

File # 71-703081327
A/N: Daniel Ramones

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

SERVICE ADVISOR: 5502 BRAD MCCRARY

COWETA, OK

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

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:	STK:	TRN:
10:57 20AUG08	15:38 22AUG08	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC	8F218870	A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	1ST LOF	FREE					
	01A	1ST LOF	FREE				
			CQ			9.01	9.01
	1	12605566	FILTER		10.06	6.54	6.54
	5	BMOIL BUL-OIL			2.70	2.28	11.40
PARTS:	17.94	LABOR:	9.01	OTHER:	0.00	TOTAL LINE A:	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

WT (N/C)
2 11518111 WASHER (N/C)
OLH OTHER LABOR HOURS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 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 SPECAIL BULLETIN PIC4883A TEST DROVE OK CODE 2F 5498.

C W -VV-STEERING WHEEL DISCOLORED AT BOTTOM

CAUSE: F

50 TRIM MISC

5416 WT (N/C)

SUBL RE-COLOR STERRING WHEEL- 0821S8- COLOR GLO PO#441054

W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

9146 SUBLET

D FREE VEHICLE MULTIPOINT INSPECTION

STATEMENT OF DISCLAIMER
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.

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.

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS

MON. - FRI.
7:00 a.m. - 7:00 p.m.
SAT
8:00 a.m. - 4:00 p.m.

PARTS DEPT. HOURS

MON. - FRI.
8:00 a.m. - 6:00 p.m.
SAT
8:00 a.m. - 4:00 p.m.

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

CUSTOMER #: 1018027

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PAGE 2

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: 10:57 20AUG08
 READY: 15:38 22AUG08
 OPTIONS: STK:8F218870
 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC TRN:A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
90	FREE	VEHICLE	MULTIPOINT	INSPECTION			(N/C)
PARTS:	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 [REDACTED] WT (N/C)
 4 9596921 COVER (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

9146 FC-95 V1799 .4 TECH [REDACTED] ALL 4 WHEEL COVERS DID NOT HAVE MARKING ON THEM, RPLACED COVERS

 F** ENTERPRISE RENTAL
 CAUSE: .
 99 ENTERPRISE RENTAL [REDACTED] WT (N/C)
 341
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

 EST: 1.00 20AUG08 10:57 SA: [REDACTED]
 CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 0.90

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
<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>	FOR YOUR CONVENIENCE	LABOR AMOUNT 9.01
	SERVICE DEPT. HOURS	PARTS AMOUNT 17.94
	MON. - FRI. 7:00 a.m. - 7:00 p.m.	GAS, OIL, LUBE 0.00
	SAT 8:00 a.m. - 4:00 p.m.	SUBLET AMOUNT 0.00
	PARTS DEPT. HOURS	MISC. CHARGES 0.90
	MON. - FRI. 8:00 a.m. - 6:00 p.m.	TOTAL CHARGES 27.85
	SAT 8:00 a.m. - 4:00 p.m.	LESS INSURANCE 29.46
		SALES TAX 1.61
		PLEASE PAY THIS AMOUNT 0.00



BBB AUTO LINE

October 28, 2009

[REDACTED]

COWETA OK [REDACTED]

Re: SET CHV0943593: [REDACTED] vs Chevrolet Motor Division 1G1ZH57B48F [REDACTED]

Dear [REDACTED]:

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The consumer [REDACTED] and Tia Collins representing Chevrolet Motor Division have reached an agreement in good faith regarding the consumer's 2008 Chevrolet Malibu. The consumer will allow the manufacturer a final opportunity to address the steering and brake concerns. The repair will be completed at Lake Country Chevrolet in Muskogee, OK within 30 days from the date of this letter.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

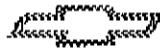
Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Carolyn Hill (Ext. 509)

Council of Better Business Bureaus, Inc.

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



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: 71-752883737
2008, Chevrolet Malibu
VIN # 1G1ZH57B43F [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# 866-363-8693

TIRE SIZE: 16
TEMP PLATE ID# [REDACTED]

Riverside



707 WEST 51st STREET SO.
TULSA, OKLAHOMA 74107
(918) 446-2200

NAME: [REDACTED] RES. [REDACTED]
 ADDRESS: [REDACTED] BUS. [REDACTED]
 CITY: COWETA OK ZIP: [REDACTED]
 SALESMAN: GARRETT, LEE A DATE: 03/07/2008 DFAL #: 128567 CUSTOMER #: 1018027

I hereby agree to purchase from you under the terms and conditions specified below and on the reverse side hereof, the following:

NEW	YEAR	MAKE	MODEL	DESCRIPTION	SERIAL NUMBER
XX	2008	CHEVROLET	MALIBU	SD	1G1ZH57B48F [REDACTED]
DEMO	COLOR	UPHOLSTERY	STRIPE	APPROXIMATE DELIVERY DATE	MILES
USED	San			03/07/2008	10
					STOCK NUMBER
					8F218870
Any and All Agreements made by a representative of Riverside Chevrolet MUST be made in writing.					
SALE PRICE					23434.54
Additions and Deletions					
GAP					450.00
I understand that if my pay off on my trade-in is more than the contracted price, I will pay any and all shortages immediately upon request to provide a clear Title. I also agree to provide Riverside Chevrolet immediately with a title to my trade-in.					
DISPUTE RESOLUTION CLAUSE—Any controversy, claim or dispute between the Purchaser and the Dealer arising out of, or related to this sale, and any financing contract or agreement executed by the Purchaser in conjunction with the sale of the vehicle described herein, or any alleged breach thereof, shall be submitted to binding arbitration, with the American Arbitration Association, pursuant to the Federal Arbitration Act, Title 9 U.S.C. § 1 et seq. Arbitration shall be conducted in compliance with the rules of the American Arbitration Association. Any evidence submitted by the parties shall be accepted by the arbitrator in conformity with the Federal Rules of Evidence. Both Purchaser and Dealer acknowledge and understand that they are waiving their right to civil litigation by entering into this agreement. Any disputes for any reason, between Dealer and Seller arising from this transaction shall be settled by binding arbitration at Tulsa, Oklahoma, in accordance with the rules of the American Arbitration Association.					
PHANTOM FOOTPRINTS					249.00
*PENDING CREDIT APPROVAL					
*SUBJECT TO TITLE INSPECTION					
TOTAL SALE PRICE					24133.54
TRADE-IN ALLOWANCE					15500.00
TRADE DIFFERENCE					8633.54
APPROXIMATE PAY OFF					15500.00
SUB TOTAL					24133.54
CUSTOMER SERVICES, ETC. /DOC FEE					299.00
ADDITIONAL CASH OR CHECK					N/A
OTHER (REBATES, ETC.)					N/A
LICENSES, TITLE & RECORDING FEE, ETC.					10.00
EXTENDED SERVICE PLAN					N/A
TOTAL BALANCE DUE					24442.54
DESCRIPTION OF TRADE-IN					
YEAR	MAKE	MODEL			
2003	GMC	YUKON			
ODOMETER MILEAGE	VEHICLE I.D. NO.				
65925	1GKEK13Z43R [REDACTED]				
BALANCE OF TRADE-IN DUE TO FIRST UNITED					
APPROXIMATE PAY-OFF					15500.00

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE** and then in accordance with these terms and conditions on the back of this order. Purchaser by his execution of this order certifies he is of majority age and acknowledges that he has read its terms and conditions and has received a true copy of this order. On a credit transaction the purchase(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth In Lending Act) have been given and (c) purchaser(s) and Dealer have signed an Installment Sale Contract.

DISCLAIMER OF WARRANTIES

All warranties, if any, by a manufacturer or supplier other than RIVERSIDE CHEVROLET, are theirs, not dealer's, and only such manufacturer or other supplier shall be liable for performance under such warranties. Unless RIVERSIDE CHEVROLET furnishes buyer with a separate written warranty or service contract made by RIVERSIDE CHEVROLET, on its own behalf, RIVERSIDE CHEVROLET hereby disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose: (a) on all goods and services by RIVERSIDE CHEVROLET, and (b) on all used vehicles which are hereby sold "as-is" - not expressly warranted or guaranteed. (See reverse side before signing)

[REDACTED SIGNATURE]

X _____ 03/07/2008 ACCEPTED BY: [REDACTED SIGNATURE]
 CO-BUYER'S SIGNATURE DATE DEALER OR HIS AUTHORIZED REPRESENTATIVE

Privileged and Confidential Information

CASE ASSESSMENT

By: Tia Collins State: OK

Customer Name: [REDACTED] Service Request: 71-703081327 BBB Case No.: CHV0935033

Vehicle ID No.: 1G1ZH57B48F [REDACTED] In Service Date: 3/7/2008 Vehicle is: New BAC Code: 167909

Year, Make & Model: 2008 Chevrolet Malibu Mileage at Time of BBB Filing 21,000 Vehicle Purchased Used on: N/A

Lien holder: GMAC Other : Sale Type: Purchase Lease Other
DVM Name: Tony Dipiero CAM Name: Larry Shields
Phone/Cell Number: 972075 8412 Phone Number: Office Phone: 972-443-2901
Svc Mgr Name: Kevin Benton Fax: 972-443-2910 or 8-843-2910
Email: larry.d.shields@gm.com

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.
-No.

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT?

Steering wheel

<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	-Customer states that steering wheel vibrates when braking at Highway speeds. -Repaired. Dealer road tested vehicle and found front rotors out of specs and causing the shutter. Turned the rotors.
12/02/08	297925	*	16,253	-Steering wheel peeling
2/27/09	307804	1	21,731	-No repairs done at this time. -Customer states that steering wheel is peeling and discolored.
3/13/09	308332	*	22,602	-Part ordered. -Customer states that steering wheel is discolored. -Part replaced.

Wheel issues

<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	-Customer's left front wheel cover has a plastic tab sticking out. -Repaired. Realigned wheel cover.

Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/22/08	365917	1	9,146	-Customer states the brake pedal snaps back when foot is let off the brake. Also makes popping noise. -Repaired. Replaced power brake booster and adjustable pedals. Installed spacers per special policy.
2/17/09	301303	1	21,107	-Customer states there is a vibration in the brake pedal when depressed. -Found low fluid. Topped off.
2/17/09	301303	*	21,107	-Customer states that brakes make noise when stopping. -No problem found.
2/27/09	307804	1	21,731	-Customer states that brakes squeak. -Repaired. Dealer replaced pads with updated pads due to previous repair. Also found chatter marks on rotors from previous repair.
3/13/09	308332	2	22,602	-Customer states that brake pads get stiff. -Repaired. Found leak with Master cylinder/brake booster.
4/29/09	309885	1	24,440	-Customer states there is a pop noise sometimes when brake pedal released SOP in 5034 -Repaired. Power vacuum brake booster replacement.
4/21/09	309590	1	24,003	-Customer states there is intermittent pop/snap noise you hear when brake pedal is released to come back up. -Special ordered part.

