anyone other than the named addressee (or a person authorized to deliver it to the named addressee). It should

not be copied or forwarded to any unauthorized persons. If you have received this electronic mail transmission in error, please delete it from your system without copying or forwarding it, and notify the sender of the error by reply e-mail or by calling Kahn & Associates, L.L.C. at 1-888-536-6671, so that our address record can be corrected.



marjorie.duff@gm.com on 04/30/2009 08:20:34 AM

To: levetta_sheppard@gmexpert.com
cc:

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

b. I am not aware of this vehicle, 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

cc

04/29/2009 01:30 PM

Subject Email notification on [REDACTED] SR 71-720509674, 2006 Pontiac G6,
t VIN:1G2ZG558764 [REDACTED]

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 [REDACTED]. The customer's vehicle is a 2006 Pontiac G6, VIN:1G2ZG558764 [REDACTED] 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: [REDACTED]

Service Request: 71-750988939 GM Legal File No.: 677395

Vehicle ID No.: 1G2ZG558764 [REDACTED]
Year, Make & Model: 2006 Pontiac G6

In Service Date: 02/08/2006

Vehicle is: USED BAC Code: 178465

Vehicle Purchased Used on: 07/03/08 at
30,636 miles CUV vehicle

Lien holder: GMAC Other

DVM requests Purchase Price of
involvement?: Vehicle: \$ 17,030.00

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

YES (option B)

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/TRIM

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/14/06	128092	*	166	<i>Previous Owner Install mud flaps, tail pipe & floor mats per sales</i>
03/14/07	153384	*	14035	<i>Previous Owner C/S sunroof is rattling</i>

BRAKES

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 *one day rental*

ELECTRICAL

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

STEERING

Date:	RO #:	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 – no problem found, steering ok.
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 Doc. #2096333 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, Bulletin #2041891 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:	RO #:	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 [REDACTED] SR 71-720509674, 2006 Pontiac G6, VIN:1G2ZG558764 [REDACTED]

b. I am not aware of this vehicle, 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)

Dlr 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

CRS FINAL OFFER: : \$4,500.00

DATE: 9/2/09

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

PLAINTIFF'S FINAL DEMAND: : Offer accepted for \$4,500.00

DATE: 9/2/09

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

TEAM LEAD APPROVING:

Date:



**General Motors Company
Legal Staff**

Facsimile
(248) 267-3877

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
[REDACTED] 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

03-17-00000152 RCVD

677395

9/14/09

**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: [REDACTED] Pltf. vs. General Motors Company, Dft.

DOCUMENT(S) SERVED: Summons, Return form (Complaint)

COURT/AGENCY: Wake County Superior Court, NC Filed 8/10/09
Case # 09CV515826

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on a 2006 Pontiac G6, VIN: 1G2ZG558764 [REDACTED]

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: C T Corporation System
PER: Ronnie Strickland
ADDRESS: 150 Fayetteville St.
Box 1011
Raleigh, NC 27601
TELEPHONE: 919-821-7139

ER - Elizabeth Martin

Rose Law Firm
Keith Rose

CT web
8/17/09
5:33pm



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: [REDACTED]
 Service Request: 71-750988939, GM Case #677395
 2006 Pontiac G6
 Vehicle Identification Number: 1G2ZG558764 [REDACTED]
 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.

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



cc: THE ROSE LAW FIRM

KEITH B. ROSE



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature



Form **W-9**
Rev. December 1993**Request for Taxpayer
Identification Number and Certification**Give form to the
requester. Do NOT
send to the IRS.Department of the Treasury
Internal Revenue Service

Please print or type	Name (if a joint account or you changed your name, see Specific Instructions on page 2.) KAHN & ASSOCIATES, L.L.C.	
	Business name, if different from above. (See Specific Instructions on page 2.)	
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other P	Address (number, street, and apt. or suite no.) 55 PUBLIC SQUARE, Suite 650
	City, state, and ZIP code CLEVELAND OHIO 44113	Requester's name and address (optional)

Part I	Taxpayer Identification Number (TIN)	List account number(s) here (optional)																																												
Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, if you are a resident alien OR a sole proprietor, see the instructions on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see How To Get a TIN on page 2. Note: If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.		Part II For Payees Exempt From Backup Withholding (See the instructions on page 2.)																																												
<table border="1"> <tr> <td colspan="9">Social security number</td> </tr> <tr> <td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td> </tr> <tr> <td colspan="9" style="text-align: center;">OR</td> </tr> <tr> <td colspan="9">Employer identification number</td> </tr> <tr> <td colspan="9" style="background-color: black; color: black;">XXXXXXXXXX</td> </tr> </table>			Social security number																		OR									Employer identification number									XXXXXXXXXX							
Social security number																																														
OR																																														
Employer identification number																																														
XXXXXXXXXX																																														

Part III Certification

Under penalties of perjury, I certify that:

- 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
- 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 currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN.

Sign Here	Signature	Date
	[Redacted Signature]	

Purpose of Form.—A person who is required to file an information return with the IRS must get your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 to give your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are an exempt payee.

Note: If a requester gives you a form other than 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. This is called "backup withholding." Payments that may be subject to backup withholding

include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate 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:

- You do not furnish your TIN to the requester, or
- The IRS tells the requester that you furnished an incorrect TIN, or
- The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
- You do not certify to the requester that you are not subject to backup withholding under 3 above (for reportable interest and dividend accounts opened after 1983 only), or

5. You do not certify your TIN when required. See the Part III instructions on page 2 for details.

Certain payees and payments are exempt from backup withholding. See the Part II instructions and the separate instructions for the Requester of Form W-9.

Penalties

Failure To Furnish TIN.—If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil Penalty for False Information With Respect to Withholding.—If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal Penalty for Falsifying Information.—Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs.—If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.

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

February 4, 2011

[REDACTED]
Bowdon, GA [REDACTED]

Service Request: 71-593586064
Customer Relationship Specialist: Roxy King

Dear [REDACTED]:

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 American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
01/18/08

*****200 DOLLARS

****00 CENTS

AMOUNT
*****200.00

PAY
TO THE
ORDER
OF

[REDACTED]
 BOWDON GA [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

[Signature]
 SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000265 1
 VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]
 PAYMENT DATE 01/18/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU64865F [REDACTED]	01/17/08 71-593586064	VH 1-9TFIQP .1-9TFIQP	00.0000	200.00	.00	200.00
TOTAL				200.00	.00	200.00

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

M3

2010

NORTH METRO GA 300

17 DEC 2007 PM 6 L

MAIL
HOLE



Bowdon, Ga

DEC 20 2007

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: June 1, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZU64865F [REDACTED]

Mileage at Time of Repair: 46800 Date of Repair: June 1, 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Bowdon State: Ga ZIP Code [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code) [REDACTED]

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:

- 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: [REDACTED]

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).



35515

72580

Mike Bell Chevrolet, Inc.

1200 N. PARK STREET (770) 832-2436
CARROLLTON, GEORGIA 30117
www.mikebellservice.com

BOWDON GA

HOME

CELL

BUS

COPY
INVOICE
PAGE 1

SERVICE ADVISOR: 548 BO WYATT

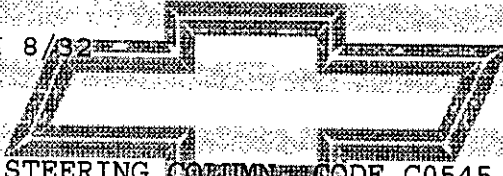
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	CHEVROLET MALIBU	1G1ZU64865F		46800/46801	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
16JUN05 DD			18:00 01JUN07			CASH
R.O. OPENED	READY	OPTIONS: STK:5429 DLR:08041 ENG:3.5 Liter SFI		1)GMPP 60/100000/200/MAJOR GUARD 2)NO WE OWE		
08:28 01JUN07	12:03 01JUN07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	P/S	IS	INOPT				

CAUSE: INTERNAL FAILURE OF STEERING COLUMN, CODE C0545
E7680 COLUMN ASSEMBLY, STEERING - REPLACE

541WGMPP (N/C)
 1 88967179 F-S/COL REM (N/C)
 FC: 6C
 PART#: 88967179
 COUNT: 1
 CLAIM TYPE: 0
 AUTH CODE:
 OJ

TIRE8 TIRE TREAD DEPTH 8/32
 541 CDEF 0.00 0.00



46800 INTERNAL FAILURE OF STEERING COLUMN CODE C0545 REPLACED
STEERING COLUMN AND ROAD TESTED

GENUINE CHEVROLET

THANK YOU FOR ALLOWING US TO SERVICE ALL YOUR AUTOMOTIVE NEEDS - IT IS OUR PLEASURE TO SERVE YOU. OUR GOAL IS TO SEE THAT YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT SERVICE MANAGER, DEAN MANSTON AT 770-832-2436 I'LL BE HAPPY TO HELP YOU

CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER

Our Service Man Mr. _____
 Handled This Job for You.
 Please Contact Him Within 3 Days if Not Completely Satisfactory.



We Want Our Work To Be Right!

Mike Bell Chevrolet, Inc.

1200 N. PARK STREET CARROLLTON, GEORGIA 30117

DISCLAIMER OF WARRANTIES

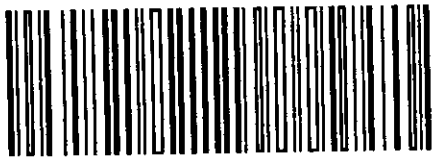
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Mike Bell Chevrolet, Inc., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	200.00
TOTAL CHARGES	200.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	200.00

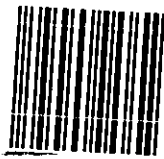
OF THE RETURN ADDRESS, FOLD ALONG DOTTED LINE

CERTIFIED MAIL™

COWETA, OK



7009 0080 0001 4985 8421



1000

48232

U.S. POSTAGE
PAID
COWETA, OK
74429
NOV 04 09
AMOUNT

\$5.54
00042311-04

General Motors
Attn: Chevrolet
PO BOX 33170
Detroit, MI

-48232-5170-

11-10-09A11:14 RCVD

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

48232-5170



November 2nd, 2009

To Whom It May Concern at General Motors:

██████████ and myself, Tiffany Enkey are owners of a 2008 Chevrolet Malibu VIN # 1G1ZH57B48F ██████████. The vehicle was purchased on March 8th, 2008 from Riverside Chevrolet 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

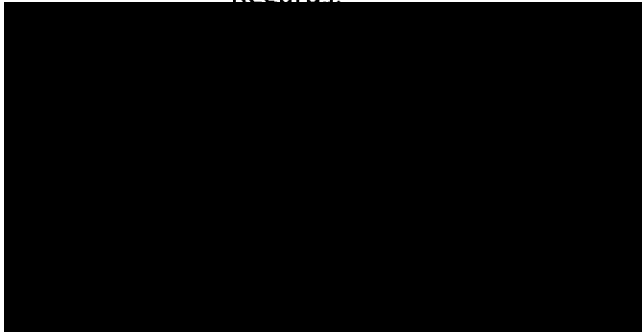
acknowledged the issue, Kevin lied to Tia and said that he never heard the issue and that he just heard things moving around in the backseat. As stated above, one of the two times that he heard the popping noise my backpack did rustle in the backseat. I drove to Lake Country Chevrolet in Muskogee, Oklahoma 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.

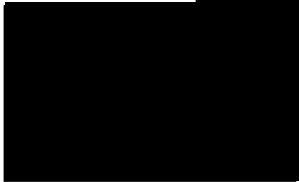
The vehicle is obviously a safety hazard and has been from day one. When my master cylinder failed, I was fortunate enough to have the issue discovered on the 3rd time before someone or myself was injured or killed due to the brakes failing. And now with the latest "popping" issue that keeps arising that I feel is brake related, could possibly be 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.

Regards,



Coweta, OK



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: {Negotiator Name}

Customer Last Name: [REDACTED]

State: OKLAHOMA

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: 1G1ZH57B48F [REDACTED]
In Service Date: 03/07/08

Vehicle Purchased: NEW
BAC Code: 167909

Year, Make & Model: 2008 CHEVROLET MALIBU

Vehicle Purchased Used on: N/A

Current Mileage: 21,000

Dealer Name : LAKE COUNTRY
CHEVROLET

Sale Type: Purchase Lease Other

CAM Name: LARRY D SHIELDS
Phone Number: (972) 443-2901

Lien holder: GMAC Other

FOMM Name: TONY DIPIERO
Phone/Cell Number: (918) 418-9742

Purchase Price of Vehicle: \$ 23,434.54

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

DVM requests involvement?: YES

Attorney Involvement: N/A
Phone Number : N/A
Fax Number : N/A

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.
DLRSHIP 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.

Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 DLRSH 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)

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/20/08	365917	*	9,146	RIVERSIDE CHEVROLET CAMPAIGN 08102 – WHEEL COVER APPEARANCE. REPLACED COVERS

Important: SES light is to be captured under affected component above.

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
ADR)/attorney (if Legal)? (Y or N) 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? (Y or N)
Has the customer filed any insurances claims on this Vehicle? (Y or N) NO
If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone # N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

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.
{List Aftermarket Modification}

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 DLRSHIP

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 REIMBURSEMENT SINCE THE CUSTOMER IS NO LONGER WITHIN THE NEW VEHICLE WARRANTY.