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/29/09	309885	1	24,440	-Customer states 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.

Cruise

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/13/09	30925 2	2	23,674	-Customer states Saturday cruise would set then drop out, Sunday won't set at all, now brake lights are not staying on -Repaired. Switch cruise control engagement replace. Enterprise rental.

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>
8/22/08	36591 7	1	9,146	-Campaign 08102 – Wheel covers appearance. -Repaired. Replaced wheel covers.

Has the vehicle ever been involved in an accident Y or N? No

Did you confirm your answer with the customer Y or N? No

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 N/A

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

If Yes obtain the following information below

Insurance Company N/A

Insurance Rep (First and Last Name) N/A

Phone # N/A

Claim Made? N/A **Claim Status:** N/A

Claim # N/A

Did Insurance Company refer customer to GM? N/A

Are there any Aftermarket Modifications to the Vehicle? N

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 N/A

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: Ineligible as outside the 12/12

Lemon Law Repurchase/Replacement: Ineligible as outside presumption

GM Program Summary Repairs/Reimbursement for past repairs: Eligible as customer is within warranty

THE STATE LEMON LAW READS:

Days out of service: 45
Repairs 4
Time period earlier of warranty or 12 month from delivery date
Does Lemon Law state nonconformity must continue to exist? No

Number of repair attempts in the presumption period: 2
Total days out of service during the presumption period: 8
Total days out of service during customer's ownership: 9

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: Seeking vehicle repurchase. Not sat with CRS offer

DVM sts: Only process GW if cust is 100% satisfied.

SVM sts: provided RO's but no input on Gw

CRS Rationale: Offered 36/45 MG and 1 vehicle payment. Cust declined

Decision reached by CRS: Arbitrate case: Settle case:

CRS FINAL OFFER:	GMPP	DATE: 5/11/09	CUST Declined
Goodwill: 34/45 MG	Attorney Fees (if applicable): N/A		

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

**BBB AUTO LINE
Customer Claim Form**

Case number: CHV0943593
Contact Date: 08/25/09
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: Coweta		State: OK	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: 31300
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Riverside Chevrolet, Tulsa, OK			
Primary Servicing dealer/city/state: Southpointe Chevrolet AKA Bob ,			
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: 03/07/08		Mileage at purchase/lease: 9 miles	
First repair attempt date: 06/10/08		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 have had many issues w/ vehicle & also w/ getting the car serviced due to a service rep. I have warranty & should not be turned down when I have an issue. I want the car bought back, I don't feel as if its a SAFE, DEPENDABLE car for my family to ride in as our family car.

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

VEHICLE IDENTIFICATION NUMBER	1G1ZH57B48E [REDACTED]		
Lienholder/Leasing Company	GMAC	Phone Number	800.200.4622
Account Number	[REDACTED]		

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
Popping noise during acceleration & turns	South Pointe Lake Country	#4	8.11.09, 8.20.09, 8.28.09, 9.8.09 9 days	no
Brake pedal snapping back	Riverside Southpointe	2	~ June 08 4.21.09 3 days	no
Cruise Control stopped working	Southpointe	1	3.31.09 1 day	no
Brake pedal stiffening fluid leaking in master cyl	Speedway Southpointe	3	2.17.09 2.27.09 ~ 6-7 days	no
Steering Wheel discoloring/flaking	Riverside Spd. Way Southpointe	#3	~ June 08 2.17.09 2.27.09 same as above	yes
Warped rotors for unknown reason (same as below)	Spd Way Southpointe Lake Country	#3	12.4.08, 2.17.09, 2.27.09, 9.8.09	yes
Spits & sputters during acceleration happened 2x's	Southpointe Lake Country	2	8.11.09, 9.8.09	yes
#7 dealership WON'T even look at it due to				yes
service rep for unknown reason. Tony Pietro?				yes
Rotors worn, need replaced	Southpointe Lake Country	~ 3	APPROX	Yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____

Date 9.11.09

Printed Name of Titled Owner(s) _____

back

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

Vehicle Problems: Continued

brake lights
stay on

Southpointe 1 attempt Fixed

turn signal
switch replaced

" " 1 attempt fixed

tire/wheel cover tab
sticking out

Speedway 1 attempt fixed

Wheel covers
flaky/dull

Speedway 1 attempt fixed

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: 71-752883737	BBB#: CHV0943593
-----------------------------	---------------------------	-------------------------

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	24434.00
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)	-
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	=

Section 3

Trade Allowance (from Bill of Sale)	
Payoff on Trade (from Bill of Sale)	-
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.	=

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	
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.	-
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	-
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	=

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Tia Collins State: OK

Customer Name: [REDACTED] Service Request: 71-703081327 BBB Case No.: CHV0935033

Vehicle ID No.: 1G1ZH57B48F [REDACTED] In Service Date: 3/7/2008 Vehicle is: New BAC Code: 167909

Year, Make & Model: 2008 Chevrolet Malibu Mileage at Time of BBB Filing 21,000 Vehicle Purchased Used on: N/A

Lien holder: GMAC Other Sale Type: Purchase Lease Other
DVM Name: Tony Dipiero CAM Name: Larry Shields
Phone/Cell Number: 972075 8412 Phone Number: Office Phone: 972-443-2901
Svc Mgr Name: Kevin Benton Fax: 972-443-2910 or 8-843-2910
Email: larry.d.shields@gm.com

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.
-No.

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT?

Steering wheel

<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	-Customer states that steering wheel vibrates when braking at Highway speeds. -Repaired. Dealer road tested vehicle and found front rotors out of specs and causing the shutter. Turned the rotors.
12/02/08	297925	*	16,253	-Steering wheel peeling
2/27/09	307804	1	21,731	-No repairs done at this time. -Customer states that steering wheel is peeling and discolored.
3/13/09	308332	*	22,602	-Part ordered. -Customer states that steering wheel is discolored. -Part replaced.

Wheel issues

<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	-Customer's left front wheel cover has a plastic tab sticking out. -Repaired. Realigned wheel cover.

Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/22/08	36591 7	1	9,146	-Customer states the brake pedal snaps back when foot is let off the brake. Also makes popping noise. -Repaired. Replaced power brake booster and adjustable pedals. Installed spacers per special policy.
2/17/09	30130 3	1	21,107	-Customer states there is a vibration in the brake pedal when depressed. -Found low fluid. Topped off.
2/17/09	30130 3	*	21,107	-Customer states that brakes make noise when stopping. -No problem found.
2/27/09	30780 4	1	21,731	-Customer states that brakes squeak. -Repaired. Dealer replaced pads with updated pads due to previous repair. Also found chatter marks on rotors from previous repair.
3/13/09	30833 2	2	22,602	-Customer states that brake pads get stiff.
4/29/09	30988 5	1	24,440	-Repaired. Found leak with Master cylinder/brake booster. -Customer states there is a pop noise sometimes when brake pedal released SOP in 5034
4/21/09	30959 0	1	24,003	-Repaired. Power vacuum brake booster replacement. -Customer states there is intermittent pop/snap noise you hear when brake pedal is released to come back up. -Special ordered part.

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/29/09	30988 5	1	24,440	-Customer states 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.

Lights

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/28/09	314553	1	31,618	-Customer states only when lights 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 malfunction switch replacement.

Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/8/09	81999	1	32,920	-Customer states popping or clicking noise on accl turning -Repositioned I-shaft to correct noise.
8/31/09	314635	1	31,938	-Customer states noise in front end on sharp turns -Loosened and retightened cradle bolts.

Cruise

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/13/09	30925 2	2	23,674	-Customer states Saturday cruise would set then drop out, Sunday won't set at all, now brake lights are not staying on -Repaired. Switch cruise control engagement replace. Enterprise rental.

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>
8/22/08	36591 7	1	9,146	-Campaign 08102 – Wheel covers appearance. -Repaired. Replaced wheel covers.

Has the vehicle ever been involved in an accident Y or N? No

Did you confirm your answer with the customer Y or N? No

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 N/A

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

If Yes obtain the following information below

Insurance Company N/A
Insurance Rep (First and Last Name) N/A
Phone # N/A
Claim Made? N/A **Claim Status:** N/A
Claim # N/A
Did Insurance Company refer customer to GM? N/A

Are there any Aftermarket Modifications to the Vehicle? N
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 N/A

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: Ineligible as outside the 12/12

Lemon Law Repurchase/Replacement: Ineligible as outside presumption

GM Program Summary Repairs/Reimbursement for past repairs: Eligible as customer is within warranty

THE STATE LEMON LAW READS:

Days out of service: 45
Repairs 4
Time period earlier of warranty or 12 month from delivery date
Does Lemon Law state nonconformity must continue to exist? No

Number of repair attempts in the presumption period: 2
Total days out of service during the presumption period: 8
Total days out of service during customer's ownership: 9

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: Seeking vehicle repurchase. Not sat with CRS offer

DVM sts: Do not offer anything and cust is not getting repurchase or trade

SVM sts: provided RO's but no input on Gw

CRS Rationale: Will not be repurchasing or replacing veh. Will not be offering any goodwill.

Decision reached by CRS: Arbitrate case: Settle case:

CRS FINAL OFFER:	Nothing	DATE: 10/6/09	CUST
Goodwill: 34/45 MG	Attorney Fees (if applicable): N/A		

TEAM LEAD APPROVING:	{Name}	Date: {Date}
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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: 71-752883737
2008, Chevrolet Malibu
VIN # 1G1ZH57B48F [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# 800-231-1841, prompt 1, extension 41244
FAX# 866-363-8698

CUSTOMER #: ENKEY

309590

**SOUTH POINT
CHEVROLET**

ACCOUNTING

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointchevrolet.com

PAGE 1

COWETA, OK

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		24003/24003	T1284	
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 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

PRO, ISRAEL LIC#: [REDACTED]
WWC 0.00 0.00

0 0.00 0.00
0 0 TPARTS
0 0 TLABOR

B 20 POINT INSPECTION

20 20 POINT INSPECTION
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/ [REDACTED]	0	0		7/ [REDACTED]	0	0	
7/ [REDACTED]	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.

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

BBB AUTO LINE Customer Claim Form

Case number: SAT0943840
Contact Date: 08/28/09
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: McDonough	State: GA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Saturn	Model: Ion	Year: 2007	Current mileage: 580000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Saturn of Southlake, Morrow, GA			
Primary Servicing dealer/city/state: Saturn of Southlake,			
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: 10/11/06		Mileage at purchase/lease:	
First repair attempt date: 08/10/09		First repair attempt mileage: 46000	
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)

They say it's not covered under warranty because it's electric . I just want them to fix it. There is no reason power steering should go out i've only had the car for almost 3 years.

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
power steering went out and they won't fix it		1		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**

Privileged and Confidential Information

CASE ASSESSMENT

By: James Hardin State: Georgia

Customer Name: [REDACTED]

Service Request: 71-753536461

BBB Case No.: SAT0943840

Only customer's last name to be recorded

Vehicle ID No.:
1G8AJ55F47Z [REDACTED]

In Service
Date:
9/8/2006

Vehicle is: New

BAC Code:
121944

Year, Make & Model: 2007 Saturn Ion 2
Mileage at Time of BBB Filing (60,000)

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

Lien holder: GMAC Other : Other

Sale Type: Purchase Lease Other :
Purchase

DVM Name: n/a
Phone/Cell Number: n/a
Svc Mgr Name: n/a

CAM Name: Wes Preece
Phone Number: 678-240-9832

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 _____

Power Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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n/a

Has the vehicle ever been involved in an accident Y or N? **N**

Did you confirm your answer with the customer Y or N? **Y**

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 **N**

Has the customer filed any insurances claims on this Vehicle Y or N **N**

If Yes obtain the following information below

Insurance Company _____ n/a _____

Insurance Rep (First and Last Name) _____ n/a _____

Phone # _____ n/a _____

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

Claim # _____ n/a _____

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

Are there any Aftermarket Modifications to the Vehicle Y or N N

Have you confirm this with the customer Y or N Y

List:

Was a Trade Repurchase offered to the customer Y or N N

(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)

Date authorized by the DVM/CAM _____ n/a _____

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: not eligible for remedies

Lemon Law Repurchase/Replacement: not eligible for remedies

GM Program Summary Repairs/Reimbursement for past repairs: not eligible for remedies

THE STATE LEMON LAW READS:

Days out of service: 30 calendar days, 15 have to be within 12/12

Repairs: 1 attempt to safety defect in braking/steering during 12/12; 1 attempt to any other safety defect during 12/12 and at least 1 more attempt within 2/24 after first attempt; 1 attempt during 12/12 and 2 more in 2/24 (regular)

Time period: see above

Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs: see above

Safety-related time period: see above

Number of repair attempts in the presumption period: n/a

Total days out of service during the presumption period: n/a

Total days out of service during customer's ownership: n/a

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: VIN scan performed, no previous SRs found

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: power steering pump failed within 3 years at 60,000 miles; customer feels is a factory defect and should not be held responsible for the repair expense

DVM sts: n/a

SVM sts: n/a

CRS Rationale: vehicle is at 60,000 miles, difficult to determine as factory defect at this mileage, and not a repeat concern; manufacturer will not be able to offer cost assistance for this repair

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

- vehicle was purchased new @ GM dealer

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

- vehicle is outside of factory warranty

- not a repeat concern

Decision reached by CRS: Arbitrate case: Settle case:

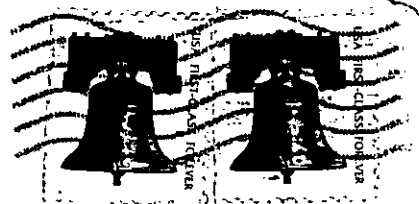
CRS FINAL OFFER:		DATE :	CUST {Accepted / Declined}
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

TEAM LEAD APPROVING:	{Name}	Date: {Date}
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Franklin, N.C.

ASHEVILLE NC 298

06 AUG 2009 PM 2 T



08-11-09A08:40 RCVD

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

482325170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 8/6/200917-Digit Vehicle Identification Number (VIN): 1G1ZT52895F [REDACTED]Mileage at Time of Repair: 33,344 Date of Repair: 05/26/09Claimant Name (please print): [REDACTED]Street Address or PO Box Number: [REDACTED]City: Franklin State: N.C. ZIP Code: [REDACTED]Daytime Telephone Number (include Area Code): [REDACTED]Evening Telephone Number (include Area Code): [REDACTED]Amount of Reimbursement Requested: \$ \$643.00

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).



SMOKY MOUNTAIN CHEVROLET
71 CAT CREEK ROAD
FRANKLIN, NC-28734
828-524-8734

Merchant ID: 000018314896
Term ID: 10314896

Ref #: 0001

Sale

VISA Entry Method: Swiped

Total: \$ 643.00

05/26/09 15:51:42

Inv #: 000001 Appr Code: 63713A

Apprvd: Online Batch#: 000449

COPY

Customer Copy

THANK YOU!



Smoky Mountain

CHEVROLET



71 Cat Creek Road Franklin, NC 28734
 Telephone (828) 524-0734 Toll Free 1-800-452-2438
 Fax (828) 524-5484

CUSTOMER NO. 3808	ADVISOR EDDIE CRAWFORD	TAG NO. 18	INVOICE DATE 05/26/09	INVOICE NO. CVCS212590
FRANKLIN, NC	LABOR RATE	LICENSE NO.	MILEAGE 33,344	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN			STOCK NO. 2854
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 9 5 F			DELIVERY DATE 07/28/05
	F. T. E. NO.			DELIVERY MILES 113
P. O. NO.			SELLING DEALER NO.	PRODUCTION DATE
R. O. DATE 05/26/09			COMMENTS	

TOTALS

PAYMENT TYPE	CHARGE
CASH	
CHECK #	
MASTER CARD	
VISA	
DISCOVER	
OTHER	

TOTAL LABOR....	115.80
TOTAL PARTS....	481.80
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	12.17
TOTAL MISC DISC	0.08
TOTAL TAX.....	33.23
TOTAL INVOICE \$	643.00

SERVICE IS OUR GOAL TRUST US THE RESULT "THANK YOU"
 VISIT OUR WEB SITE AT WWW.SMOKYMOUNTAINCHEVROLET.COM

SMOKY MOUNTAIN CHEVROLET
 71 CAT CREEK ROAD
 FRANKLIN NC 28734

DISCLAIMER OF WARRANTIES
 Any warranties on the item/items sold hereby are those made by the manufacturer. The Seller, Jones Holt Chevrolet-Oldsmobile-Geo, Inc. DBA Smoky Mountain Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Jones Holt Chevrolet-Oldsmobile-Geo, Inc. DBA Smoky Mountain Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Shop Materials
 A standard charge for supplies and materials is made on each repair order. A portion of this charge includes waste removal. This will be shown on a separate line on the repair order.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

GUARANTEE

12 MONTHS ON PARTS AND LABOR OR 12,000 MILES WHICHEVER OCCURS FIRST ON INSTALLED PARTS & LABOR OF FACTORY GM PARTS. AFTERMARKET PARTS ARE GUARANTEED ONLY TO LIMITS SET BY THE PARTICULAR MANUFACTURER, AND THEIR GUARANTEE COVERS PARTS ONLY, NO LABOR. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOIDS THIS WARRANTY. (A COPY OF THIS REPAIR ORDER INVOICE MUST BE PRESENTED.)

Smoky Mountain Chevrolet will assist in filing claims on service contracts and will seek reimbursement from contract provider when possible. Customer assumes liability for all repair charges until paid by provider.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

COPIED

CC610696 Q (07/04)

August 6, 2009

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

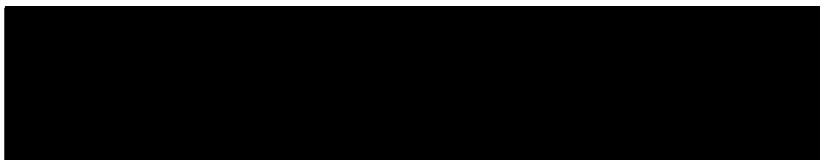
Dear Sir or Madam:

I have enclosed documents with this letter to get a refund on repairs to my 2005 Chev. Malibu. I had received a letter from GMAC in December of 2007 stating that my car could lose its power steering assist. I realize that this claim is after the December 31, 2008 date but my power steering didn't need replaced until May of this year. The letter clearly states that if this condition occurs on my 2005 Chevrolet Malibu within 7 years of the date my vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for me at NO CHARGE.

I did pay for this repair and this is a request for me to be reimbursed the \$643.00 charged. Repairs were made at the dealership where I purchased my car in July of 2005.

I appreciate your consideration in this matter.

Sincerely,

A large black rectangular redaction box covering the signature area.



December 2007

[REDACTED]
Franklin, NC [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.

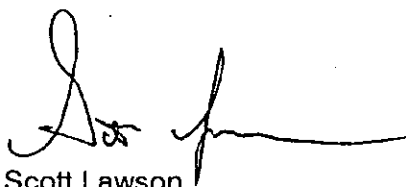
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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



April 29, 2011

[REDACTED]
Franklin, NC [REDACTED]

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.

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 performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reason for this decision is:

- The repair that was performed is not the repair covered by the special coverage.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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: 71-753544132

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

April 29, 2011

[REDACTED]
Sanford, NC [REDACTED]

Dear [REDACTED],

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 Smart Care plan on your 2008 Chevrolet Malibu, Vehicle Identification Number 1G1ZT58NX8F [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: 71-753651583

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.

GM GlobalConnect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [Redacted] Go Links

Sales Information

Dealer Code: 32888
 Action: Add Protection Plan
 Odometer: 6200

Plan Lienholder

Lienholder Type: Other
 Pontiac
 P.O. Box 33172
 Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 09/28/2009
 In Service Date: 02/09/2009
 Schedule Type: GMPP Retail
 Promotion Code:

Plan Type: Smart Care Retail
 Term: 24
 Mileage Limit: 24000
 Deductible: 0
 Rental Type: None
 Plan Price: \$ 0.00
 Tax: \$ 0.00
 Total: \$ 0.00

BACK CANCEL SUBMIT

Order Workbench: [FAQs](#) | [Site Map](#) | [Feedback](#)
[Privacy Policy](#) | [Terms of Use](#)

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Done

Start Siebel Automotive - Mic... GM GlobalConnect - M... Customer Support Serv... Microsoft Excel - GMP... Schavi GMPP Document7 - Microsoft ... Desktop 4:26 PM

GM GlobalConnect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [Redacted] Go Links

GlobalConnect **OrderWORKBENCH** Close Window

ORDER Workbench | Main > Deliver M...
 PLAN & FORECAST ORDER VEHICLE

Report Vehicle GMPP: Veh Information

Vehicle & Customer*

This screen is the first step to add GM Profs submit a request to change or cancel an existing customer information, click "Next" to go to the report.