Customer/Plaintiff Seeks:

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 applicable for Legal cases

Is Lemon Law Pled/Alleged?: {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}

State Presumption Is:

# of Visits for a Non-Conformity?	4 or more	# of Days out of Service?	45 or more calendar days
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	YES	Final Repair/Arbitration Required?	YES
Time Period for filing a Claim?	4 YEARS FROM THE DATE THE ALLEGED DEFECT 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?	4
Complaint appears to Continue?	YES	Final Repair/Arbitration Complete?	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

NO

If no, identify responsible party:	N/A
Additional # of Repair Visits?	N/A

Other Considerations:

Outcome/Findings of Arb/Final Repair:	
Prior Goodwill/reimbursement:	NO
Out of Pocket Expenses:	NO

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 VEHICLE 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 Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

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: Settlement Type: DENIAL	Arbitrate case: <input checked="" type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}
Recommendation of Field: Settlement Type: DENIAL	Arbitrate case: <input checked="" type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}
Final Decision: Settlement Type: DENIAL	Arbitrate case: <input checked="" type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${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.



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 12/02/2009

Case Number: CHV0943593-1R

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 OK 1G1ZH57B48F [REDACTED]

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: [REDACTED]	SR #: 71-752883737	BBB#: CHV0943593
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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 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	23434.54
MSRP (from BARS Invoice screen)	- 22930.00
Subtract the MSRP from the Purchase Price (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 (from Bill of Sale)	15500.00
Actual Cash Value (ACV) (from ACV Statement)	- 14000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 1500.00

Section 3

Trade Allowance (from Bill of Sale)	15500.00
Payoff on Trade (from Bill of Sale)	- 15500.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	23434.54
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 1500.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 21934.54

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: [REDACTED]

Business: Chevrolet

Mfr Info: 1716 OK 1G1ZH57B48F [REDACTED]

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

2008 MALIBU 1LT /L4G GENERAL MOTORS CORPORATION
 15U SANDSTONE METALLIC & SUBSIDIARIES
 34B COCOA/CASHMERE RENAISSANCE CENTER
 ORDER NO. MNDSGF/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1G1 ZH57 B4 8F VEHICLE INVOICE 1AD19914448
 *****13*05225S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZH69 MALIBU 1LT	20630.00	19495.35	INVOICE 02/12/08
B86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 02/12/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	EXP I/T 02/18/08
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/19/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	PRC EFF 02/12/08
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	KEYS G1419 G1419
PDC POWER CONVENIENCE PACKAGE:	515.00	427.45	WFP-S QTR OPT-1
*POWER 6-WAY DRIVER SEAT			BANK: GMAC - 005
*REMOTE START			CHG-TO 05-225
*POWER ADJUSTABLE PEDALS			
			SHIP WT: 3415
PDM PREMIUM MAT PACKAGE:	185.00	153.55	HP: 19.3
*PREMIUM CARPETED FLOOR MATS,			GMS: 20996.45
FRONT/BACK			SUPPLR: 21934.54
*TRUNK MAT			MRM: 22930.00
*CARGO NET			MEMO 964.00
VK3 FRONT LICENSE PLATE 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

TOTAL 22930.00 21849.05 PAY 310 21849.05
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20768.05

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

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

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 [REDACTED]

Customer: [REDACTED] - 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: [REDACTED]
Date: 01/02/10



Reasons for Decision

Submitted Date: 01/02/10

CHV0943593-1R

VIN: 1G1ZH57B48F

Customer [REDACTED] 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: [REDACTED]
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: [REDACTED]

State: OKLAHOMA

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:

1G1ZH57B48F [REDACTED]

In Service Date:

03/07/08

Vehicle Purchased:

NEW

BAC Code:

167909

Year, Make & Model: 2008 CHEVROLET MALIBU

Vehicle Purchased Used on: N/A

Current Mileage: 21,000

Dealer Name : LAKE COUNTRY

CHEVROLET

Sale Type: Purchase Lease Other

CAM Name: LARRY D SHIELDS

Phone Number: (972) 443-2901

Lien holder: GMAC Other

FOMM Name: TONY DIPIERO

Phone/Cell Number: (918) 418-9742

Purchase Price of Vehicle: \$ 23,434.54

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

DVM requests involvement?: YES

Attorney Involvement: N/A

Phone Number : N/A

Fax Number : N/A

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.

DLRSHIP 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.

Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 DLRSH 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)

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/20/08	365917	*	9,146	RIVERSIDE CHEVROLET CAMPAIGN 08102 – WHEEL COVER APPEARANCE. REPLACED COVERS

Important: SES light is to be captured under affected component above.

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
ADR)/attorney (if Legal)? (Y or N) 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? (Y or N) _____
Has the customer filed any insurances claims on this Vehicle? (Y or N) NO
If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone # N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

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 DLRSHIP

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 REIMBURSEMENT SINCE THE CUSTOMER IS NO LONGER WITHIN THE NEW VEHICLE WARRANTY.

Customer/Plaintiff Seeks:

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 applicable for Legal cases**Is Lemon Law Pled/Alleged?:****N/A**

Under what State? N/A

Claimed Presumptive? N/A

Does Purchase Qualify? N/A

If not, why? N/A

State Presumption Is:

# of Visits for a Non-Conformity?	4 or more	# of Days out of Service?	45 or more calendar days
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	YES	Final Repair/Arbitration Required?	YES
Time Period for filing a Claim?	4 YEARS FROM THE DATE THE ALLEGED DEFECT 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?	4
Complaint appears to Continue?	YES	Final Repair/Arbitration Complete?	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

NO

If no, identify responsible party:	N/A
Additional # of Repair Visits?	N/A

Other Considerations:

Outcome/Findings of Arb/Final Repair:	NO
Prior Goodwill/reimbursement:	NO
Out of Pocket Expenses:	NO

YES

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, LOOSEENED 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 Demand: Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
CRS Initial Offer: Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
Plaintiff Counter:: Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
CRS Counter: Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
CRS Final Offer: Amount to Plaintiff/Atty: N/A Inclusive Offer: 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: Settlement Type: DENIAL	Arbitrate case: <input checked="" type="checkbox"/>	Settle case: N/A Attorney Fees (if applicable): \$ N/A
Recommendation of Field: Settlement Type: DENIAL	Arbitrate case: <input checked="" type="checkbox"/>	Settle case: N/A Attorney Fees (if applicable): \$ N/A
Final Decision: Settlement Type: DENIAL	Arbitrate case: <input checked="" type="checkbox"/>	Settle case: N/A Attorney Fees (if applicable): \$ 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.

CUSTOMER #: ENKEY

307804

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME

CONT:N/A

BUS:

CELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		21731/21731	TS173	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 27FEB09		0.00	CASH	27FEB09

R.O. OPENED	READY	OPTIONS:	DLR:05241
14:01 27FEB09	16:50 27FEB09	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											

A BRAKES SQUEAKING ALOT

CAUSE: F

H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE

5034 BRO, ISRAEL LIC#: 5034

WVC 1.47 1.80

1	22731037	PAD KIT	5100	7140	0	101.97	71.40	146.48	146.48
---	----------	---------	------	------	---	--------	-------	--------	--------

FC: 93

PART#: 22731037

COUNT: 1

CLAIM TYPE:

AUTH. CODE:

OJ

5100 7140 TPARTS

3474 14648 TLABOR

MISC PO#34801JF MMP INV#261561 Z5000

WVC

			765	765		7.65	7.65
--	--	--	-----	-----	--	------	------

FC:

VERSION 1 (EMP# 5034, 27FEB09 16:43): 21731 REPLACED WITH UPDATED PADS DUE TO REPEAT RETURN FROM ANOTHER DEALER FOUND THAT THE LAST DEALER LEFT CHATTER MARKS IN ROTORS. FC 93 5034 H0042 1.8 HRS TOTAL 1.80 08-05-23-002

B C/S STEERING WHEEL IS DISCOLORED IN THE MIDDLE OF WHEEL.

CAUSE: F

SOP SPECIAL ORDERED PART

5215 DON JOHNSON LIC#: 5215

WVC 0.02 0.00

			0	0		0.00	0.00
--	--	--	---	---	--	------	------

0 0 TPARTS

0 0 TLABOR

VERSION 1 (EMP# 5215, 27FEB09 14:43): 21731 SOP STEERING WHEEL

C** BRAKE PEDAL WILL GET REAL HARD AT TIMES..

CAUSE: F

000 SEE LINE A

5034 BRO, ISRAEL LIC#: 5034

WVC 0.00 0.00

			0	0		0.00	0.00
--	--	--	---	---	--	------	------

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.

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 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.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

307804

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PAGE 2

** PRE-INVOICE **
SERVICE ADVISOR:

5135 RANDY W BROOKS

COWETA, OK

HOME [REDACTED]

BUS: [REDACTED]

CONT: N/A

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		21731/21731	T5173	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 27FEB09		0.00	CASH	27FEB09
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
14:01 27FEB09	16:50 27FEB09						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 5034, 27FEB09 16:43): 21731 SEE LINE A

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!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-27-09	14:42	14:43	0.02	W	5215	B	
	14:57	15:01	0.07	W	5034	A	
	15:01	15:06	0.08	W	5034	A	
	15:24	16:43	1.32	W	5034	A	
	16:43	16:43	0.00	W	5034	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/4501001	14648	3474		7/4402001	7140	5100	
7/6412001	765	765		7/121001	22553	*****	

COST, SALE, & COMP TOTALS 9339 22553 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 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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

308332

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PAGE 1

** PRE-INVOICE **
SERVICE ADVISOR:

5135 RANDY W BROOKS

COWETA, OK [REDACTED]

HOME [REDACTED]

BUS: [REDACTED]

CONT: N/A

CELL [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PONO	RATE	PAYMENT	INV DATE
01JAN08 DE			17:00 13MAR09		0.00	CASH	14MAR09
R.O. OPENED	READY	OPTIONS:					
15:06 13MAR09	10:23 14MAR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A 10-12 TOMES YESTERDAY BRAKE PEDAL GOT REAL HARD

CAUSE: F

SOP SPECIAL ORDERED PART

5034 BRO, ISRAEL LIC#: [REDACTED]

WVC 0.00 0.00

0

0

0.00

0.00

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0

0 TPARTS

0

0 TLABOR

VERSION 1 (EMP# 5034, 13MAR09 16:06): 22602 SOP MASTER

CYLINDER/BOOSTER 5034 SOP

B ONE WHEEL COVER PEELING//CRACKING (COREY HAS 2 IN STOCK)

CAUSE: F

E0022 WHEEL TRIM COVER REPLACEMENT

5034 BRO, ISRAEL LIC#: [REDACTED]

WVC 0.00 0.20

386

1628

16.28

16.28

1 9596921 COVER

4720

6608

0

79.99

66.08

66.08

FC: 5L

PART#: 9596921

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

4720

6608 TPARTS

386

1628 TLABOR

VERSION 1 (EMP# 5034, 13MAR09 16:06): 22602 REPLACED RF COVER .FC 5L

5034 E0022 .2 HRS 0.20

C STEERING WHEEL DISCOLORED IN CENTER SOP IN 5215

CAUSE: F

E7020 STEERING WHEEL REPLACEMENT

5215 DON JOHNSON LIC#: [REDACTED]

WVC 0.25 0.40

700

3255

32.55

32.55

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

308332

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www.southpointchevrolet.com

COWETA, OK

PAGE 2

HOME [REDACTED]

CONT:N/A

** PRE-INVOICE **

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR:

5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09
R.O. OPENED	READY	OPTIONS:					
15:06 13MAR09	10:23 14MAR09	DLR:05241 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	25898297	F-WHEEL				6678	9349	0	117.15	93.49	93.49

FC: 5L
PART#: 25898297
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

6678 9349 TPARTS
700 3255 TLABOR

VERSION 1 (EMP# 5215,14MAR09 10:09): 22602 STEERING WHEEL 5L
VERSION 2 (EMP# 5215,14MAR09 10:10): 22602 STEERING WHEEL 5L THE
STEERING WHEEL WAS DISCOLORED. REPLACED THE STEERING WHEEL PER
KEVIN.E7020 0.4 TECH 5215

D ENTERPRISE RENTAL
CAUSE: F

SUBLET	SUBLET							
5999	WWT	0.00	0.00	0	3500		35.00	35.00
				0	0 TPARTS			
				0	3500 TLABOR			

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!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-09	16:06	16:06	0.00	W	5034	A	
	16:06	16:06	0.00	W	5034	B	
03-14-09	10:04	10:19	0.25	W	5215	C	

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.
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 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.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

308332

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointchevrolet.com

COWETA, OK

PAGE 3

HOME: CONT:N/A

** PRE-INVOICE **

BUS: CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		22602/22602	T3891	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09
R.O. OPENED	READY	OPTIONS: DLR:05241					
15:06 13MAR09	10:23 14MAR09	ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL				
7/4501001	8383	1086		7/4402001	15957	11398					
7/121001	24340	*****									

COST, SALE, & COMP TOTALS 12484 24340 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 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.

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 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.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

--- 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.....	PTSS\$	LBR\$	MSC\$	
5135	5034	WVC	H1220		POWER VACUUM BRAKE BOOSTER REPLACEMENT	255.33	154.62	0.00	
5135	5034	WVC	H0640		MASTER CYLINDER REPLACEMENT	0.00	97.66	0.00	
5135	5034	WVC	H0700		HYDRAULIC BRAKE SYSTEM BLEEDING	0.00	40.69	0.00	
5135		WVC	9997		MISC. SHOP CHARGES	0.00	0.00	9.16	

Line 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.....	PTSS\$	LBR\$	MSC\$	
5135	5034	WVC	E0022		WHEEL TRIM COVER REPLACEMENT	66.08	16.28	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.....	PTSS\$	LBR\$	MSC\$	
5135	5215	WVC	E7020		STEERING WHEEL REPLACEMENT	93.49	32.55	0.00	

Line Code: D Booker: 39891 Comeback: N

Complaint: SUBLET ENTERPRISE RENTAL

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
5135	5999	WWT	SUBLET		SUBLET	0.00	0.00	0.00	
5135		WWT				0.00	0.00	370.00	

--- 2 of 2 - Dealer: BH7-S -----

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.....	PTSS\$	LBR\$	MSC\$	
-------	-------	-------	-------------	---------	------------------	--------	-------	-------	--

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.....	PTSS\$	LBR\$	MSC\$	
5135	5034	WVC	H0042		PADS, DISC BRAKE FRONT R&R OR REPLACE	71.40	146.48	0.00	
5135		WVC	9997		MISC. SHOP CHARGES	0.00	0.00	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.....	PTSS\$	LBR\$	MSC\$	
5135	5215	WVC	SOP		SPECIAL ORDERED PART				

Line Code: C Booker: 32721
 Complaint: BRAKE BRAKE PEDAL WILL GET REAL HARD AT TIMES..
 Cause: F
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 5135 5034 WWC 000 NO WORK DONE OR SEE PREV LINE
 COMMENTS: ST CLOSED

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
 Comeback: N
 PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, \$#, EST#, ?, or E to Exit:
 Invalid Reply

**GMC****HUMMER****General Motors Business Resource Center****FAX****To: Kevin Benton**

Company:

Fax: 918-491-7238

Phone:

From: Daniel Ramones

Fax: 8667759476

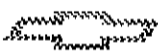
Phone: 866-790-5700 ext 41062

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.

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

3/25/2009

Kevin Benton
South Pointe Chevrolet
9146 S Memorial Dr
Tulsa, OK 74133-4338

Re:

[REDACTED]
Siebel Request: 71-703081327
2008 Chevrolet Malibu
VIN: 1G1ZH57B4SF [REDACTED]

Dear Mr. Benton:

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 acknowledgment 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 back 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,

Daniel Rantonez
ERC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41061
FAX# 866-775-9476



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

10/2/2009

Tammie Gwin
Riverside Chevrolet
707 W 51ST ST
Tulsa OK, 74107

Re:

[REDACTED]
Siebel Request: 71-752383737
2008, Chevrolet Malibu
VIN # 1G1ZH57B43F2 [REDACTED]

Dear Mr. Gwin:

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

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

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# 800-231-1341, prompt 1, extension 41244
FAX# 866-363-8698

CUSTOMER (BORROWER/LESSEE) INFORMATION

LAST NAME [REDACTED] FIRST NAME [REDACTED] MIDDLE INITIAL [REDACTED]
 STREET ADDRESS [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]
 CITY COHETA STATE OR ZIP CODE [REDACTED]
 HOME PHONE # [REDACTED] BUS. PHONE # N/A

COVERED VEHICLE INFORMATION

MANUFACTURER CHEVROLET MODEL MALIBU YEAR 2008
 VEHICLE ID NUMBER 7ELZHS7B40H ORIGINAL DATE OF INSTALLMENT 03/07/2008
 CHANGE TO CUSTOMER FOR DEFICIENCY WAIVER ADDENDUM \$ [REDACTED] SALES CONTRACT # [REDACTED]
 INSTALLMENT TYPE BALLOON LEASE LEASE AMOUNT FINANCING 450.00 TERM (IN MONTHS) 72 NEW VEHICLE USED VEHICLE
 CONTRACT / LOAN # 24442.54 MAX. TERM IN MONTHS 72 FOR ADMIN PURPOSES, CLASS [REDACTED]
 DEALER/CREDITOR INFORMATION
 DEALER/ CREDITOR # 12974 DEALERSHIP RIVERSIDE CHEVROLET
 STREET ADDRESS 707 WEST 51ST STREET CITY 74107

FINANCIAL INSTITUTION/LENDER INFORMATION

ASSIGNMENT GMAC (IN CARE OF PDA-GROUP) FINANCING CONTRACT / LOAN / LEASE ACCT. # 12974
 STREET ADDRESS PO BOX 8102 CITY COCKEYSVILLE STATE MD ZIP CODE 21030

This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum) amends the financing contract. This GAP addendum is between the customer/borrower (I, you or your) and the dealer/creditor (we, us, or our), or if assigned with the assignee. ENROLLMENT IS AVAILABLE ONLY AT THE TIME THE FINANCING CONTRACT IS ORIGINALLY EXECUTED. BY YOUR SIGNATURE BELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT, DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS, AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE. This coverage may decrease over the term of your financing contract and may not extend for the full term of your loan/financing contract. You may wish to consult an alternative source to determine whether similar coverage may be obtained and at what cost. You also acknowledge that you have read and understand this addendum and its provisions. No other verbal representations have been made to you that differ from those written provisions. If you purchase GAP from the dealer/creditor, you understand that the financial institution/lender may retain all or a portion of the charge held by you. This addendum includes a binding arbitration clause. You should carefully read the back of this addendum for additional information on eligibility, requirements, conditions and exclusions that could prevent you from receiving benefits under this addendum.
 Yes, I accept this GAP addendum and its terms and conditions.

DATE [REDACTED] CUSTOMER/BORROWER SIGNATURE [REDACTED] DEALER/CREDITOR SIGNATURE [REDACTED]
 Although not required to do so, you have elected to participate in our GAP Program. GAP does not take the place of insurance on the vehicle. You are responsible for maintaining collision and comprehensive insurance for the full value of the vehicle and any other insurance required by the financing contract or applicable law. You are responsible for all notifications or claims that are required to be filed with your automobile insurance company. We will not process or handle your insurance claims for you.
 In the event of a constructive total loss to the covered vehicle, we agree to waive our rights against you for the amount due under a payable loss. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under Exclusions.

YOUR RIGHT TO CANCEL: You have the unconditional right to cancel and terminate this optional addendum for a refund/credit of the unearned portion of the charge for this addendum at any time. If any termination occurs within 30 days of the addendum purchase you will receive a full refund/credit of the addendum cost, plus the amount of the applicable finance charge, provided no loss has occurred. After 30 days, you will receive a refund/credit of the addendum cost calculated by the Pro Rata method, or by the refund method as may be required by state or federal law, less a \$35.00 cancellation fee. We will refund all charges to the financial institution/lender. To cancel the addendum and request a refund/credit, you must contact the dealer/creditor. In writing, at the address shown above. If you do not receive the refund/credit within 60 days of notice of cancellation/termination, contact the GAP Administrator, contact the GAP Administrator stated below.

REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR:
 Automobile Protection Corporation (APCO)
 P. O. Box 88230 / Atlanta, GA 30360-8230 / 800-521-2774
 All payable loss claims must be reported to us within 90 days of receiving settlement from the primary carrier, or if no primary carrier coverage is in effect on the date of loss within 90 days of the accident or theft, or within 90 days of repossession, whichever applies. No payment for payable loss will be made by us if the claim is not reported within these stated time periods.

ASSIGNMENT: The GAP addendum will follow the loan/financing contract of lease with no subrogation rights against the customer/borrower, if the loan/financing contract or lease is sold or assigned by the dealer/creditor.

LIMITATIONS:
 A. No addendum will be issued for the covered vehicle with a Manufacturer's Suggested Retail Price (MSRP) or NADA retail value of more than \$100,000, or if the amount financed exceeds \$100,000.
 B. No coverage is provided for that portion of the net payoff that results from the amount financed/lease cost exceeding the Maximum Eligibility Limit stated above at the inception date of this addendum and will be deducted from the payable loss due.
 C. The payable loss for loan/financing contracts or leases with terms greater than 60 months will be based on a net payoff calculated using 60 months.
 D. Any addendum issued for an amount financed in excess of B or C above will be deemed eligible for enrollment as limited by this section.
 E. No coverage is provided for a loan/financing contract or lease that does not have uniform monthly repayment terms for the full period of the financing agreement and/or for a loan/financing contract or lease that is self-financed. Balloon loans are excluded from these Limitations.

PLEASE REFER TO THE REVERSE SIDE OF THIS GAP ADDENDUM FOR ADDITIONAL DEFINITIONS, TERMS, CONDITIONS AND EXCLUSIONS.

DECLINATION OF DEFICIENCY WAIVER ADDENDUM

I DO NOT CHOOSE TO PURCHASE THE DEFICIENCY WAIVER ADDENDUM. I UNDERSTAND THAT BY NOT ELECTING THE DEFICIENCY WAIVER ADDENDUM, I AM NOT ENTITLED TO ANY OF THE BENEFITS IN THE EVENT OF A TOTAL LOSS OF THE VEHICLE.

DATE [REDACTED] CUSTOMER SIGNATURE [REDACTED] DEALER/CREDITOR SIGNATURE [REDACTED]
 GAP Administrator: Automobile Protection Corporation - APCO
 P. O. Box 88230, Atlanta, GA 30360-0830
 800-521-2774

GMAC FLEXIBLE FINANCE PLAN

DEAL# 128567
STK# 8F218870

Dealer Number Contract Number

Buyer (and Co-Buyer, if any) Name and address (include county and zip code)
COWETA, OK
Creditor (Seller name and address)
RIVERSIDE CHEVROLET
707 WEST 51ST STREET
TULSA, OK 74107

I, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit for the agreement on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the most schedule shown below. We will figure the Finance Charge on a daily basis.

Year 2008 Make and Model CHEVROLET MALIBU Vehicle Identification No. 1G1ZH57B48F Primary Use for Which Purchased
 personal, family, or household agricultural
 business

Trade-in is at: Year 2003 Make GMC Model YUKON

TRUTH-IN-LENDING DISCLOSURES

Table with 5 columns: ANNUAL PERCENTAGE RATE (7.99%), FINANCE CHARGE (\$6505.94), Amount Financed (\$24442.54), Total of Payments (\$30948.48), Total Sale Price (\$30948.48)

Table with 4 columns: Number of Payments (72), Amount of Payments (\$429.84), When Payments Are Due (Monthly beginning 21 APR 2008), Or as Follows

Finance 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, with a minimum charge of \$21.
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information. See this contract for more information including information about repayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

Table listing various charges: Cash price, Total downpayment, Gross trade-in, Net trade-in, Other (dealer fee), Unpaid balance of cash price, Other charges (insurance, government fees, license, recording fee), Total other charges, Amount financed.

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:
Optional Credit Insurance
 Credit Life Buyer Co-Buyer Both
 Credit Disability (Buyer Only)
Premium:
Credit Life \$ N/A
Credit Disability \$ N/A
N/A (Insurance Company)
N/A (Home Office Address)

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.

Other insurance.
 N/A Type of Insurance N/A Term
Premium \$ N/A
N/A (Insurance Company)
N/A (Home Office Address)

I want the insurance checked above.
X Buyer Signature Date
X Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

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

Buyer Sign: [Signature] Date: [Date] Co-Buyer Sign: X
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

Do not sign this contract on a Sunday.

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.

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

Buyer Sign: [Signature] Date: 03/07/2008 Co-Buyer Sign: X Date: [Date]
Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Seller Sign: RIVERSIDE CHEVROLET Date: 03/07/2008 By: X Title: [Title]
Seller assigns its interest in this contract to: GMAC Nuvel National Auto Finance GMACAB Nuvel Credit Company.
Assigned with recourse Assigned without recourse or with limited recourse
Seller: RIVERSIDE CHEVROLET By: [Signature] Title: [Title]

JB FR OK 7/2007 (For use in the State of Oklahoma) (1 of 4) Notice: See Other Side
Copyright 2000 GMAC All Rights Reserved. TRIPPLICATE ORIGINAL - DEALER'S COPY

2008 MALIBU 1LT
 15U SANDSTONE METALLIC /L4G GENERAL MOTORS CORPORATION
 34B COCOA/CASHMERE & SUBSIDIARIES
 ORDER NO. MNDSQF/TRE STOCK NO. RENAISSANCE CENTER
 VIN 1G1ZH57B48F [REDACTED] DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD19914448
 *****13*052255

MODEL & FACTORY OPTIONS	MSRP	INV AMI	RETAIL - STOCK
12H69 MALIBU 1LT	20630.00	19495.35	INVOICE 02/12/08
B86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 02/12/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	EXP I/T 02/18/08
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/19/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	PRC EFF 02/12/08
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	KEYS XXXXX XXXXX
PDC POWER CONVENIENCE PACKAGE:	515.00	427.45	WFP-S QTR OPT-1
*POWER 6-WAY DRIVER SEAT			BANK: GMAC - 005
*REMOTE START			CHG-TO 05-225
*POWER ADJUSTABLE PEDALS			
			SHIP WT: 3415
PDM PREMIUM MAT PACKAGE:	185.00	153.55	HP: 19.3
*PREMIUM CARPETED FLOOR MATS,			GMS: 20996.45
FRONT/BACK			SUPPLR: 21934.54
*TRUNK MAT			MRM: 22930.00
*CARGO NET			MEMO 964.00
VK3 FRONT LICENSE Plate 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

TOTAL 22930.00 21849.05 PAY 310 21849.05

MEMO: TOTAL 1.3% HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20768.05

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

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

ATVERSIDE CHEVROLET PERMIT TO GMAC NO. 005
 VIN 1G1ZH57B48F [REDACTED]
 \$ 21849.05 INV 1AD19914448
 005 02/19/08 DEALER 05-225

CUSTOMER #: 1018027

365917

RIVERSIDE CHEVROLET

707 West 51st Street
Tulsa, Oklahoma 74107
SALES PHONE (918) 446-2200
SERVICE PHONE (918) 446-7800

INVOICE

PAGE 1

COWETA, OK

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 5502 BRAD MCCRARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
San	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		9146/9146	T5033

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAR08 DD			19:00 20AUG08		0.00	CPP	22AUG08

R.O. OPENED	READY	OPTIONS:	LIST	NET	TOTAL
10:57 20AUG08	15:38 22AUG08	STK:8F218870 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC TRN:A			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	1ST LOF FREE						
	01A 1ST LOF FREE					9.01	9.01
	5483 CQ					6.54	6.54
	1 12605566 FILTER				10.06	2.28	11.40
	5 BMOIL BUL-OIL				2.70		
PARTS:	17.94 LABOR:	9.01 OTHER:	0.00				26.95

9146 T40 5483

B W-NP BRAKE PEDAL SNAPS BACK WHEN FOOT LETS OFF BRAKES MAKES A POPPING NOISE

CAUSE: F

H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT						(N/C)
5498 WT						(N/C)
2 11518111 WASHER						
OLH OTHER LABOR HOURS						(N/C)
5498 WT						
PARTS:	0.00 LABOR:	0.00 OTHER:	0.00			0.00

9146 H1220 1.9 HRS OLH 0.5 HRS , , , OLH OK08DT , , , DIAG AND R&R POWER BRAKE BOOSTER WITH ADJUSTABLE PEDALS AND INSTALL SPACERS AS PER SPECIALL BULLETIN PIC4883A TEST DROVE OK CODE 2F 5498.