Transaction Mode:
 Online

Vehicle Identifier:

Vehicle Category:
 GM, New

Division:
 Pontiac

VIN:
 Full VIN [Redacted]

Dealer Identifier:

Division:
 Pontiac

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: 6G2ER57719L [Redacted] Status: Pending
 Dealer Code: 32888 User ID: 1w64ey
 Transaction Date: 08/28/2009 User Role: Central Office Administrator
 Transaction Type: GM Protection Plan Timestamp Date: 2009-09-01-16:27:05-411640
 Transaction Messages:
 1097 - GMPP sent to MIC

© 2009 General Motors Corporation. All Rights Reserved.

Done

Start Siebel Automotive - M... GM GlobalConnect - M... Customer Support Ser... GM GlobalConnect -... Microsoft Excel - GMP... Schavi GMPP Document7 - Microsoft... Desktop 4:27 PM

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



CHECK No. [REDACTED]

50-87
21

DATE
11/12/09

*****4,900 DOLLARS

AMOUNT
*****4,900.00

PAY TO THE ORDER OF

[REDACTED]
 PHOENIX AZ [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

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

ENDOR JNS NO. BB 000000027

1

CHECK NO. [REDACTED]

ENDOR NAME [REDACTED]

PAYMENT DATE 11/12/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
IG1ZU57N57F [REDACTED]	11/11/09 71-754321541	VM 1-CTCJHI 1-CTCJHI	00.0000	4,900.00	.00	4,900.00
TOTAL				4,900.00	.00	4,900.00

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

M3

November 10, 2009

Susan Landgraf, Esq.
Weisberg & Meyers, LLC
5025 N Central Ave Ste 602
Phoenix, AZ 85012

RE: [REDACTED] v. General Motors
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Customer Relationship Specialist: Mary

Dear Ms. Landgraf:

Enclosed please find a check in the amount of \$4,900.00 made payable to [REDACTED]
[REDACTED] and Weisberg & Meyers LLC to settle the above-referenced case.

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

Sincerely,

General Motors

LG0062
V10132009



Texas Department of Transportation

REGISTRATION RENEWAL RECEIPT

COUNTY: DENTON TAC NAME: STEVE MOSSMAN DATE: 11/06/2009 EFFECTIVE DATE: 01/01/2010
PLATE NO: [REDACTED] TIME: 12:44PM EXPIRATION DATE: 12/2010
DOCUMENT NO: 06131239473123825 EMPLOYEE ID: CSANDEN TRANSACTION ID: 06100040121124452

RENEWAL REGISTRANT NAME AND ADDRESS

OWNER NAME AND ADDRESS

[REDACTED] SHADY SHORES, TX

[REDACTED] SHADY SHORES, TX

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
PLATE TYPE: PASSENGER FLT
ORGANIZATION:
STICKER TYPE: WS

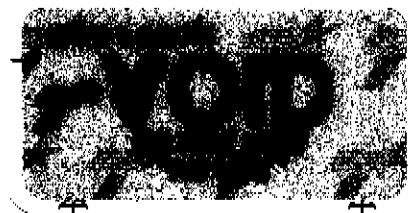
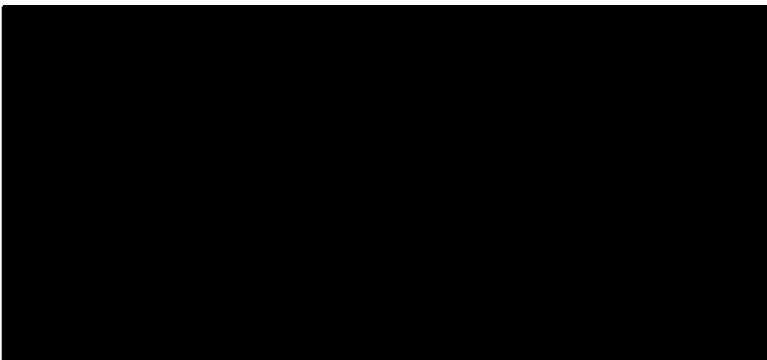
PREVIOUS PLATE NO: DSR263 VEHICLE CLASSIFICATION: PASS
VEHICLE IDENTIFICATION NO: 1G1ZU57N578 [REDACTED]
YR/MAKE: 2007/CHEV MODEL: MZ BODY STYLE: 4D UNIT NO:
EMPTY WT: 3500 CARRYING CAPACITY: 0 GROSS WT: 3500 TONNAGE: 0.00
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

Table with 4 columns: INVENTORY ITEM(S), YR, FEES ASSESSED, PAYMENT AMOUNT. Rows include WINDSHIELD STICKER, REG FEE-DPS, REFLECTORIZATION FEE, CNTY ROAD BRIDGE ADD-ON FEE, CHILD SAFETY FUND, AUTOMATION FEE (LARGE CNTY), TOTAL, METHOD OF PAYMENT AND PAYMENT AMOUNT, and TOTAL AMOUNT PAID.

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

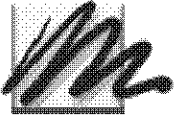
Peel sticker from any corner. Despegar de cualquier esquina.



WINDSHIELD STICKER / CALCOMANIA DE PARABRISAS

OR

PLATE STICKER / CALCOMANIA DE PLACA



Mary Schwartz/Austin/GM1

10/08/2009 12:49 PM

To "Susan Landgraf"

<slandgraf@attorneysforconsumers.com>@SITEWCWEB

cc

bcc

Subject RE: Your client [REDACTED]

Susan,

Attached is our counteroffer and release. Please confirm receipt of this offer and advise if your client is in acceptance.



Offer 2nd.doc



Release 2nd.doc

Thank you,
Mary

"Susan Landgraf" <slandgraf@attorneysforconsumers.com>



"Susan Landgraf"
<slandgraf@attorneysforconsumers.com>

10/07/2009 06:22 PM

To "'Mary_Schwartz@gmexpert.com'"

<Mary_Schwartz@gmexpert.com>

cc

Subject RE: Your client [REDACTED]

Mary,

Attached are two recent repair orders for this vehicle. This car clearly has recurrent unresolved issues. My counter demand is \$5,500 inclusive of all fees and costs. Thanks,

Susan Landgraf
Weisberg & Meyers
888 595 9111 ext 116
866 565 1327 facsimile
WMLawAttorneysForConsumers.com

*Licensed in Texas

General Disclaimer: The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, delete the

original message and any copy of it from your computer system.

Statement Required by U.S. Treasury Department:

The U.S. Treasury Department requires us to advise you that this written advice is not intended or written by our firm to be used, and cannot be used by any taxpayer, for the purpose of avoiding any penalties that may be imposed under the Internal Revenue Code. Written advice from our firm relating to Federal tax matters may not, without our express written consent, be used in promoting, marketing or recommending any entity, investment plan or arrangement to any taxpayer, other than the recipient of the written advice.

From: Mary_Schwartz@gmexpert.com [mailto:Mary_Schwartz@gmexpert.com]

Sent: Monday, October 05, 2009 10:33 AM

To: Susan Landgraf

Subject: Re: Your client [REDACTED]

Please confirm receipt of this offer and advise if your client is in acceptance.

Thank you,
Mary

Mary Schwartz/Austin/GM1

09/30/2009 02:01 PM

To: slandgraf@attorneysforconsumers.com

cc

Subject: Your client [REDACTED]

Re: Your client [REDACTED]

2007 Chevrolet Malibu

VIN 1G1ZU57N57F [REDACTED]

I have attached our offer and release for your client [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,

Mary Schwartz
Legal Agent – BRC Legal Department

Aditya Birla Minacs
1-(866) 790-5600 x 31062 | mary_schwartz@gmexpert.com



Fax # 866-485-8229 ro from 9.11.pdf ro from 10.07.pdf

GMVIS Audit Schwirtz

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/31/2009	008843	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	35413 miles
08/31/2009	008843	#	E3851 - STRUT, FRONT - LEFT - REPLACE	35413 miles
08/17/2009	007969	#	R4480 - REMOTE CONTROL DOOR LOCK RECEIVER REPLACEMENT	34514 miles
08/17/2009	007969	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	34514 miles
05/11/2009	001967	#	B4000 - FRONT SIDE DOOR ADJUSTMENT - RIGHT SIDE	29374 miles
05/07/2009	001770	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	28878 miles
05/07/2009	001770	#	H0030 - PIN AND/OR BOOT, CALIPER MOUNTING - FRONT - RIGHT - REPLAC	28878 miles
05/07/2009	001770	#	H0031 - PIN AND/OR BOOT, CALIPER MOUNTING - FRONT - LEFT - REPLACE	28878 miles
04/20/2009	757417	#	E3851 - STRUT, FRONT - LEFT - REPLACE	28641 miles
04/20/2009	757417	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	28641 miles
04/20/2009	757417	#	B5400 - REAR COMPARTMENT LID ADJUSTMENT	28641 miles
12/23/2008	737560	#	C2500 - INSTRUMENT PANEL TRIM PAD REPLACEMENT	21849 miles
12/23/2008	737560	#	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE	21849 miles
12/23/2008	737560	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	21849 miles
05/01/2008	690302	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	11079 miles
04/29/2008	689751	#	C0401 - WINDOW/CHANNEL ASSEMBLY, REAR DOOR STATIONARY GLASS - LEFT	11078 miles
04/29/2008	689751	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	11078 miles
04/16/2008	687236	#	C1043 - WEATHERSTRIP -	10670

			WEATHERSTRIP/CHANNEL, FRONT DOOR WINDOW RUN	miles
04/16/2008	687236	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	10670 miles
07/16/2007	631187	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	5720 miles
01/09/2007	A27033	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

Additional ROs received:

671913	01/29/08
738288	12/29/08
737560	12/23/08
001213	04/27/09
001071	04/26/09
009500	09/11/09



Juanita DeHoyos/Austin/GM1

09/11/2009 11:43 AM

To todd.w.nelson@gm.com

cc

bcc

Subject SR# 71-754321541 Client: [REDACTED]

Dear Mr. Nelson,

This email is to follow up on my voicemail regarding Service Request 71-754321541 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Malibu with approximately 35,413 miles. The VIN is 1G1ZU57N57F [REDACTED]. The customer has been working with JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE -- DENTON, TX. Due to time constraints, your response to this e-mail is required within **48** 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). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

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).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** 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,

Nita DeHoyos
Legal Research Specialist/ BRC Legal
Minacs, An Aditya Birla Group Company
7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 1-866-790-5600 Ext. 11285
Fax: 1-866-255-3730
Email: Juanita_DeHoyos@gmexpert.com

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle.