C W -VV-STEERING WHEEL DISCOLORED AT BOTTOM

CAUSE: F

50 TRIM MISC						(N/C)
5416 WT						
SUBL RE-COLOR STERRING WHEEL- 0821S8- COLOR GLO PO#441054						(N/C)
W						
PARTS:	0.00 LABOR:	0.00 OTHER:	0.00			0.00

9146 SUBLET

D FREE VEHICLE MULTIPOINT INSPECTION

STATEMENT OF DISCLAIMER	FOR YOUR CONVENIENCE	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller, Riverside Chevrolet 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.	SERVICE DEPT. HOURS MON. - FRI. 7:00 a.m. - 7:00 p.m. SAT 8:00 a.m. - 4:00 p.m.	LABOR AMOUNT	
		PARTS AMOUNT	
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 herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.	PARTS DEPT. HOURS MON. - FRI. 8:00 a.m. - 6:00 p.m. SAT 8:00 a.m. - 4:00 p.m.	GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER #: 1018027

365917

RIVERSIDE CHEVROLET

707 West 51st Street
Tulsa, Oklahoma 74107
SALES PHONE (918) 446-2200
SERVICE PHONE (918) 446-7800

INVOICE

PAGE 2

SERVICE ADVISOR: 5502 BRAD MCCRARY

COWETA, OK
HOME: CONT:N/A
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
San	08	CHEVROLET MALIBU	1G1ZH57B48F		9146/9146	T5033	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAR08 DD			19:00 20AUG08		0.00	CPP	22AUG08
R.O. OPENED	READY	OPTIONS: STK:8F218870					
10:57 20AUG08	15:38 22AUG08	ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC TRN:A					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

90 FREE VEHICLE MULTIPPOINT INSPECTION

PARTS:	5483	IRM					(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E** W -MA- CAMPAIN 08102- WHEEL COVER APPERANCE ADD ON LINE OK20GW PER VISS

CAUSE: F

	50	TRIM MISC					(N/C)
		5416	WT				(N/C)
PARTS:	4	9596921	COVER			TOTAL LINE E:	0.00
	0.00	LABOR:	0.00	OTHER:	0.00		

9146 FC-95 V1799 .4 TECH 5416 ALL 4 WHEEL COVERS DID NOT HAVE MARKING ON THEM, RPLACED COVERS

F** ENTERPRISE RENTAL

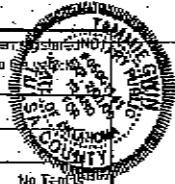
CAUSE:

	99	ENTERPRISE RENTAL					(N/C)
		341	WT				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

EST: 1.00 20AUG08 10:57 SA: 5502

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 0.90

<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller, Riverside Chevrolet 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.</p> <p>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 herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.</p>	<p>FOR YOUR CONVENIENCE</p> <p>SERVICE DEPT. HOURS MON. - FRI. 7:00 a.m. - 7:00 p.m. SAT 8:00 a.m. - 4:00 p.m.</p> <p>PARTS DEPT. HOURS MON. - FRI. 8:00 a.m. - 6:00 p.m. SAT 8:00 a.m. - 4:00 p.m.</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	9.01
PARTS AMOUNT	17.94		
GAS, OIL, LUBE	0.00		
SUBLET AMOUNT	0.00		
MISC. CHARGES	0.90		
TOTAL CHARGES	27.85		
LESS INSURANCE	29.46		
SALES TAX	1.61		
PLEASE PAY THIS AMOUNT	0.00		



I, the undersigned, severally certify to the best of my knowledge, information and belief under penalty of the law that the vehicle is new and has not been used in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to [redacted] FOR VALUE RECEIVED. I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) [redacted]
 ADDRESS [redacted] **COWETA OK**
 I certify to the best of my knowledge that the odometer reading is 10 No Terms
 DEALER NAME OF DEALERSHIP **SONIC RIVERSIDE, INC. DBA RIVERSIDE CHEVROLET** BY: Kendra Poston
 State of OK **11145**
 County of Adulsa Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 26 day of March 08
 Notary Public Travis L. Smith
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Terms
 DEALER NAME OF DEALERSHIP _____ BY: _____
 State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of _____ Notary Public
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Terms
 DEALER NAME OF DEALERSHIP _____ BY: _____
 State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of _____ Notary Public
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Terms
 DEALER NAME OF DEALERSHIP _____ BY: _____
 State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of _____ Notary Public
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.
 I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ NO Terms The mileage stated is in excess of its mechanical limits The odometer reading is not the actual mileage. **WARNING ODOMETER DISCREPANCY**

Signature(s) of Seller(s) _____ Date of Statement _____ Date of Sale _____
 Printed Name(s) of Seller(s) _____ Dealer's No. _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 Signature of Purchaser(s) _____ Notary Public
 Printed Name of Purchaser(s) _____ State of _____
 Company Name (if Applicable) _____ County of _____
 Address of Purchaser(s) _____
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

1. TITLE

1st lien in favor of GMAC (IN CARE OF PDP GROUP)
 whose address is PO BOX 8102
 2nd lien in favor of _____
 whose address is COCKYSVILLE MD 21030

GM521 REV. 1-2000

OCT-12-09 15:04 FROM-Riverside Chevrolet 9184462204 T-709 P.007/009 F-640

CERTIFICATE OF ORIGIN FOR A VEHICLE

7882



DATE
02/12/08

RBLP0019
INVOICE NO.
1AD19914448

VEHICLE IDENTIFICATION NO.
1G1ZH57B48F

YEAR
2008

MAKE
CHEVROLET

BODY TYPE
MALIBU 4-DOOR SEDAN

SHIPPING WEIGHT
3415

H.P. (S.A.E.)
19.3

G.V.W.R.
4455

NO. CYLS.
04

SERIES OR MODEL
1ZH69

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

NAME OF DISTRIBUTOR, DEALER, OKLAHOMA MOTOR VEHICLE 05225 MNDSGF

RIVERSIDE CHEVROLET ENTERED
PO BOX 2679 TULSA OK 74101-2679

DATE 2/26/08 TIME 2:00
RECEIPT NO. 08080250A0349
MOTOR LICENSE #

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

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

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
BY: *Rubel C. ...*
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

G52235390

DETROIT MI 48243-1114
CITY - STATE

OCT-12-09 15:04 FROM-Riverside Chevrolet 918462204 T-709 P. 008/009 F-640 09-01 REV. 1-20-09

INSTRUCTIONS

SECURED PARTY: 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 Manufacturer'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: Process all Copies (1 thru 6). Detach Copy 5 for M.L.A. file. Send Copy 2 to Oklahoma Tax Commission. Return Copies 1, 3, 4 and 6, together with the appropriate title documents, to the Secured Party.

DEBTOR NAME(S) AND ADDRESS(ES) (Last Name First) **SECURED PARTY NAME AND ADDRESS** **OKLAHOMA TAX COMMISSION USE ONLY**

[Redacted] RIVERSIDE CHEVROLET
707 WEST 51ST STREET
TULSA, OK 74107

COWETA OK [Redacted]

MOTOR LICENSE AGENT USE ONLY
DATE LET RECEIVED: 3-26-08 TIME RECEIVED: 3:00 A.M. P.M.

THIS LIEN ENTRY FORM COVERS THE FOLLOWING VEHICLE: **RECEIPT NUMBER**

DATE OF SECURITY AGREEMENT: 03/07/2008 ORIGINAL OKLAHOMA TITLE NO. VEHICLE IDENTIFICATION NO. (V.I.N.): 1G1ZH57B48F [Redacted]

[Redacted]

MODEL YEAR: 2008 MAKE AND MODEL: CHEVROLET MALIBU BODY TYPE: SD

MOTOR LICENSE AGENT (Identification/Signature): JERRY CNREY 7230 J

FOR SECURED PARTY USE - WHEN LIEN RELEASED ONLY

DATE LIEN RELEASED: _____ AUTHORIZED BY: _____

RELEASE MAILED TO OKLA. TAX COM. (Date) _____ BY: FIRST CLASS MAIL CERTIFIED MAIL

RELEASE MAILED/DELIVERED TO DEBTOR ON _____ BY: FIRST CLASS MAIL CERTIFIED MAIL

ENCLOSURES PAID NOTE _____ DELIVERED IN PERSON

I have completed the above tasks: (SIGN) _____

ASSIGNEE OF SECURED PARTY AND ADDRESS:
GMAC (IN CARE OF PDP GROUP)
PO BOX 8102
COCKYSVILLE MD 21030

ENCLOSURES **SECURED PARTY/ASSIGNEE SIGNATURES**

CERTIFICATE OF TITLE
 APPLICATION FOR TITLE
 MANUFACTURER'S STATEMENT OF ORIGIN (M.S.O.)
 FEE

By: *Dammie Lewis* (Date Executed)
RIVERSIDE CHEVROLET 03/07/2008
Representing Secured Party or Assignee

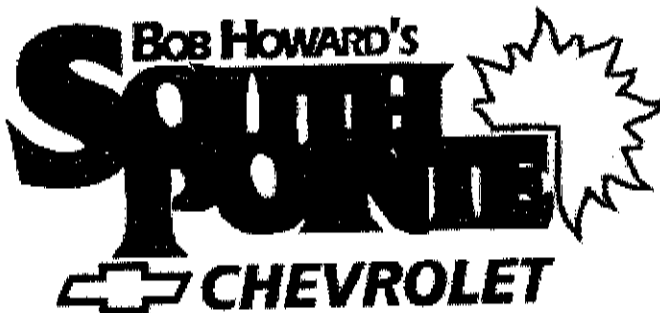
LIEN ENTRY FORM - MOTOR VEHICLE - OKLAHOMA

COPY 1: SECURED PARTY MASTER FILE - M.L.A. PROCESSES & RETURNS TO SECURED PARTY Form Approved by Oklahoma Tax Commission

OCT-12-09 15:04 FROM-Riverside Chevrolet 9184462204 T-709 P. 009/009 F-640

SOUTH POINTE CHEVROLET
9146 SOUTH MEMORIAL DRIVE
TULSA, OKLAHOMA 74133

DIRECT # 918-481-8000
FAX # 918-491-7238
www.southpointechevrolet.com



Fax

To: TIA	From: Kevin Benton
Fax: 866-363-8698	Pages: 6
Phone:	Date:
Re:	CC:

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

• **Comments:**

WARNING – CONFIDENTIALITY NOTICE

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CUSTOMER #: ENKEY

309885

SOUTH POINTE
CHEVROLET

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133SERVICE DIRECT (918) 491-7222
(918) 481-8000

www.southpointechevrolet.com

DUPLICATE 1

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME

CONT:N/A

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		24440/24440	T5398	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 29APR09		0.00	CASH	29APR09

R.O. OPENED	READY	OPTIONS:	DLR:05241
14:39 29APR09	16:25 29APR09	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A THERE IS POP NOISE SOMETIMES WHEN BRAKE PEDAL RELEASED SOP IN 5034

CAUSE: F

H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT

5034 BRO,ISRAEL LIC#: 5034

WVC	0.75	1.90	3667	15462					154.62	154.62
2 11518111 WASHER			484	678	0	4.25			3.39	6.78

FC: 93

PART#: 11518111

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NP

484 678 TPARTS

3667 15462 TLABOR

VERSION 1 (EMP# 5034,29APR09 15:31): 24440 INSTALLED SOP WASHER PER PIC4883B TO CORRECT THE NOISE FROM BRAKE PEDAL HITTING THE P/S COLUMN ASSEMBLY TEST DROVE AFTER RELEARNING BPP AND 5034 H1220 1.9 HRS 1.90

THE NOISE IS GONE.FC 93

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 LATE SHIFTS 3RD AND 4TH GEARS

TRANS TRANSMISSION

9059 COOPER,ROBERT LIC#: 9059

WVC	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 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

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.

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 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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY COPY

CUSTOMER #: ENKEY

309885

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

DUPLICATE 1
PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME:

CONT:N/A

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		24440/24440	T5398

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08	DD		WAIT 29APR09		0.00	CASH	29APR09

R.O. OPENED	READY	OPTIONS: DLR:05241
14:39 29APR09	16:25 29APR09	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

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!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-29-09	14:44	14:50	0.10	W	5034	A	
	14:51	15:03	0.20	W	5034	A	
	15:04	15:31	0.45	W	5034	A	
	15:31	15:31	0.00	W	5999	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/4501001	15462	3667		7/4402001	678	484	
7/4500001	0	0		7/121001	16140	*****	
7/101504	0	*****					

COST, SALE, & COMP TOTALS 4151 16140 0

<p>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.</p> <p>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 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.</p>	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

WARRANTY COPY

CUSTOMER #: ENKEY

309590

**SOUTH POINT
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74139
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointchevrolet.com

PAGE 1

COWETA, OK

HOME:

BUS:

CONT:N/A

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
	08	CHEVROLET MALIBU	1G1ZH57B48E		24003/24003	T1284		
TAN	DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	01JAN08 DD			WAIT 21APR09		0.00	CASH	21APR09
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC						
14:07 21APR09	17:30 21APR09							

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
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#: [REDACTED]											
				WVC	0.00	0.00	0	0		0.00	0.00
							0	0	TPARTS		
							0	0	TLABOR		
B	20										
				5999	CC	0.00	0.00	0	0	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 ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/4501001	0	0		7/4500001	0	0	
7/121001	0	*****		7/101504	0	*****	

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 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.

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 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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

**SOUTH POINTE
CHEVROLET**

CUSTOMER #: [REDACTED]

309252

ACCOUNTING

9148 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointchevrolet.com

DUPLICATE 2
PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME: [REDACTED]

BUS: [REDACTED]

CONT: N/A

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		23674/23674	T1175	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 14APR09		0.00	CASH	15APR09
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
07:48 13APR09	17:15 14APR09						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A SATURDAY CRUISE WOULD SET THEN DROP OUT,, SUNDAY WONT SET ALL ALL NOW,, BRAKES LIGHTS ARE NOT STAYING ON											
1	15942445	SWITCH				3421	4789	0	68.43	47.89	47.89
		FC: 6F									
		PART#: 15942445									
		COUNT: 1									
		CLAIM TYPE:									
		AUTH CODE:									
		OJ									
						3421	4789		TPARTS		
						1158	4883		TLABOR		

CAUSE: F
R1260 SWITCH, CRUISE CONTROL ENGAGEMENT REPLACE

5034 BRO, ISRAEL LIC#: [REDACTED]

WVC 1.48 0.60 1158 4883

1 15942445 SWITCH 3421 4789 0 68.43 47.89 47.89

FC: 6F

PART#: 15942445

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

3421 4789 TPARTS

1158 4883 TLABOR

VERSION 1 (EMP# 5034, 14APR09 08:49): 23674 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 .6 HRS 0.60
WHICH IS THE CRUISE AND TESTED RESISTANCE VALVES BETWEEN TERMINALS 4
AND 5 AND MEASURE OL FOR ALL BUTTON DEPRESSES AT THE ON/OFF-SET-RES
REPLACED SWITCH TEST DROVE AFTER CRUISE ENGAGED EVERYTIME AND DID NOT
DROP OUT.FC 6F

B 20 POINT INSPECTION

20 20 POINT INSPECTION

5034 BRO, ISRAEL LIC#: 5034

CC 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 5034, 14APR09 08:49): 23674 COMPLETE NEEDS BAL-4

5034 N/C

C** ENTERPRISE RENTAL

SUBLET SUBLET

5999 WVC 0.00 0.00 0 0 0.00 0.00

0 0 TPARTS

0 0 TLABOR

SUBL BILL PO#45106

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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

309252

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK

DUPLICATE 2
PAGE 2

HOME:

CONT:N/A

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		23674/23674	T1175	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 14APR09		0.00	CASH	15APR09

R.O. OPENED	READY	OPTIONS:
07:48 13APR09	17:15 14APR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			WVC			7400	7400			74.00	74.00

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-13-09	07:53	09:16	1.39	W	5034	A	
04-14-09	08:44	08:49	0.09	W	5034	A	
	08:49	08:49	0.00	W	5034	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/4501001	4883	1158		7/4402001	4789	3421	
7/4500001	0	0		7/4502001	7400	7400	
7/121001	17072	*****		7/101504	0	*****	

COST, SALE, & COMP TOTALS 11979 17072 0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

CUSTOMER #: 487584

297925



2301 NORTH ASPEN AVE.
BROKEN ARROW, OK 74012
918-258-8000

INVOICE

PAGE 1

SERVICE ADVISOR: 2314 JAKE TUDOR

COWETA, OK

HOME BUS: CONT:N/A CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: 08 CHEVROLET MALIBU 1G1ZH57B48F 16253/16253 T2816

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PO NO., RATE, PAYMENT, INV. DATE. Row 1: 07MAR08 DD 17:00 02DEC08 85.00 CASH 04DEC08

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 16:13 02DEC08 10:37 04DEC08 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S STEERING WHEEL VIBRATES WHEN BRAKING AT HIGHWAY SPEEDS
CAUSE: F
H0122 FRONT BRAKE ROTOR REFINISHING
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

16253 STEERING WHEEL SHUTTER WHEN BRAKING H0122 1.70 ROAD TEST FOUND
FRONT ROTORS OUT OF ROUND AND CAUSING THE SHUTTER TURNED BOTH FRONT
ROTORS SEE RUN OUT SHEET FOR SPECS

B C/S LF WHEEL COVER HAS PLASTIC TAB STICKING OUT INTO TIRE
600 REALIGNED WHEEL COVER LEFT FRONT
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C C/S STEERING WHEEL IS PEELING ON BOTTOM PART SEE JAKE IF NEEDED
NWD NO REPAIRS PERFORMED AT THIS TIME
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

16253 TECH 3026 0.00 CUSTOMER TO RETURN VEHICLE TO SELLING DEALERSHIP
PER SERVICE MANAGER.

D SERVICE WASH
SW SERVICE WASH
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

16253 WASH 0.60

E RENTAL CAR DUE TO MULTIPLE APPTS TO BE AT HAS TO BE AT WORK AT 6:00
AM. ONLY TRANSPORTATION

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER #: 487584

297925



2301 NORTH ASPEN AVE.
BROKEN ARROW, OK 74012
918-258-8000

INVOICE

PAGE 2

COWETA, OK

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2314 JAKE TUDOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		16253/16253	T2816
DEL DATE	PROD. DATE	WARR. EXP.	PO NO.	RATE	PAYMENT	INV. DATE
07MAR08 DD		17:00 02DEC08		85.00	CASH	04DEC08

R.O. OPENED	READY	OPTIONS:	ENG: 2.4 Liter MFI DOHC HO ECOTEC				
16:13 02DEC08	10:37 04DEC08						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CAUSE: F							
99R RENTAL CAR							
	199	WC					(N/C)
SUBL ENT							
		WC					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

 EST: 0.00 02DEC08 16:13 SA: 2314
 INVOICE

*****THANK YOU FOR USING SPEEDWAY CHEVROLET*****
 WE ARE VERY INTERESTED IN YOUR OPINION. YOU MAY SOON RECEIVE A SURVEY FROM YOUR VEHICLES' MANUFACTURER. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR. AGAIN, THANK YOU FOR YOUR BUSINESS.

08	CHEVROLET	MALIBU	1G1ZH57B48F [REDACTED]	16253	16253	T2816
----	-----------	--------	------------------------	-------	-------	-------

16:13	02DEC08	10:37	04DEC08
-------	---------	-------	---------

99R RENTAL CAR							
SUBL ENT							
		WC					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose; and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.	LABOR AMOUNT	0.00
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.	PARTS AMOUNT	0.00
I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.	GAS, OIL, LUBE	0.00
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 car or truck to secure the amount of repairs thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as is provided for the foreclosure of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LABOR AND PARTS GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.	SUBLET AMOUNT	0.00
ADVISOR. AGAIN, THANK	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
READ BEFORE SIGNING X	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 487584

301303



2301 NORTH ASPEN AVE.
BROKEN ARROW, OK 74012
918-258-8000

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 2069 RUSSELL PEARSON

COWETA, OK

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		21107/21107	T3352
DEL DATE	PROD. DATE	WARR. EXP.	PO NO	RATE	PAYMENT	INV. DATE
07MAR08 DD		17:00	17FEB09	85.00	CASH	17FEB09

R.O. OPENED: 12:30 17FEB09 READY: 15:17 17FEB09 OPTIONS: ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OIL & FILTER CHANGE							
OFC OIL & FILTER CHANGE							
				6542	CL	12.05	12.05
	1	12605566	FILTER			8.96	6.00
	5	OIL MOTOR OIL				1.98	1.98
PARTS:		15.90	LABOR:	12.05	OTHER:	0.00	TOTAL LINE A: 27.95

21107 LOF .4

 C C/S THERE IS A VIBRATION IN BRAKE PEDAL WHEN BRAKING AT TIMES. PEDAL IS NOT SMOOTH BLEND LEVELS LOW
 NPF UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, OPERATING WITHIN SPECS
 GENERAL OK 266 20CC
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

21107 NO PROBLEM FOUND 0.00 CUSTOMER DECLINED TO RIDE WITH TECH ON BRAKE PED ISSUE

 C C/S BRAKES ARE MAKING A SQUEAKING NOISE WHEN STOPPING
 NPF UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, OPERATING WITHIN SPECS
 266 CC 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

21107 NO PROBLEM FOUND 0.00

 OFC OIL & FILTER CHANGE
 EST: 0.00 17FEB09 12:30 SA: 2069
 1 12605566 FILTER 8.96 6.00
 CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 1.21
 TOTAL 27.95

DISCLAIMER OF WARRANTIES
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 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 car or truck to secure the amount of repairs thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as is provided for the foreclosure of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LABOR AND PARTS GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

READ BEFORE SIGNING X

CUSTOMER #:

307804

SOUTH POINTE CHEVROLET

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

ACCOUNTING

COWETA, OK

HOME:

CONT:N/A

PAGE 1

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row: TAN, 08, CHEVROLET MALIBU, 1G1ZH57B48F, 21731/21731, T5173

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row: 01JAN08 DD, WAIT 27FEB09, 0.00, CASH, 27FEB09

Table with columns: R.O. OPENED, READY, OPTIONS. Row: 14:01 27FEB09, 16:50 27FEB09, DLR:05241, ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL

A BRAKES SQUEAKING ALOT

CAUSE: F

MO042 PADS, DISC BRAKE FRONT R&R OR REPLACE

5034 BRO, ISRAEL LIC#: 5034

Table with columns: WWC, HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row: 1 22731037 PAD KIT, 5100, 7140, 0, 101.97, 71.40, 71.40

FC: 93

PART#: 22731037

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

5100 7140 TPARTS

3474 14648 TLABOR

MISC PO#34801JP MMP INV#261561 Z5000

Table with columns: WWC, HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row: WWC, 765, 765, 7.65, 7.65

FC:

VERSION 1 (EMP# 5034, 27FEB09 16:43): 21731 REPLACED WITH UPDATED PADS DUE TO REPEAT RETURN FROM ANOTHER DEALER FOUND THAT THE LAST DEALER LEFT CHATTER MARKS IN ROTORS FC 93 5034 MO042 1.80 HRS TOTAL 1.80 08-05-23-002

B/C/S STEERING WHEEL IS DISCOLORED IN THE MIDDLE OF WHEEL

CAUSE: F

SOP SPECIAL ORDERED PART

5215 DON JOHNSON LIC#: 5215

Table with columns: WWC, HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row: WWC, 0.02, 0.00, 0, 0, 0.00, 0.00

0 0 TPARTS

0 0 TLABOR

VERSION 1 (EMP# 5215, 27FEB09 14:43): 21731 SOP STEERING WHEEL

C** BRAKE PEDAL WILL GET REAL HARD AT TIMES

CAUSE: F

000 SEE LINE A

5034 BRO, ISRAEL LIC#: 5034

Table with columns: WWC, HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row: WWC, 0.00, 0.00, 0, 0, 0.00, 0.00

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.