This email message may contain proprietary, private, privileged and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.



Business Resource Center

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

Fax: (866) 255-3730

Fax

To: Mr. Mike White, Svc Mgr	From: Nita DeHoyos, Legal Research Specialist
Firm: JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE	Phone: 1-866-790-5600 Ext 11285
Phone:	Date: 09/15/09
Fax: 940-349-9605	Pages: 1 (including cover sheet)

● **Comments:**

**** FOR IMMEDIATE DELIVERY ****

RE:

VIN: 1G1ZU57N57F

Dear Mr. White,

Thank you so much. Sending you this notice acknowledging receipt of the service documents for the reference client. We have received 3 faxes with a total of 145 pages.

As always, your continued assistance is greatly appreciated.

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

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$3,500.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZU57N57F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

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

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS

108 E. 46TH STREET

AUSTIN, TX 78751

512-436-0036

866-775-3666 (TOLL FREE)

866-317-2674 FACSIMILE

TEXAS OFFICE

WWW.ATTORNEYSFORCONSUMERS.COM

EXTENSION: 116

E-MAIL: SLANDGRAF@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN:

TEXAS

October 20, 2009

Via Electronic Mail - Mary_Schwartz@gmexpert.com

Ms. Mary Schwartz
Business Resource Center
General Motors Company

Re: [REDACTED] v. General Motors Company

Dear Ms. Schwartz:

Please be advised that my clients have agreed to accept your recent offer to settle the above referenced matter. As we discussed, the settlement is memorialized as follows:

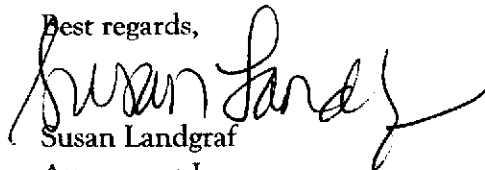
- My clients will receive \$4,900.00 inclusive of my clients' attorney fees and will retain ownership and financial responsibility for the subject vehicle.

In addition, PLEASE MAKE SURE TO FORWARD THE SETTLEMENT DRAFT TO OUR ACCOUNTING OFFICE at:

WEISBERG & MEYERS, LLC
5025 North Central Ave., #602
Phoenix, AZ 85012

I trust that this document accurately memorializes our agreement. If not, contact my office immediately.

Best regards,



Susan Landgraf
Attorney at Law

SL/js



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
9/30/09	62010568/3
R/O Close Date	Status
10/07/09	Final

Att:
Susan
4 PAGES total
from



!!



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
9/30/09	62010568/1				
R/O Close Date	Status				
10/07/09	Final				
Mileage In	Mileage Out				
37262	37262				
Service Advisor / Tag #					
MIKE BELEW/5205*W*					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	

SHADY SHORES, TX
 Work Phone: _____
 Home Phone: _____

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	

172162 GMPP Exp: 73641 or 4/20/12 Ded: 0

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 14CVZ: CUSTOMER REQUEST DIAGNOSIS BRAKING CONCERN CUST STS WHEN HARD BRAKING VEH PULLS TO THE RIGHTADVISE Caused by VERIFIED, SWAPPED FRONT TIRES SIDE TO SIDE AND PUL L CHANGED TO THE LEFT. Work performed by JOSE CARRILLO (36) CUSTOMER DECLINED TIRE.	Internal
#2 - 14CVZ: CUSTOMER REQUEST DIAGNOSIS BRAKING CONCERN CUST STS WHILE BRAKING VEH IS HARD TO TURN...ADVIS E Caused by ROAD TESTED W/SHOP FORE-MAN AND DID NOT DUPLICATE CONCERN. Work performed by JOSE CARRILLO (36) Sub Total: Labor: .00 Parts:.00 Total: .00	
#3 - 08CVZ: CUSTOMER REQUEST DIANOSIS ENGINE CONCERN CUST STS VEH HAS LEAK FROM ENGINE COMP...ADVISE Caused by ENGINE OIL PAN GASKET LEAKING FROM TEH FRONT AND R EAR ARCH Corrected by J1000: (VN) (2K) Work performed by KENT SOUTH (775) Installed 12602848 :GASKET (01429-BPCT) Qty: 1 Serv Cont Installed 12607947 :GASKET (01840-BPCT) Qty: 1 Serv Cont Installed 12345616 :OIL10W30Q (08800-BOPCKT) Qty: 5 Serv Cont REPLACED THE ENGINE OIL PAN GASKET	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R.O. Open Date	R.O. Number				
9/30/09	62010568/2				
R.O. Close Date	Status				
10/07/09	Final				
Mileage In	Mileage Out				
37262	37262				
Service Advisor - Tag #					
MIKE BELEW/5205*W*					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	Vehicle Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	

SHADY SHORES, TX

172162 GMPP Exp: 73641 or 4/20/12 Ded: 0

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#4 - 04CVZ: CUSTOMER REQUEST DIAGNOSIS DRIVABILITY CONCERN CUST STS VEH HAS VERY LOW IDLE...ADVISE Corrected by J6354: (PV) (93) Work performed by BILL BUSH (293) RAN DIAGNOSTICS FOUND MATCHING PROGRAM FOR COMPLAI NT.SEE ATTACHED SHEET,REPROGRAMMED PCM WITH LATES T CALIBRATIONS.TESTED GOOD.</p>	Serv Cont
<p>#5 - 11CVZ: CUSTOMER REQUEST DIAGNOSIS TRANSMISSION OR AXLE CONCERN CUTS STS WHILE ACCLERATING VEH RPM GOES EXTREMELY H IGH AT TIMES.....ADVISE Work performed by JAMES JOHNSON (236) ROADTESTED AUTO FOR 11MILES AND FOUND TRANS TO BE WORKING PROPERLY AT THIS TIME IN ALL GAERS AND RAN GES Sub Total: Labor: .00 Parts:.00 Total: .00</p>	
<p>#6 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH MAKES A LOUD COMPRESSION NOISE ON DRI VERSIDE FRONT WHEN HITTING BUMPS...ADVISE Work performed by JOSE CARRILLO (36) ROAD TESTED W/SHOP FORE-MAN AND DID NOT DUPLICATE CONCERN. Sub Total: Labor: .00 Parts:.00 Total: .00</p>	
<p>#7 - 20CVZ: PERFORM MULI-POINT INSPECTION</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R.O. Open Date	R.O. Number				
9/30/09	62010568/3				
R.O. Close Date	Status				
10/07/09	Final				
Mileage In	Mileage Out				
37262	37262				
Service Advisor / Tag #					
MIKE BELEW/5305*W*					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	

SHADY SHORES, TX

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	

172162 GMPF Exp: 73641 or 4/20/12 Ded: 0

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#8 - 01CVZ1: FREE EXTERNAL CAR WASH	
#9 - 16RENTCAR: RENTAL SERVICE CHARGE 1G1ZH57B09F JWRENTAL14 CUST PUT IN 9-30-09 AT 12:30PM CONTRACT 74031 35.00 64D TO PAY Work performed by WAYNE SMITH (937)	Serv Cont
#10 - 01AIRFLT: REPLACE GAS ENGINE AIR FILTER \$32.95 Work performed by BILL BUSH (293) Installed 10366901 :ELEMENT (03410-PC) 1@24.75 COMPLETED Sub Total: Labor: 8.00 Parts:24.75 Total: 32.75	8.00 24.75
#11 - 02TBODYSER: CLEAN AND DECARBON THROTTLE-BODY \$84.95 Work performed by BILL BUSH (293) Installed 406 :CLEANER 1@15.38 COMPLETED Sub Total: Labor: 72.45 Parts:15.38 Total: 87.83	72.45 15.38
#12 - 16RENTCAR: RENTAL SERVICE CHARGE Work performed by WAYNE SMITH (937)	RENTAL POL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	80.45
PARTS	40.13
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	9.65
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.11
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	134.34
VISA-SERV APK 183364	134.34

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$1,500.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZU57N57F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____,
by [REDACTED]

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006



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

VIA FAX ONLY

September 11, 2009

Fax: 940-349-9605

Mr. Mike White, Service Manager
JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE
PO BOX 50779
DENTON, TX 76206-0779

RE: [REDACTED]
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Vehicle purchased on or about: 04/24/2007
Legal Research Specialist: Nita DeHoyos

Dear Mr. White:

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

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

Please fax them within 24 hours to 1-866-255-3730. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

Nita DeHoyos
General Motors Corporation



LG0040
V6302006





Claire Manke
<cmanke@attorneysforconsumers.com>

11/03/2009 04:06 PM

To "Mary_Schwartz@gmexpert.com"
<Mary_Schwartz@gmexpert.com>

cc

bcc

Subject RE: [REDACTED] v. General Motors Company

Hi Mary,

We have not received that yet from our clients, I will follow up with them for their registration.

Thank you.

Claire Manke
Weisberg & Meyers, LLC
888 595 9111 ext 229
866 773 6152 facsimile
www.AttorneysForConsumers.com

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Statement Required by U.S. Treasury Department:

The U.S. Treasury Department requires us to advise you that this written advice is not intended or written by our firm to be used, and cannot be used by any taxpayer, for the purpose of avoiding any penalties that may be imposed under the Internal Revenue Code. Written advice from our firm relating to Federal tax matters may not, without our express written consent, be used in promoting, marketing or recommending any entity, investment plan or arrangement to any taxpayer, other than the recipient of the written advice.

From: Mary_Schwartz@gmexpert.com [mailto:Mary_Schwartz@gmexpert.com]
Sent: Friday, October 30, 2009 6:14 AM
To: Claire Manke
Subject: Fw: [REDACTED] v. General Motors Company

Hi Claire,

Have you been able to obtain the current registration from your clients.

Thank you,
Mary

Mary Schwartz/Austin/GM1

10/27/2009 05:08 PM

To: Claire Manke <cmanke@attorneysforconsumers.com>@SITEWCWEB
cc
Subject: Re: [REDACTED] v. General Motors Company [Link](#)

Claire,

Thank you for the signed offer and release from your client. I don't think I ever received a copy of their current registration. Please forward this to me as soon as possible so I can process the settlement.