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Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

307804

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK

PAGE 2

HOME: [REDACTED] CONT:N/A

** PRE-INVOICE **

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		21731/21731	T5173	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 27FEB09		0.00	CASH	27FEB09
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
14:01 27FEB09	16:50 27FEB09						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 5034, 27FEB09 16:43): 21731 SEE LINE A

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!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-27-09	14:42	14:43	0.02	W	5215		B
	14:57	15:01	0.07	W	5034		A
	15:01	15:06	0.08	W	5034		A
	15:24	16:43	1.32	W	5034		A
	16:43	16:43	0.00	W	5034		C

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/4501001	14648	3474		7/4402001	7140	5100	
7/6412001	765	765		7/121001	22553	*****	

COST, SALE, & COMP TOTALS 9339 22553 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 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.
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

308332

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK

PAGE 1

HOME: CONT:N/A

** PRE-INVOICE **

BUS: CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		22602/22602	T3891	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09

R/O: OPENED READY OPTIONS: DLR:05241
 15:06 13MAR09 10:23 14MAR09 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

~~10-12 TOMES YESTERDAY BRAKE PEDAL GOT REAL HARD~~

CAUSE: F

SOP SPECIAL ORDERED PART

5034 BRO, ISRAEL LIC#:

WVC 0.00 0.00 0 0 0.00 0.00

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0 0 TPARTS

0 0 TLABOR

VERSION 1 (EMP# 5034,13MAR09 16:06): 22602 SOP MASTER

~~CYLINDER/BOOSIER 5034 SOP~~

~~ONE WHEEL COVER BUBBLING//CRACKING (COREY HAS 2 IN STOCK)~~

CAUSE: F

~~E0022 WHEEL TRIM COVER REPLACEMENT~~

5034 BRO, ISRAEL LIC#:

WVC 0.00 0.20 386 1628 16.28 16.28

1 9596921 COVER 4720 6608 0 79.99 66.08 66.08

FC: 5L

PART#: 9596921

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

4720 6608 TPARTS

386 1628 TLABOR

VERSION 1 (EMP# 5034,13MAR09 16:06): 22602 REPLACED RF COVER .FC 5L

5034 E0022 .2 HRS 0.20

C STEERING WHEEL DISCOLORED IN CENTER SOP IN 5215

CAUSE: F

~~E7020 STEERING WHEEL REPLACEMENT~~

5215 DON JOHNSON LIC#:

WVC 0.25 0.40 700 3255 32.55 32.55

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

308332

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CHEVROLET**

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COWETA, OK

PAGE 2

HOME [REDACTED] CONT:N/A

** PRE-INVOICE **

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09

R.O. OPENED: 15:06 13MAR09
 READY: 10:23 14MAR09
 OPTIONS: DLR:05241
 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	25898297	F	WHEEL			6678	9349	0	117.15	93.49	93.49

FC: 5L

PART#: 25898297

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

6678 9349 TPARTS

700 3255 TLABOR

VERSION 1 (EMP# 5215,14MAR09 10:09): 22602 STEERING WHEEL 5L

VERSION 2 (EMP# 5215,14MAR09 10:10): 22602 STEERING WHEEL 5L THE

STEERING WHEEL WAS DISCOLORED. REPLACED THE STEERING WHEEL PER

KEVIN.E7020 0.4 TECH 5215

D ENTERPRISE RENTAL

CAUSE: F

SUBLET SUBLET

5999 WWT 0.00 0.00 0 3500 35.00 35.00

0 0 TPARTS

0 3500 TLABOR

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-09	16:06	16:06	0.00	W	5034	A	
	16:06	16:06	0.00	W	5034	B	
03-14-09	10:04	10:19	0.25	W	5215	C	

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.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

308332

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ACCOUNTING

PAGE 3

** PRE-INVOICE **
SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME: [REDACTED]

CONT:N/A

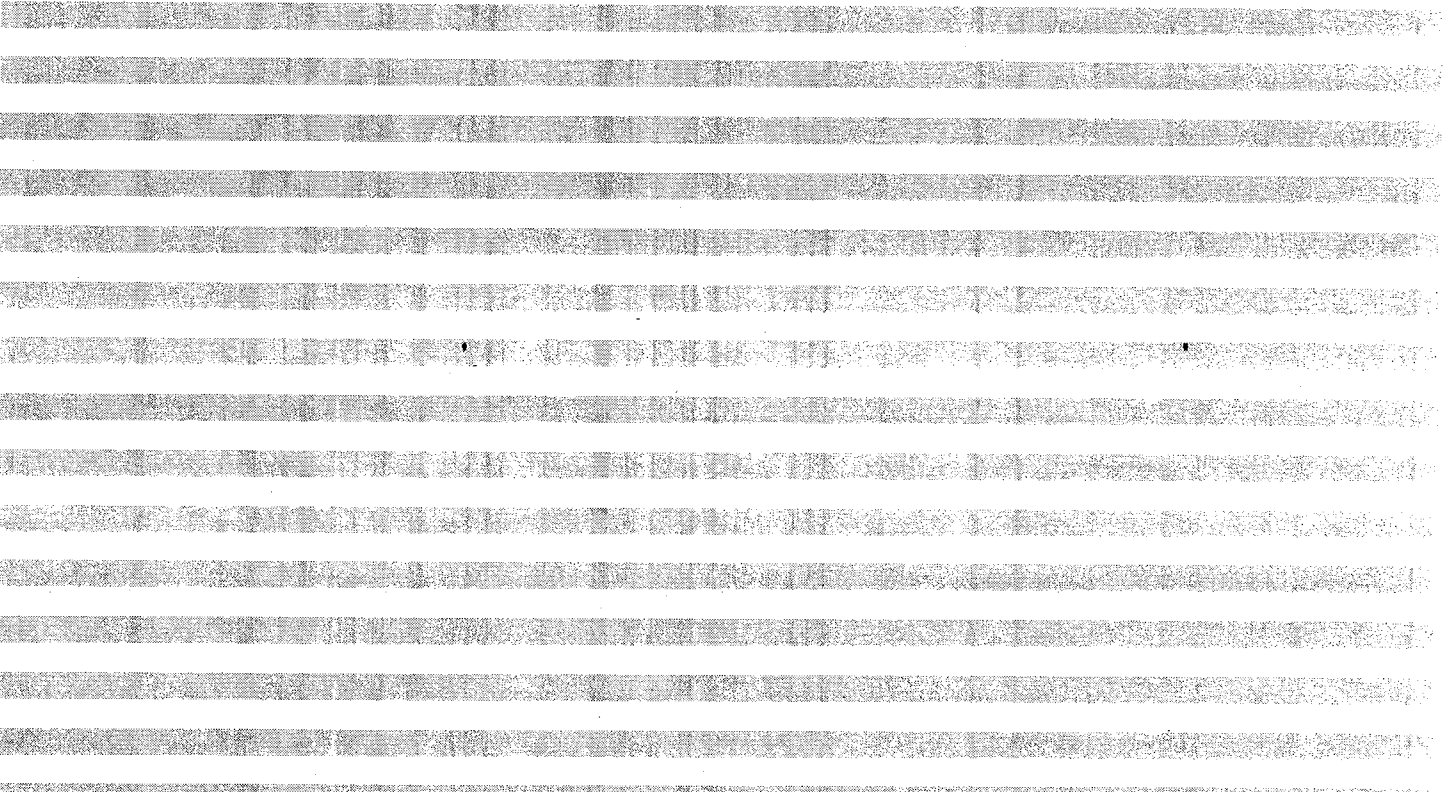
BUS: [REDACTED]

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09

R.O. OPENED	READY	OPTIONS:
15:06 13MAR09	10:23 14MAR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL				
7/4501001	8383	1086		7/4402001	15957	11398					
7/121001	24340	*****									



COST, SALE, & COMP TOTALS 12484 24340 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

308827

**SOUTH POINTE
CHEVROLET**

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ACCOUNTING

DUPLICATE 2
PAGE 3

** PRE-INVOICE **
SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME [REDACTED]

CONT:N/A

BUS: [REDACTED] CELL [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22937/22937	T1042	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 30MAR09		0.00	CASH	31MAR09

R.O. OPENED: 14:55 30MAR09
READY: 17:06 31MAR09
OPTIONS: DLR:05241
ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL				
7/4501001	4883	1158		7/4402001	1694	1210					
7/4500001	6500	2895		7/4502001	3700	3700					
7/4504001	975	0		7/204006	83	0					
7/121001	10277	*****		7/101504	7558	*****					

MAR 31 2009
BY: [REDACTED]

COST, SALE, & COMP TOTALS 8963 17752 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	65.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.75
TOTAL CHARGES	74.75
LESS INSURANCE	0.00
SALES TAX	0.83
PLEASE PAY THIS AMOUNT	75.58

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

308827

**SOUTH POINTE
CHEVROLET**

[REDACTED]
COWETA, OK
HOME [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

ACCOUNTING
DUPLICATE 2
PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 5135 RANDY W BROOKS

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www.southpointechevrolet.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22937/22937	T1042

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN08 DD			WAIT 30MAR09		0.00	CASH	31MAR09

R.O. OPENED: [REDACTED] READY: [REDACTED]
 OPTIONS: DLR:05241
 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0		0	TLABOR		

VERSION 1 (EMP# [REDACTED] 30MAR09 17:05): 22937 SEE LINE C NOT WWC DUE TO MISSING RF TPM SENSOR. [REDACTED] NWP
 C** INSTALL CUST PROVIDED TIRE PRESSURE MONITER SENSOR (WE PROVIDED NEW STEM N/C) INSTALL AND REST SYSTEM
 RF REPAIRS AS FOLLOWS
 5034 BRO, ISRAEL LIC# [REDACTED]

CC	0.00	1.50	2895	6500	65.00	65.00
----	------	------	------	------	-------	-------

VERSION 1 (EMP# [REDACTED] 30MAR09 17:04): 22937 SEE LINE C NOT WWC DUE TO MISSING RF SENSOR [REDACTED] NWP

VERSION 2 (EMP# [REDACTED] 30MAR09 17:05): 22937 REPLACED MISSING RF TPM SENSOR CUST PROVIDED SENSOR [REDACTED] 1.5 HRS 1.50

~~D** ENTERPRISE RENTAL~~
 SUBLET SUBLET

5999	WWC	0.00	0.00	0	0	0.00	0.00
				0	0	0	TPARTS
				0	0	0	TLABOR

SUBL RENTAL BILL PO#42030	WVC	3700	3700	37.00	37.00
---------------------------	-----	------	------	-------	-------

SHOP SUPPLIES		0	975	9.75	9.75
---------------	--	---	-----	------	------

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-30-09	15:04	17:02	1.96	W	5034	A	
	17:04	17:04	0.00	W	5034	C	
	17:05	17:05	0.00	W	5034	B	

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:

309590

SOUTH POINTE CHEVROLET

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK

PAGE 1

HOME:
BUS:
CONT: N/A
CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: TAN, 08, CHEVROLET MALIBU, 1G1ZH57B48F, 24003/24003, T1284.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 01JAN08 DD, WAIT 21APR09, 0.00, CASH, 21APR09.

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 14:07 21APR09, 17:30 21APR09, DLR:05241, ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC.

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A CUSTOMER STATES THERE IS INTERMITTENT POP/ SNAP NOISE YOU HEAR WHEN
BRAKE PEDAL IS RELEASED TO COME BACK UP

Table with columns: CAUSE, F, WWC, TPARTS, TLABOR. Row 1: 0.00, 0.00, 0, 0, 0.00, 0.00.

Table with columns: B 20 POINT INSPECTION, 20 20 POINT INSPECTION, 5999, CC, 0.00, 0.00, 0, 0, 0.00, 0.00.

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*** NO RO PUNCH TIMES ON FILE ***

Table with columns: TRGT/ACCOUNT, SALE, COST, CONTROL. Row 1: 7/, 0, 0, 7/, 0.

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 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.

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Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT (0.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (0.00), LESS INSURANCE (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (0.00).

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Customer was release with car before paper work was finish in WARRANTY COPY

CUSTOMER #: [REDACTED]

309252

SOUTH POINTE
CHEVROLET

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK

DUPLICATE 1

PAGE 2

HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A

** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		23674/23674	T1175

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 14APR09		0.00	CASH	14APR09

R.O. OPENED: 07:48 13APR09
 READY: 17:15 14APR09
 OPTIONS: DLR:05241
 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			WWC			7400	7400			74.00	74.00

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-13-09	07:53	09:16	1.39	W	[REDACTED]	A	
04-14-09	08:44	08:49	0.09	W	[REDACTED]	A	
	08:49	08:49	0.00	W	[REDACTED]	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/4501001	4883	1158		7/[REDACTED]	4789	3421	
7/4500001	0	0		7/[REDACTED]	7400	7400	
7/121001	17072	*****		7/[REDACTED]	0	*****	

COST, SALE, & COMP TOTALS 11979 17072 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

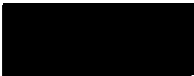
CUSTOMER SIGNATURE

Signature is on other page.

WARRANTY COPY

Shawn

CUSTOMER #:



309252

**SOUTH POINTE
CHEVROLET**

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(918) 481-8000
www.southpointechevrolet.com

ACCOUNTING

DUPLICATE 1

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME

BUS:

CONT:N/A

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		23674/23674	T1175

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 14APR09		0.00	CASH	14APR09

R.O. OPENED	READY	OPTIONS:
07:48 13APR09	17:15 14APR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

~~A SATURDAY CRUISE WOULD SET THEN DROP OUT SUNDAY WONT SET ALL ALL~~
~~NOW, BRAKES LIGHTS ARE NOT STAYING ON~~

CAUSE: F

DESCRIPTION	WVC	1.48	0.60	1158	4883		48.83	48.83
R1260 SWITCH, CRUISE CONTROL ENGAGEMENT REPLACE								
1 15942445 SWITCH				3421	4789	0	68.43	47.89

FC: 6F

PART#: 15942445

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

3421 4789 TPARTS
1158 4883 TLABOR

VERSION 1 (EMP# 14APR09 08:49): 23674 FOUND WITH SCAN TOOL
 CONNECTED AND EACH CRUISE BUTTON DEPRESSED NO SIGNAL WHILE LOOKING AT
 THE TECH2 TESTED LH SIDE STEERING WHEEL SWITCH R1260 .6 HRS 0.60
 WHICH IS THE CRUISE AND TESTED RESISTANCE VALVES BETWEEN TERMINALS 4
 AND 5 AND MEASURE OL FOR ALL BUTTON DEPRESSES AT THE ON/OFF-SET-RES
 REPLACED SWITCH TEST DROVE AFTER CRUISE ENGAGED EVERYTIME AND DID NOT
 DROP OUT.FC 6F

B 20 POINT INSPECTION

20 20 POINT INSPECTION

BRO, ISRAEL LIC#:

CC 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 14APR09 08:49): 23674 COMPLETE NEEDS BAL-4

N/C

ENTERPRISE RENTAL

SUBLET SUBLET

5999 WVC 0.00 0.00 0 0 0.00 0.00

0 0 TPARTS

0 0 TLABOR

SUBL BILL PO#45106

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER # [REDACTED]

309885

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

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DUPLICATE 1
PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME: [REDACTED]

BUS: [REDACTED]

CONT: N/A

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		24440/24440	T5398

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN08 DD			WAIT 29APR09		0.00	CASH	29APR09

R.O. OPENED: 14:39 29APR09
 READY: 16:25 29APR09
 OPTIONS: DLR:05241
 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-29-09	14:44	14:50	0.10	W	5034	A	
	14:51	15:03	0.20	W	5034	A	
	15:04	15:31	0.45	W	5034	A	
	15:31	15:31	0.00	W	5999	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/ [REDACTED]	15462	3667		7/ [REDACTED]	678	484	
7/ [REDACTED]	0	0		7/ [REDACTED]	16140	*****	
7/ [REDACTED]	0	*****					

COST, SALE, & COMP TOTALS 4151 16140 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 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.

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LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

[Signature]
 [REDACTED]

CUSTOMER #: [REDACTED]

309885

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Tulsa, OK 74133
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ACCOUNTING

DUPLICATE 1
PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		24440/24440	T5398	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 29APR09		0.00	CASH	29APR09
R.O. OPENED	READY	OPTIONS: DLR:05241					
14:39 29APR09	16:25 29APR09	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A THERE IS POP NOISE SOMETIMES WHEN BRAKE PEDAL RELEASED SOP IN 5034
CAUSE: F

H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT											
[REDACTED] BRO, ISRAEL LIC# [REDACTED]											
	WVC	0.75	1.90	3667	15462				154.62	154.62	
2	11518111	WASHER		484	678	0	4.25	3.39	6.78		

FC: 93
PART#: 11518111
COUNT: 2
CLAIM TYPE:
AUTH CODE:
NP

484 678 TPARTS
3667 15462 TLABOR

VERSION 1 (EMP# [REDACTED], 29APR09 15:31): 24440 INSTALLED SOP WASHER PER PIC4883B TO CORRECT THE NOISE FROM BRAKE PEDAL HITTING THE P/S COLUMN ASSEMBLY TEST DROVE AFTER RELEARNING BPP AND [REDACTED] H1220 1.9 HRS 1.90 THE NOISE IS GONE FC 93

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 LATE SHIFTS 3RD AND 4TH GEARS
TRANS TRANSMISSION

9059 COOPER, ROBERT LIC# [REDACTED]											
	WVC	0.00	0.00	0	0				0.00	0.00	
				0	0						
				0	0						

VERSION 1 (EMP# 5135, 29APR09 16:15): 24440 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

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

308332

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
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(918) 481-8000
www.southpointechevrolet.com

COWETA, OK [REDACTED]

PAGE 3

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F[REDACTED]		22602/22602	T3891	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	23MAR09
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TPARTS			
						0	0	TLABOR			
SUBL RENTAL BILL PO#40057											
WWT						37000	37000			370.00	370.00

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-09	16:06	16:06	0.00	W	[REDACTED]	A	
	16:06	16:06	0.00	W	[REDACTED]	B	
03-14-09	10:04	10:19	0.25	W	[REDACTED]	C	
03-20-09	10:38	12:27	1.82	W	[REDACTED]	A	
03-21-09	09:04	12:23	3.31	W	[REDACTED]	A	
03-23-09	12:15	12:16	0.02	W	[REDACTED]	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/[REDACTED]	34180	8034		7/[REDACTED]	41490	29635	
7/[REDACTED]	916	916		7/[REDACTED]	37000	37000	
7/[REDACTED]	113586	*****					

COST, SALE, & COMP TOTALS 75585 113586 0

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

308332

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COWETA, OK [REDACTED]

PAGE 2

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	23MAR09
R.O. OPENED	READY	OPTIONS: DLR:05241					
15:06 13MAR09	15:48 23MAR09	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			WVC	0.00	0.20	386	1628			16.28	16.28
1	9596921		COVER			4720	6608	0	79.99	66.08	66.08

FC: 5L
PART#: 9596921
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

4720 6608 TPARTS
386 1628 TLABOR

VERSION 1 (EMP# [REDACTED], 13MAR09 16:06): 22602 REPLACED RF COVER .FC 5L
5034 E0022 .2 HRS 0.20

C STEERING WHEEL DISCOLORED IN CENTER SOP IN [REDACTED]
CAUSE: F

E7020 STEERING WHEEL REPLACEMENT

DON JOHNSON LIC#: [REDACTED]

			WVC	0.25	0.40	700	3255			32.55	32.55
1	25898297		F-WHEEL			6678	9349	0	117.15	93.49	93.49

FC: 5L
PART#: 25898297
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

6678 9349 TPARTS
700 3255 TLABOR

VERSION 1 (EMP# 5215, 14MAR09 10:09): 22602 STEERING WHEEL 5L
VERSION 2 (EMP# 5215, 14MAR09 10:10): 22602 STEERING WHEEL 5L THE
STEERING WHEEL WAS DISCOLORED. REPLACED THE STEERING WHEEL PER
KEVIN.E7020 0.4 TECH 5215

D ENTERPRISE RENTAL

CAUSE: F

SUBLET SUBLET

5999	WWT	0.00	0.00	0	0	0.00	0.00
------	-----	------	------	---	---	------	------

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.

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 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.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Vehicle is on the 20th Invoiced today

CUSTOMER #: [REDACTED]

314635

**SOUTH POINTE
CHEVROLET**

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

ACCOUNTING

COWETA, OK
HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

PAGE 1
** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		31938/31938	TSERV

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 31AUG09		0.00	CASH	31AUG09

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:05241
ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

NOISE IN FRONT END ON SHARP TURNS
NC NO CHARGE
5034 BRO, ISRAEL LIC#: [REDACTED]
CC 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 39891, 31AUG09 09:17): 31938 LOOSEND AND RE TIGHTEND
GRADIE BOLTS 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/ [REDACTED]	0	0		7/ [REDACTED]	0	*****	

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 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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: ENKEY

314635

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK
HOME
BUS:

CONT:N/A
CELL:

PAGE 1
** PRE-INVOICE **

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		31938/31938	TSERV	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 31AUG09		0.00	CASH	31AUG09

R.O. OPENED: READY: OPTIONS: DLR:05241
 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC
 09:14 31AUG09 09:17 31AUG09

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
A NOISE IN FRONT END ON SHARP TURNS											
NC NO CHARGE											

BRO, ISRAEL LIC#: CC 0.00 0.00 0 0 0.00 0.00
 VERSION 1 (EMP# 30891,31AUG09 09:17): 31938 LOOSEND AND RE TIGHTEND
 CRADLE BOLTS 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	7		0	*****

COST, SALE, & COMP TOTALS 0 0 0

In addition to the charges for parts, labor, tax, et., 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.

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

314635



CHEVROLET

9146 S. Memorial · Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

WORKORDER

PAGE 1

COWETA, OK

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 BROOKS, RANDY W



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		31938/	TSERV	
IN SERV DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			** WAITER **		0.00	CASH	
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
31AUG2009 09:14							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	CC		NOISE IN FRONT END ON SHARP TURNS

*503 of loose end + re tighten
cradle bolts etc*

PRELIMINARY ESTIMATE \$ _____

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 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 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.

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

SOUTH POINTE CHEVROLET

CUSTOMER #: [REDACTED]

314635

WORKORDER

9146 S. Memorial · Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 BROOKS, RANDY W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		31938/	TSERV	
IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			** WAITER **		0.00	CASH	
R.O. OPENED		READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC				
31AUG2009 09:14							

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	CC	NOISE IN FRONT END 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.

PRELIMINARY ESTIMATE · \$ _____

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AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

CUSTOMER #:

314553

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointchevrolet.com

COWETA, OK

PAGE 1

HOME:

CONT:N/A

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		31618/31618	T1414	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 28AUG09		0.00	CASH	28AUG09

R.O. OPENED READY OPTIONS: DLR:05241
 08:38 28AUG09 09:59 28AUG09 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 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 OT DIES IT)											

CAUSE: F

~~E7059 TURN SIGNAL MULTIFUNCTION SWITCH~~

~~REPLACEMENT~~

5659 VIETS, CHAD L LIC#:

WWC 0.74 0.90

1 15913467 SWITCH

FC: 6F

PART#: 15913467

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

TPARTS

TLABOR

VERSION 1 (EMP# , 28AUG09 09:17): 31618 6F INTERNAL OPEN IN TURN

SIGNAL SWITCH WHEN MOVED. REPLACED SWITCH E7059 .9 CHAD

B 20 POINT INSPECTION

20 20 POINT INSPECTION

5999 CC 0.00 0.00

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-28-09	09:05	09:49	0.74	W	5659	A	
	09:49	09:49	0.00	W	5999	B	

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. 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 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.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LABOR AMOUNT
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

WARRANTY COPY

CUSTOMER #: ENKEY

314553

**SOUTH POINTE
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK

PAGE 2

HOME

CONT:N/A

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		31618/31618	T1414					
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
01JAN08 DD			WAIT 28AUG09		0.00	CASH	28AUG09				
R.O. OPENED	READY	OPTIONS: DLR:05241									
08:38 28AUG09	09:59 28AUG09	ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC									
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/	7324	2250		7/	3399	2428	
7/	0	0		7/	10723	*****	
7/	0	*****					

COST, SALE, & COMP TOTALS 4678 10723 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 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.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARRANTY COPY

CUSTOMER #: [REDACTED]

8 1 9 9 9

LAKE COUNTRY



144 West Shawnee · Muskogee, OK 74401
918-683-0311 · Fax 918-682-8151 · 800-299-0315

INVOICE

PAGE 1

COWETA, OK [REDACTED]

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9490 WESLEY TOLLETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		32920/32920	TFSDD2	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN09 DD			17:00 08SEP09		0.00	CASH	08SEP09
R.O. OPENED	READY	OPTIONS: DLR:05285					
08SEP09	08SEP09	ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A POPPING OR CLUCKING NOISE ON ACCL TURNING							
CAUSE: F							
E9448 REPOSITION I-SHAFT TO CORRECT NOISE							
				9763	WAR	21.85	21.85
1				26098237	LUBE KIT	13.90	11.10
FC: 93							
PART#: 26098237							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
NE							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B SHAKES WHEN SLOWING DOWN							
50 STRG/SUSP/TIRES & WHEELS							
9999 CPR							
9763 CPR							
						0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C JERKING/JUMPS SOMETIME AND PRM GO UP/DOWN							
30 DRIVEABILITY							
9999 CPR							
9763 CPR							
						0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D GM QUICKLUBE 5W30							
10 GM QUICKLUBE 5W30							

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



GMC

HUMMER

General Motors Business Resource Center

FAX

To: Jeff Cantrell

Company:

Fax: 9182599345

Phone:

From: Daniel Ramones

Fax: 8667759476

Phone: 866-790-5700 ext 41062

E-mail:

CC:

NOTES:

Re [REDACTED] 2008 Malibu BBB Claim

Fax Server

3/26/2009 12:45:26 PM PAGE 2/002

Fax Server



3/26/2009

Jeff Cantrell
Speedway Chevrolet
2301 N Aspen Ave
Broken Arrow, OK 74012-1182

Re: [REDACTED]
Siebel Request: 71-703081327
2008 Chevrolet Malibu
VIN: 1G1ZHS7B48F [REDACTED]

Dear Mr. Thompson:

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,

Daniel Ramones
BRC Customer Relationship Specialist
Ph# 800-231-1341, prompt 1, extension 41062
FAX# 366-773-9476

CUSTOMER #: 487584

301303



2301 NORTH ASPEN AVE.
BROKEN ARROW, OK 74012
918-258-8000

ACCOUNTING

DUPLICATE 1

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 2069 RUSSELL PEARSON

COWETA, OK
HOME
BUS: CONT:N/A
CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48F		21107/21107	T3352
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	PAYMENT	INV DATE
07MAR08 DD		17:00	17FEB09	85.00	CASH	17FEB09
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A OIL & FILTER CHANGE
OFC OIL & FILTER CHANGE

1	12605566	FILTER	CL	0.00	0.40	400	1205			12.05	12.05
5		OIL MOTOR OIL				680	990	0	1.98	1.98	9.90

VERSION 1 (EMP# 17FEB09 12:52): 21107 LOF .4
B C/S THERE IS A VIBRATION IN BRAKE PEDAL WHEN BRAKING AT TIMES, PEDAL IS NOT SMOOTH FLUID LEVEL IS LOW
NPF UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, OPERATING WITHIN SPECS

266	CC	0.00	0.00	0	0	0	0			0.00	0.00
-----	----	------	------	---	---	---	---	--	--	------	------

VERSION 1 (EMP# 266, 17FEB09 14:01): 21107 NO PROBLEM FOUND 0.00
VERSION 2 (EMP# 6590, 17FEB09 15:17): 21107 NO PROBLEM FOUND 0.00

CUSTOME DECLINED TO RIDE WITH TECH ON BRAKE PED ISSUE
C C/S BRAKES ARE MAKING A SQUAKING NOISE WHEN STOPPING
NPF UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, OPERATING WITHIN SPECS

266	CC	0.136	0.00	0	0	0	0			0.00	0.00
-----	----	-------	------	---	---	---	---	--	--	------	------

VERSION 1 (EMP# 266, 17FEB09 14:02): 21107 NO PROBLEM FOUND 0.00

EST: 0.00 17FEB09 12:30 SA: 2069

CUSTOMER PAY SHOP CHARGE FOR REPA	0	121									1.21
-----------------------------------	---	-----	--	--	--	--	--	--	--	--	------