Thank you,
Mary

Claire Manke <cmanke@attorneysforconsumers.com>

10/23/2009 02:50 PM

To: "Mary_Schwartz@gmexpert.com"
<Mary_Schwartz@gmexpert.com>
cc
Subject: [REDACTED] v. General Motors Company
t

Please see attached.

Thank you.

Claire Manke
Weisberg & Meyers, LLC
888 595 9111 ext 229
866 773 6152 facsimile
www.AttorneysForConsumers.com

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is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, delete the original message and any copy of it from your computer system.

Statement Required by U.S. Treasury Department:

The U.S. Treasury Department requires us to advise you that this written advice is not intended or written by our firm to be used, and cannot be used by any taxpayer, for the purpose of avoiding any penalties that may be imposed under the Internal Revenue Code. Written advice from our firm relating to Federal tax matters may not, without our express written consent, be used in promoting, marketing or recommending any entity, investment plan or arrangement to any taxpayer, other than the recipient of the written advice.



"Susan Landgraf"
<slandgraf@attorneysforcon
sumers.com>

10/07/2009 06:22 PM

To "Mary_Schwartz@gmexpert.com"
<Mary_Schwartz@gmexpert.com>

cc

bcc

Subject RE: Your client [REDACTED]

Mary,

Attached are two recent repair orders for this vehicle. This car clearly has recurrent unresolved issues. My counter demand is \$5,500 inclusive of all fees and costs. Thanks,

Susan Landgraf
Weisberg & Meyers
888 595 9111 ext 116
866 565 1327 facsimile
WMLawAttorneysForConsumers.com

*Licensed in Texas

General Disclaimer: The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, delete the original message and any copy of it from your computer system.

Statement Required by U.S. Treasury Department:

The U.S. Treasury Department requires us to advise you that this written advice is not intended or written by our firm to be used, and cannot be used by any taxpayer, for the purpose of avoiding any penalties that may be imposed under the Internal Revenue Code. Written advice from our firm relating to Federal tax matters may not, without our express written consent, be used in promoting, marketing or recommending any entity, investment plan or arrangement to any taxpayer, other than the recipient of the written advice.

From: Mary_Schwartz@gmexpert.com [mailto:Mary_Schwartz@gmexpert.com]

Sent: Monday, October 05, 2009 10:33 AM

To: Susan Landgraf

Subject: Re: Your client Schwirtz

Please confirm receipt of this offer and advise if your client is in acceptance.

Thank you,
Mary

Mary Schwartz/Austin/GM1

09/30/2009 02:01 PM

To: slandgraf@attorneysforconsumers.com
cc
Subject: Your client [REDACTED]

Re: Your client [REDACTED]
2007 Chevrolet Malibu
VIN 1G1ZU57N57F [REDACTED]

I have attached our offer and release for your client Schwartz. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,

Mary Schwartz
Legal Agent – BRC Legal Department
Aditya Birla Minacs
1-(866) 790-5600 x 31062 | mary_schwartz@gmexpert.com



Fax # 866-485-8229 ro from 9.11.pdf ro from 10.07.pdf



todd.w.nelson@gm.com
09/11/2009 01:39 PM

To Juanita_DeHoyos@gmexpert.com
cc
bcc
Subject Re: SR# 71-754321541 Client: [REDACTED]

Please send mr the demand letter.

Juanita_DeHoyos@gmexpert.com

09/11/2009 10:43 AM

To todd.w.nelson@gm.com
cc
Subject SR# 71-754321541 Client: [REDACTED]

Dear Mr. Nelson,

This email is to follow up on my voicemail regarding Service Request 71-754321541 for customer Schwartz. The customer's vehicle is a 2007 Chevrolet Malibu with approximately 35,413 miles. The VIN is 1G1ZU57N57F[REDACTED]. The customer has been working with JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE -- DENTON, TX. Due to time constraints, your response to this e-mail is required within **48** 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). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

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).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** 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,

Nita DeHoyos
Legal Research Specialist/ BRC Legal
Minacs, An Aditya Birla Group Company
7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 1-866-790-5600 Ext. 11285
Fax: 1-866-255-3730
Email: Juanita_DeHoyos@gmexpert.com

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle.

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Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



VIA FAX ONLY

October 8, 2009

Susan Landgraf, Esq.
Weisberg & Meyers, LLC
108 E 46th St
Austin, TX 78751

RE: [REDACTED]
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Customer Relationship Specialist: Mary Schwartz

Dear Ms. Landgraf:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$2,500.00.

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

Your client(s) would retain the vehicle.

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

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V10012009

Attach.

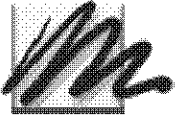
Odometer

Client's Signature

Date

Client's Signature

Date



Mary Schwartz/Austin/GM1

10/05/2009 11:32 AM

To slandgraf@attorneysforconsumers.com

cc

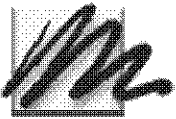
bcc

Subject Re: Your client [REDACTED]

Please confirm receipt of this offer and advise if your client is in acceptance.

Thank you,
Mary

Mary Schwartz/Austin/GM1



Mary Schwartz/Austin/GM1

09/30/2009 02:01 PM

To slandgraf@attorneysforconsumers.com

cc

Subject Your client [REDACTED]

Re: Your client [REDACTED]
2007 Chevrolet Malibu
VIN 1G1ZU57N57F [REDACTED]

I have attached our offer and release for your client [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.



Offer.doc Release.doc

Thank you,

Mary Schwartz
Legal Agent - BRC Legal Department
Aditya Birla Minacs
1-(866) 790-5600 x 31062 | mary_schwartz@gmexpert.com
Fax # 866-485-8229

GM Vehicle Inquiry System Summary

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VIN :	1G1ZU57N57F [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1ZU69 -2007 MALIBU SEDAN LTZ	Warranty Start Date :	04/24/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663	Selling Source :	13 - CHEVROLET
		Site Code :	07090
		Business Associate Code :	112277
Service Contract :	Yes	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
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SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	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	NG8TN00T	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	04/24/2007	10 miles	04/24/2010	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	04/24/2007	10 miles	04/24/2013	100010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	04/24/2007	10 miles	04/24/2012	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/24/2007	10 miles	04/24/2015	80010 miles

36/36000 FEDERAL EMISSION	04/24/2007	10 miles	04/24/2010	36010 miles
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CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/31/2009	008843	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	35413 miles
08/31/2009	008843	#	E3851 - STRUT, FRONT - LEFT - REPLACE	35413 miles
08/17/2009	007969	#	R4480 - REMOTE CONTROL DOOR LOCK RECEIVER REPLACEMENT	34514 miles
08/17/2009	007969	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	34514 miles
05/11/2009	001967	#	B4000 - FRONT SIDE DOOR ADJUSTMENT - RIGHT SIDE	29374 miles
05/07/2009	001770	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	28878 miles
05/07/2009	001770	#	H0030 - PIN AND/OR BOOT, CALIPER MOUNTING - FRONT - RIGHT - REPLAC	28878 miles
05/07/2009	001770	#	H0031 - PIN AND/OR BOOT, CALIPER MOUNTING - FRONT - LEFT - REPLACE	28878 miles
04/20/2009	757417	#	E3851 - STRUT, FRONT - LEFT - REPLACE	28641 miles
04/20/2009	757417	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	28641 miles
04/20/2009	757417	#	B5400 - REAR COMPARTMENT LID ADJUSTMENT	28641 miles
12/23/2008	737560	#	C2500 - INSTRUMENT PANEL TRIM PAD REPLACEMENT	21849 miles
12/23/2008	737560	#	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE	21849 miles
12/23/2008	737560	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	21849 miles
05/01/2008	690302	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	11079 miles
04/29/2008	689751	#	C0401 - WINDOW/CHANNEL ASSEMBLY, REAR DOOR STATIONARY GLASS - LEFT	11078 miles
04/29/2008	689751	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	11078 miles
04/16/2008	687236	#	C1043 - WEATHERSTRIP - WEATHERSTRIP/CHANNEL, FRONT DOOR WINDOW RUN	10670 miles
04/16/2008	687236	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	10670 miles
07/16/2007	631187	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	5720 miles
01/09/2007	A27033	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

GM Vehicle Inquiry System Claim History

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VIN :	1G1ZU57N57F [REDACTED]
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CLAIM HISTORY

Repair Order Date : 08/31/2009		Repair Order Number : 008843		Odometer Reading : 35413 miles					
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663			Selling Source : 13 - CHEVROLET					
				Site Code : 07090					
				Business Associate Code : 112277					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/08/2009	38	01	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	19180746 - STRUT KIT	B	N/A	\$ 182.47	<u>Y</u>
09/08/2009	38	02	#	E3851 - STRUT, FRONT - LEFT - REPLACE	19180745 - ABSORBER	BP	N/A	\$ 423.32	<u>Y</u>

Repair Order Date : 08/17/2009		Repair Order Number : 007969		Odometer Reading : 34514 miles					
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663			Selling Source : 13 - CHEVROLET					
				Site Code : 07090					
				Business Associate Code : 112277					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/04/2009	37	01	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	22733524 - TRANSMITT	B	N/A	\$ 207.96	N
08/28/2009	35	01	#	R4480 - REMOTE CONTROL DOOR LOCK RECEIVER REPLACEMENT	15912630 - RECEIVER	N/A	N/A	\$ 134.52	N

Repair Order Date : 05/11/2009		Repair Order Number : 001967		Odometer Reading : 29374 miles	
Serviced	JAMES WOOD CHEVROLET, CADILLAC,			Selling Source : 13 - CHEVROLET	

By :	OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663	Site Code :	07090
		Business Associate Code :	112277

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/19/2009	6	01	#	B4000 - FRONT SIDE DOOR ADJUSTMENT - RIGHT SIDE	N/A	N/A	N/A	\$ 43.27	N

Repair Order Date :	05/07/2009	Repair Order Number :	001770	Odometer Reading :	28878 miles
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Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663	Selling Source :	13 - CHEVROLET
		Site Code :	07090
		Business Associate Code :	112277