THANK YOU FOR USING SPEEDWAY CHEVROLET
WE ARE VERY INTERESTED IN YOUR OPINION. YOU MAY SOON RECEIVE A SURVEY FROM YOUR VEHICLES' MANUFACTURER. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR. AGAIN, THANK YOU FOR YOUR BUSINESS.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-17-09	13:40	14:02	0.36	W	266		C B

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.
I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.
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 car or truck to secure the amount of repair thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may foreclose in such manner as is provided for the foreclosure of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LADOR AND PART FIRST

DESCRIPTION	AMOUNT	TOTALS
LABOR AMOUNT		
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE		
SALES TAX		
PLEASE PAY THIS AMOUNT		

READ BEFORE SIGNING X

CUSTOMER #: 487584

301303



ACCOUNTING

2301 NORTH ASPEN AVE.
BROKEN ARROW, OK 74012
918-258-8000

COWETA, OK

HOME

CONT:N/A

BUS:

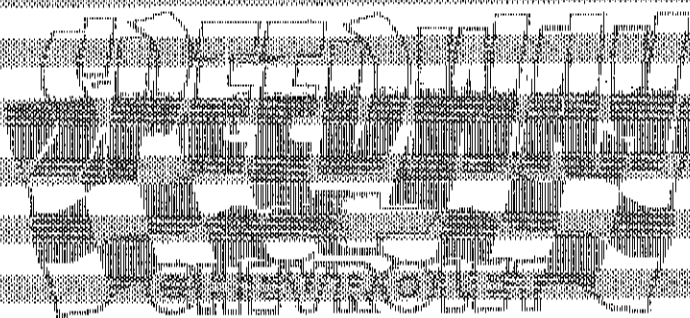
CELL:

** PRE-INVOICE **

SERVICE ADVISOR: 2069 RUSSELL PEARSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48F		21107/21107	T3352
DEL DATE	PROD DATE	WARR EXP	PG NO	RATE	PAYMENT	INV DATE
07MAR08 DD		17:00	17FEB09	85.00	CASH	17FEB09
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter MFI DOHC HO_ECOTEC				
12:30	17FEB09	15:17	17FEB09			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL				
214	1205	400		214	600	508					
214	990	680		214	0	0					
214	121	0		214	145	0					
214	3061	*****									



COST, SALE, & COMP TOTALS 1588 2916 0

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

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 car or truck to secure the amount of repairs thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as is provided for the foreclosure of mechanic's lien under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LABOR AND PARTS GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.

READ BEFORE SIGNING X

DESCRIPTION	TOTALS
LABOR AMOUNT	12.05
PARTS AMOUNT	15.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.21
TOTAL CHARGES	29.16
LESS INSURANCE	0.00
SALES TAX	1.45
PLEASE PAY THIS AMOUNT	30.61



2301 N. Aspen
Broken Arrow, OK 74012
Phone (918) 259-9322

Early Drop -
Rental Car -
Viss -
Cust. Signature -

Date _____

CUST. # _____ CUSTOMER NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

HOME PHONE # _____ BUSINESS PHONE # _____

VEHID SF _____ YEAR _____ MODEL _____

LICENSE _____ DELIVERY DATE _____ MILEAGE 21107

TAG # _____ METHOD OF PAYMENT _____ SERVICE ADVISOR # _____

HAS VEHICLE BEEN IN BEFORE FOR SAME COMPLAINT

PRIMARY SERVICE OPERATION C, W, I LOF YES _____ NO _____

SERVICE OPERATION C, W, I C/S Vibration in pedal at times when braking Fluid is low, pedal is not smooth YES _____ NO _____

SERVICE OPERATION C, W, I C/S Brakes make a Squeaking noise YES _____ NO _____

SERVICE OPERATION C, W, I _____ YES _____ NO _____

SERVICE OPERATION C, W, I _____ YES _____ NO _____

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 Steering Fluid > Transmission Fluid
 - > Brake Fluid > Windshield Washer Fluid

WE ALSO INSPECT:

- Drive Belts
- Hoses
- Air Filter
- Tire Pressure

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 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 ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

I hereby acknowledge that I am responsible for all charges NOT covered by warranty or extended warranty, including rental fees and any rental fees incurred after I am notified of repairs completed.

WE DO NOT LOAN CARS

I DO NOT WANT REPLACED PARTS RETURNED TO ME

SIGNATURE _____ time _____

I REQUEST THE RETURN OF PARTS REPLACED DATE _____

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO SHOP WITHIN 10 DAYS

2/05/08, 15:47:48 GM WARRANTY INFORMATION NETWORK (WIN)
File Type: SENT NEW WARRANTY CLAIM REPORT
Transaction ID: 6527

Dealer: 05-387
Chevrolet

LN# RQ Date VIN Div Dealer Odometer S. Advisor RQ Total Cvt
37925 12/02/08 1G1ZH57B48F CHV 05-387 16,253 ****0047 131.07 Y

Customer First Name Customer Middle Name Customer Last Name

Work Phone Home Phone

Ln	Typ	CC	Cnt	FailedPt	Tot-Pts	FCd	LbrOp	LHrs	OHrs	Tech #	Net-Item
1		04	0		0.00	03R02	H0122	1.7	0.0	*****5434	0.00

Line-Tot Auth Cd Person Cd
131.07

2/05/08, 15:47:48 GM WARRANTY INFORMATION NETWORK (WIN)
File Type: SENT NEW WARRANTY CLAIM REPORT
Transaction ID: 6527

Dealer: 05-387
Chevrolet

* 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

W/O Deductible

CM 959

CUSTOMER #: 487584

297925



ACCOUNTING

2301 NORTH ASPEN AVE.
BROKEN ARROW, OK 74012
918-258-8000

COWETA, OK

HOME:

BUS:

CONT:N/A

CELL:

** PRE-INVOICE **

SERVICE ADVISOR: 2314 JAKE TUDOR

PAGE 2

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1LZ57B48F		16253/16253	T2816
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	PAYMENT	INV DATE
07MAR08 DD		17:00 02DEC08		85.00	CASH	04DEC08
R/O OPENED	READY	OPTIONS: ENG:2.4 Liter MFI DOHC HO_ECOTEC				
16:13 02DEC08	10:37 04DEC08					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	EST:	0.00			02DEC08	16:13	SA: 2314				

THANK YOU FOR USING SPEEDWAY CHEVROLET
 WE ARE VERY INTERESTED IN YOUR OPINION. YOU
 MAY SOON RECEIVE A SURVEY FROM YOUR VEHICLES'
 MANUFACTURER. IF YOU CANNOT ANSWER
 "COMPLETELY SATISFIED"
 TO ALL QUESTIONS, PLEASE CONTACT YOUR SERVICE
 ADVISOR. AGAIN, THANK YOU FOR YOUR BUSINESS.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-03-08	09:35	09:35	0.00	W	3026	C	
12-04-08	08:18	10:01	1.72	W	266	A	
	10:02	10:02	0.00	W	266	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
214/	13107	3910		214/	0	0	
214/	1580	840		214/	8400	8400	
214/	21507	*****		214/	0	*****	
214/	1580	*****					

COST, SALE, & COMP TOTALS 13150 23087 0

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.
 I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.
 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 car or truck herein described and I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as is provided for the foreclosure of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LABOR AND PARTS GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

READ BEFORE SIGNING X



2301 N. Aspen
Broken Arrow, OK 74012
Phone (918) 259-9322

- Early Drop -
- Rental Car -
- Viss -
- Cust. Signature -

Date _____

CUST. # _____ CUSTOMER NAME [REDACTED]
 ADDRESS [REDACTED] CITY Carls STATE OK ZIP [REDACTED]
 HOME PHONE # [REDACTED] BUSINESS PHONE # [REDACTED]
 VEHID 1G1Z1H57B48F [REDACTED] YEAR _____ MODEL _____
 LICENSE _____ DELIVERY DATE _____ MILEAGE 16,253
 TAG # 2816 METHOD OF PAYMENT _____ SERVICE ADVISOR # 2317

HAS VEHICLE BEEN IN BEFORE FOR SAME COMPLAINT

PRIMARY SERVICE OPERATION C, W, I <u>stem wheel shake w/brakes</u>	YES
<u>Stem wheel is peeling</u>	NO
SERVICE OPERATION C, W, I <u>LF wheel cone is out of pos'n</u>	YES
_____ <u>Rentals</u>	NO
SERVICE OPERATION C, W, I <u>S.W.</u>	YES
_____	NO
SERVICE OPERATION C, W, I _____	YES
_____	NO
SERVICE OPERATION C, W, I _____	YES
_____	NO

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 Steering Fluid > Transmission Fluid
 - > Brake Fluid > Windshield Washer Fluid

WE ALSO INSPECT:

- Drive Belts
- Hoses
- Air Filter
- Tire Pressure

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 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 ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

I hereby acknowledge that I am responsible for all charges **NOT** covered by warranty or extended warranty, including rental fees and any rental fees incurred after I am notified of repairs completed.

WE DO NOT LOAN CARS

I DO NOT WANT REPLACED PARTS RETURNED TO ME

I REQUEST THE RETURN OF PARTS REPLACED

DATE _____

SIGNATURE _____ time _____

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO SHOP WITHIN 10 DAYS

ATTACHMENT FORM — GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED MEASUREMENTS

PART MEASUREMENT/REPLACEMENT DOCUMENTATION

Dealer Code: 05387Repair Order Number: 277925
Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): 22.8 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Front (OLF) 24.8 inch/mm
Right Front (ORF) 24.4 inch/mm
- REFINISHED measured thickness after refinish: Left Front (RLF) 25.4 inch/mm
Right Front (RRF) 25.1 inch/mm

Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): _____ inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Rear (OLR) _____ inch/mm
Right Rear (ORR) _____ inch/mm
- REFINISHED measured thickness after refinish: Left Rear (RLR) _____ inch/mm
Right Rear (RRR) _____ inch/mm

Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement

Pad Replacement:

If Pads are replaced, you must indicate reason for replacement:

LATERAL RUN OUT (LRO) DOCUMENTATION

Front Rotor (required when front rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Front (LLF) 0.063 inch
Right Front (LRF) 0.002 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:
Left _____ Right _____ (Example: 801-03)

Rear Rotor (required when rear rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Rear (LLR) _____ inch
Right Rear (LRR) _____ inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:
Left _____ Right _____ (Example: 801-03)

ENTERPRISE LEASING COMPANY - SOUTHWEST, 1185 S ASPEN AVE, BROKEN ARROW, OK 740124859 (918) 251-4880

RENTAL AGREEMENT 59716 REF# 475M94

SUMMARY OF CHARGES

RENTER [REDACTED]
DATE & TIME OUT 12/02/2008 04:15 PM
DATE & TIME IN 12/04/2008 04:08 PM

BILLING CYCLE 24-HOUR

VEH #1 2008 CHEV S15C LT2W
VIN# 2GCEC13C281 [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 180

BILL TO ACCOUNT# [REDACTED]
SPEEDWAY CHEVROLET**
ATTN: TUDOR, JAKE
2301 N ASPEN AVE.
BROKEN ARROW, OK 74012

CLAIM INFO
RO:297925
TYPE CAR: MALIBU
SHOP: SPEEDWAY CHEVROLET**
PHONE: (918) 258-8000
ATTN: JAKE

Table with columns: Charge Description, Date, Quantity, Per, Rate, Total. Rows include TIME & DISTANCE (\$73.35) and REFUELING CHARGE (\$0.00).

Table with columns: Taxes & Surcharges, Date, Quantity, Per, Rate, Total. Rows include SALES TAX (\$6.25) and VEHICLE RENTAL TAX (\$4.40).

Total Charges: \$84.00

Table with columns: Bill-To / Deposits, Charge Description, Date, Quantity, Per, Rate, Total. Rows include SPEEDWAY CHEVROLET** TIME & DISTANCE, SALES TAX, and VEHICLE RENTAL TAX.

DEPOSITS (\$25.00)

Total Amount Due \$0.00

PAYMENT INFORMATION

Table with columns: AMOUNT PAID, TYPE. Rows show (\$25.00) Visa and \$25.00 Visa.

CREDIT CARD NUMBER

[REDACTED] PENDING

* 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

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

[Help](#)

VIN :	1G1ZH57B48F [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1ZH69 -2008 MALIBU 1LT	Warranty Start Date :	03/07/2008				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	RIVERSIDE CHEVROLET PO BOX 2679 TULSA, OK 74101-2679 (918) 446-2200	Selling Source :	13 - CHEVROLET				
		Site Code :	05225				
		Business Associate Code :	167909				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	08102	SERVICE UPDATE - 17"CHROME WHEEL COVER APPEARANCE - *EXPIRES W/BASE WARRANTY*	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	08348	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 Status	Active	Refer to Help page for details or;go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	TE8TY0WR	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	10 miles	03/07/2014	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/07/2008	10 miles	03/07/2016	80010 miles

GM Vehicle Inquiry System - Summary

60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	03/07/2008	10 miles	03/07/2013	100010 miles
36/36000 FEDERAL EMISSION	03/07/2008	10 miles	03/07/2011	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/20/2008	365917	#	H1220 - POWER VACUUM BRAKE BOOSTER REPLACEMENT	9146 miles
08/20/2008	365917	#	E7020 - STEERING WHEEL REPLACEMENT	9146 miles
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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