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/22/2009	7	01	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	19180746 - STRUT KIT	N/A	N/A	\$ 260.34	N
05/22/2009	7	02	#	H0030 - PIN AND/OR BOOT, CALIPER MOUNTING - FRONT - RIGHT - REPLAC	N/A	N/A	N/A	\$ 51.92	N
05/22/2009	7	03	#	H0031 - PIN AND/OR BOOT, CALIPER MOUNTING - FRONT - LEFT - REPLACE	N/A	N/A	N/A	\$ 51.92	<u>Y</u>

Repair Order Date :	04/20/2009	Repair Order Number :	757417	Odometer Reading :	28641 miles
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Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663	Selling Source :	13 - CHEVROLET
		Site Code :	07090
		Business Associate Code :	112277

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/28/2009	999	01	#	E3851 - STRUT, FRONT - LEFT - REPLACE	19180745 - ABSORBER	E	N/A	\$ 315.74	<u>Y</u>
04/28/2009	999	02	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 15.00	N
04/28/2009	999	03	#	B5400 - REAR COMPARTMENT LID ADJUSTMENT	N/A	N/A	N/A	\$ 25.96	<u>Y</u>

Repair Order Date :		12/23/2008		Repair Order Number :		737560		Odometer Reading :		21849 miles	
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663					Selling Source :			13 - CHEVROLET		
						Site Code :			07090		
						Business Associate Code :			112277		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
01/09/2009	968	01	#	C2500 - INSTRUMENT PANEL TRIM PAD REPLACEMENT	N/A	N/A	N/A	\$ 74.37	N		
01/09/2009	968	02	#	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE	N/A	N/A	N/A	\$ 66.10	N		
01/09/2009	968	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 42.00	Y		

Repair Order Date :		05/01/2008		Repair Order Number :		690302		Odometer Reading :		11079 miles	
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663					Selling Source :			13 - CHEVROLET		
						Site Code :			07090		
						Business Associate Code :			112277		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/01/2008	922	01	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	22733524 - TRANSMITT	N/A	N/A	\$ 208.13	N		

Repair Order Date :		04/29/2008		Repair Order Number :		689751		Odometer Reading :		11078 miles	
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663					Selling Source :			13 - CHEVROLET		
						Site Code :			07090		
						Business Associate Code :			112277		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
06/24/2008	911	01	#	C0401 - WINDOW/CHANNEL ASSEMBLY, REAR DOOR STATIONARY GLASS - LEFT	N/A	N/A	N/A	\$ 82.63	N		

06/06/2008	906	01	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	26098237 - LUBE KIT	N/A	N/A	\$ 35.09	N
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Repair Order Date :	04/16/2008	Repair Order Number :	687236	Odometer Reading :	10670 miles
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Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663	Selling Source :	13 - CHEVROLET
		Site Code :	07090
		Business Associate Code :	112277

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/06/2008	897	01	#	C1043 - WEATHERSTRIP - WEATHERSTRIP/CHANNEL, FRONT DOOR WINDOW RUN	N/A	N/A	N/A	\$ 57.84	N
04/25/2008	894	02	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 10.00	N

Repair Order Date :	07/16/2007	Repair Order Number :	631187	Odometer Reading :	5720 miles
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Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663	Selling Source :	13 - CHEVROLET
		Site Code :	07090
		Business Associate Code :	112277

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/27/2007	816	01	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	N/A	N/A	N/A	\$ 24.05	N

Repair Order Date :	01/09/2007	Repair Order Number :	A27033	Odometer Reading :	0 miles
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Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663	Selling Source :	13 - CHEVROLET
		Site Code :	07090
		Business Associate Code :	112277

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/12/2007	760	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 104.22	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System Vehicle Build

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VIN	1G1ZU57N57F [REDACTED]
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VEHICLE BUILD

Merchandising Model :	1ZU69 -2007 MALIBU SEDAN LTZ		
Gross Vehicle Weight Rating :	1977 kg (4359 lb)	Order Number :	KRDSR7
Build Date :	01/09/2007	Build Plant :	17FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AL0 - SENSOR INDICATOR	AT8 - RESTRAINT, CHILD RR SEAT
AY0 - SIDE IMPACT AIR BAGS, DRIVER AND FRONT PASSENGER	A51 - SEATS, CUSTOM
CF5 - SUNROOF, POWER TILT AND SLIDE	C68 - AUTOMATIC AIR CONDITIONING
DL8 - PWR HEATED OUTSIDE MIRRORS	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM-ACTIVE	FE9 - FEDERAL EMISSIONS
F83 - TRANSAXLE 3.05 RATIO	IB2 - INTERIOR TRIM
JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL	K64 - GENERATOR 115 AMPS
LZ4 - ENGINE, 3.5L V6 SFI	MN5 - 4-SPEED AUTO TRANSMISSION
NR0 - LEATHER WRAPPED STEERING WHL	NT7 - EMISSION SYSTEM FEDERAL, TIER 2
PFE - (4) 17" ALLOY WHEELS, CHROME CLAD	QAD - TIRES, P225/50R17 ALS BW
R6K	R6P - SPECIAL PAINT
R9N - LEATHER TRIM OPTION CODE	SLM - STOCK ORDERS
UC6 - AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO)	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)
UZ6 - SIX PREMIUM SPEAKERS	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.
U77 - ANTENNA RR WINDOW	VK3 - FRONT LICENSE PLATE BRACKET
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	1LZ - LTZ PACKAGE

1SZ - OPTION PACKAGE DISCOUNT	25U - DARK BLUE METALLIC
6AR - FRONT SPRING	7AR - FRONT SPRING
8AB - REAR SPRING	84I - EBONY
842 - EBONY	9AB - REAR SPRING

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GM Vehicle Inquiry System Service Contract

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VIN	1G1ZU57N57F [REDACTED]
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SERVICE CONTRACT

Policy Number :	817931464	Owner Name :	SCHWIRTZ
Description :	36/45000 GMPP MAJOR GUARD		
Deductible Amount :	\$ 0		
Inception Date :	04/20/2009	Expiration Date :	04/20/2012
Inception Odometer :	28641 miles	Expiration Odometer :	73641 miles

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VIN :	1G1ZU57N57F [REDACTED]
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LINE COMMENTS

Repair Order Date :	08/31/2009	Repair Order Number :	008843	Odometer Reading :	35413 miles			
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779			Selling Source :	13 - CHEVROLET			
				Site Code :	07090			
				Business Associate Code :	112277			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
09/08/2009	38	01	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	19180746 - STRUT KIT	B	N/A	\$ 182.47
Comments	PARTS REPLACEMENT OF RIGHT FRONT STRUT. ORIGINALLY REPLACED ON RO62001770 5.7.09 28878 MILES							

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VIN :	1G1ZU57N57F [REDACTED]
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LINE COMMENTS

Repair Order Date :	08/31/2009	Repair Order Number :	008843	Odometer Reading :	35413 miles			
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779			Selling Source :	13 - CHEVROLET			
				Site Code :	07090			
				Business Associate Code :	112277			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
09/08/2009	38	02	#	E3851 - STRUT, FRONT - LEFT - REPLACE	19180745 - ABSORBER	BP	N/A	\$ 423.32
Comments	PARTSREPLACEMENT OF LEFT FRONT STRUT. ORIGINALLY REPLACED ON RO 757417 4.20.09 28641 MILES. EXCESS PART NECESSARY TO REPLACE DAMAGEDLEFT FRONT MOUNT.							

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VIN :	1G1ZU57N57F [REDACTED]
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LINE COMMENTS

Repair Order Date :	05/07/2009	Repair Order Number :	001770	Odometer Reading :	28878 miles			
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779			Selling Source :	13 - CHEVROLET			
				Site Code :	07090			
				Business Associate Code :	112277			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
05/22/2009	7	03	#	H0031 - PIN AND/OR BOOT, CALIPER MOUNTING - FRONT - LEFT - REPLACE	N/A	N/A	N/A	\$ 51.92
Comments	LEFT AND RIGHT SIDE							

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VIN :	1G1ZU57N57F [REDACTED]
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LINE COMMENTS

Repair Order Date :	04/20/2009	Repair Order Number :	757417	Odometer Reading :	28641 miles			
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779			Selling Source :	13 - CHEVROLET			
				Site Code :	07090			
				Business Associate Code :	112277			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
04/28/2009	999	01	#	E3851 - STRUT, FRONT - LEFT - REPLACE	19180745 - ABSORBER	E	N/A	\$ 315.74
Comments	OLH TO USE CHASSIS EAR TO ISOLATE NOISE							

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VIN :	1G1ZU57N57F [REDACTED]
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LINE COMMENTS

Repair Order Date :	04/20/2009	Repair Order Number :	757417	Odometer Reading :	28641 miles			
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779			Selling Source :	13 - CHEVROLET			
				Site Code :	07090			
				Business Associate Code :	112277			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
04/28/2009	999	03	#	B5400 - REAR COMPARTMENT LID ADJUSTMENT	N/A	N/A	N/A	\$ 25.96
Comments	CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE TRUNK OUT OF ALIGNMENT. ALIGNED TRUNK.							

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GM Vehicle Inquiry System Line Comments

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VIN :	1G1ZU57N57F [REDACTED]
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LINE COMMENTS

Repair Order Date :	12/23/2008	Repair Order Number :	737560	Odometer Reading :	21849 miles			
Serviced By :	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779			Selling Source :	13 - CHEVROLET			
				Site Code :	07090			
				Business Associate Code :	112277			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
01/09/2009	968	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 42.00
Comments	1G4HD57258U [REDACTED]							

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Juanita DeHoyos/Austin/GM1

09/14/2009 12:57 PM

To Debra Solimine/Austin/GM1@GM1

cc

bcc Juanita DeHoyos/Austin/GM1

Subject Re: SR# 71-754321541 Client: [REDACTED]

Hi Boss,

I have an email request from DVM, Todd Nelson to send him the demand. What is BRC Legal's position on such as request?

Please advise.

Nita DeHoyos
Legal Research Specialist/ BRC Legal
Minacs, An Aditya Birla Group Company
7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 1-866-790-5600 Ext. 11285
Fax: 1-866-255-3730
Email: Juanita_DeHoyos@gmexpert.com

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Mary Schwartz/Austin/GM1
10/19/2009 04:02 PM

To "Susan Landgraf"
<slandgraf@attorneysforconsumers.com>@SITEWCWEB
cc
bcc
Subject Re: [REDACTED] v gm

Susan,

Attached is the offer and release meeting your counterdemand of \$4,900.00. Please confirm receipt of this offer and advise if your client is in acceptance.



Offer 4th.doc



Release 4th.doc

Thank you,
Mary

"Susan Landgraf" <slandgraf@attorneysforconsumers.com>



"Susan Landgraf"
<slandgraf@attorneysforconsumers.com>
10/14/2009 03:05 PM

To "'Mary_Schwartz@gmexpert.com'"
<Mary_Schwartz@gmexpert.com>
cc
Subject [REDACTED] v gm

Mary,

Based on this vehicle's excessive repair history, my absolute bottom line that I can settle this matter for is \$4,900 inclusive of all fees and costs. Please let me know. Thanks,

Susan Landgraf
Weisberg & Meyers
888 595 9111 ext 116
866 565 1327 facsimile
WMLawAttorneysForConsumers.com

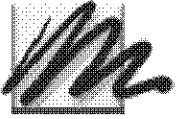
*Licensed in Texas

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original message and any copy of it from your computer system.

Statement Required by U.S. Treasury Department:

The U.S. Treasury Department requires us to advise you that this written advice is not intended or written by our firm to be used, and cannot be used by any taxpayer, for the purpose of avoiding any penalties that may be imposed under the Internal Revenue Code. Written advice from our firm relating to Federal tax matters may not, without our express written consent, be used in promoting, marketing or recommending any entity, investment plan or arrangement to any taxpayer, other than the recipient of the written advice.



Mary Schwartz/Austin/GM1

09/29/2009 05:04 PM

To todd.w.nelson@gm.com

cc

bcc

Subject Customer ██████████ SR 71-754321541

Todd Nelson:

This email is to follow up on Service Request 71-**754321541** for customer ██████████. The customer's vehicle is a **2007 Chevrolet Malibu** with **35,413** miles. The VIN is 7F████████. The customer has been working with James Wood Chevrolet Cadillac Oldsmobile in Denton, Tx.

In prior communications you requested to be informed of our settlement offer before contacting the plaintiff's counsel. After reviewing the merits of the case, the GM Legal Staff believes an offer of cash would be appropriate to settle this case in the Early Resolution program.



Case Assessment.doc

We would appreciate your support of this settlement offer. If you have any new information not previously shared that you feel might affect the BRC decision to make the offer above please provide that at this time. Due to time constraints, we need to receive your feedback on this offer within 48 hours.

Thank you,

Mary Schwartz
Legal Agent - BRC Legal Department
Aditya Birla Minacs
1-(866) 790-5600 x 31062 | mary_schwartz@gmexpert.com
Fax # 866-485-8229

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,900.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZU57N57F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____,
by [REDACTED]

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006



VIA FAX ONLY

October 19, 2009

Susan Landgraf, Esq.
Weisberg & Meyers, LLC
108 E 46th St
Austin, TX 78751

RE: [REDACTED]
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Customer Relationship Specialist: Mary Schwartz

Dear Ms. Landgraf:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$4,900.00.

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

Your client(s) would retain the vehicle.

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

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors

cc: FILE

LG0044
V10012009

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date



GMC

HUMMER

General Motors Business Resource Center

FAX

To: Mr. Mike White, Service Manager
Company: JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE
Fax: 9403499605
Phone:

From: Nita DeHoyos
Fax: 1.866.255.3730
Phone: 1.866.790.5600 Ext 11285
E-mail:

cc:

NOTES:

FOR IMMEDIATE DELIVERY, PLEASE

Information contained in this transmission is privileged and confidential. It is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this communication is strictly prohibited. If you have received this communication in error, please notify the writer by telephone immediately. Thank you.

Fax Server

9/11/2009 12:14:15 PM PAGE 2/003 Fax Server



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48222-5170

September 11, 2009

VIA FAX ONLY

Fax: 940-349-9605

Mr. Mike White, Service Manager
JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE
PO BOX 50779
DENTON, TX 76206-0779

RE: [REDACTED]
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Vehicle purchased on or about: 04/24/2007
Legal Research Specialist: Nita DeHoyos

Dear Mr. White:

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

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

Please fax them within 24 hours to 1-866-255-3730. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

Nita DeHoyos
General Motors Corporation



CUSTOMER No. 129427	ADVISOR CHRIS STOLP	321	TAG No. 4391	INVOICE DATE 01/29/08	INVOICE No. VCC5671913
[REDACTED] SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 6,801	COLOR DARK BLUE M	STOCK No. 172162
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	VEHICLE I.D. No. 1G1ZU57N57F [REDACTED]		DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
	F. T. E. No.	P.O. No.	SELLING DEALER No. 100		PRODUCTION DATE 01/29/08
COMMENTS					

LABOR & PARTS

J# 1 61CVZ MAKE READY DEPT TECH(S):373 INTERNAL
 SPECIALTIES//THERE ARE HARLINE SCRATCHES ALL AROUND AND A
 NICK ON THE PASSENGER'S OUTER DOOR HANDLE./INT NEW CARS
CUST WOULD LIKE IT BACK BEFORE NOON.....
 LIGHT BUFF
 COMPLETE

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # 1 04 NEW CAR POLICY/GOODWILL	INTERNAL
TOTAL - MISC	0.00

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


COMMENTS-----
 SEND TO SPECIALTIES/ CHARGE TO NEW CARS PER ROBERT C.

TOTALS-----

# CASH () CHECK () CK# () MASTER CD/VISA () #	TOTAL LABOR....	0.00
# DISCOVER () AMERICAN EXP.() FLEET SERVICE () #	TOTAL PARTS....	0.00
# CHARGE() CONTROL# () CASHIER INITIALS () #	TOTAL SUBLET....	0.00
#	TOTAL G.O.G....	0.00
# FOR YOUR CHILD'S SAFETY #	TOTAL MISC CHG.	0.00
# PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #	TOTAL MISC DISC	0.00
# MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME
 GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR
 SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE



671913

JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76208
DENTON (940) 591-9663 • METRO (972) 434-1515

671913

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02C1Z, LOF SERVICE, MI, 32.68

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Rows include dates 01/17/08, 09/12/07, 07/16/07 and various repair orders and mileages.

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No. (671913), and other details like color (DARK BLUE MET/EBO) and mileage (6,801).

Work order details including original customer estimate (Parts 0.00, Labor 0.00, Total 0.00), comments about scratches and customer request, and handwritten notes like 'DONE' and 'Light Buff \$100.00'. Includes a signature area.

Time clock table with columns: TECH #, TIME, LABOR OPP., TIME CLOCK. Includes handwritten time '3:33 4:3' and multiple 'IN'/'OUT' entries.

Reynolds and Reynolds EVALUANCE GA99561 Q (11/02)

CUSTOMER No. 129427	ADVISOR WILL JAMESON	562	TAG No. 2189	INVOICE DATE 04/16/08	INVOICE No. VCC5687236
SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 10,670	COLOR DARK BLUE M	STOCK No. 172162
	YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU / 4D SEDAN LT	DELIVERY DATE 01/17/08		DELIVERY MILES 5,940	
	VEHICLE I.D. No. 1G1ZU57N57F	SELLING DEALER NO. 100		PRODUCTION DATE	
	F. T. E. No.	P.O. No.		04/16/08	
COMMENTS					

J# 1 03CVZ FRONT END TECH(S) 737 WARRANTY
 WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING
 CUSTOMER TO RESCHEDULE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 13CVZ TRIM-MISC TECH(S) 204 WARRANTY
 WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW MAKES A SQUEELING NOISE WHEN GOING UP OR DOWN AT TIMES
 CHECK SYSTEM FOUND CHANEL LOOSE & BINDING GLASS
 R&r & ALIGN & RESECURE CHANEL

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 14CVZ BRAKES-MISC TECH(S) 737 WARRANTY
 WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES
 CUSTOMER TO RESCHEDULE.

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 01CVZ VEH INSPECT MULT-POINT VEH INSP TECH(S) 204
 PERFORM MULTI-POINT VEHICLE INSPECTION.
 COMPLETE

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 16CVZE FREE EXTERIOR WASH TECH(S) 508
 COURTESY EXTERIOR WASH.
 HAND WASH.....
 COMPLETED.

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 21CVZ RENTAL RENTAL VEHICLE TECH(S) 937 INTERNAL
 JAMES WOOD RENTAL #5 CUSTOMER PUT IN RENTAL 4-16-08
 AT 8:14AM CONTRACT #63207 42.00 15A TO PAY FOR RENTAL
 CUST TO RETURN RENTAL 4-17-08 BY NOON

JOB # 6 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
 JOB # 6 1.0 RENTAL CAR @ /UNIT
 TOTAL - GOG 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 6 RCP RENTAL CAR POLICY EXP INTERNAL
 JOB # 6 04 NEW CAR POLICY/GOODWILL INTERNAL
 TOTAL - MISC 0.00

POSTED

CUSTOMER No. 129427	ADVISOR WILL JAMESON	562	TAG No. 2189	INVOICE DATE 04/16/08	INVOICE No. VCCS687236
[REDACTED]	LABOR RATE	LICENS# No.	MILEAGE 10,670	COLOR DARK BLUE M	STOCK# No. 172162
SHADY SHORES, TX	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	DELIVERY DATE 01/17/08		DELIVERY MILES 5,940	
	VEHICLE I.D. No. 1G12U57N57F	SETTING DEALER NO. 100		PRODUCTION DATE	
	F. T. E. No.	P.O. No.		04/16/08	
COMMENTS					

TOTALS

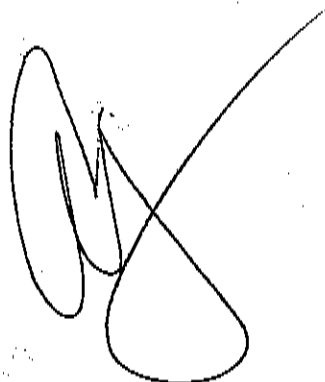
CASH () CHECK () CK# () MASTER CD/VISA () #
 # DISCOVER () AMERICAN EXP.() FLEET SERVICE () #
 # CHARGE() CONTROL# () CASHIER INITIALS () #
 # FOR YOUR CHILD'S SAFETY #
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENEED FOR REPAIR PURPOSES. #

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 (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE



129427

WILL JAMESON 562 2189 04/17/08 VCWS687236
 10,670 DARK BLUE M 172162
 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940
 1 G 1 Z U 5 7 N 5 7 F 100
 04/16/08

SHADY SHORES, TX

LABOR & PARTS

J# 1 03CV FRONT END HOURS 0.70 TECH(S) 737 0.00
 WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN
 TURNING
 CUSTOMER TO RESCHEDULE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 13CV TRIM-MISC HOURS 0.70 TECH(S) 204 57.84
 WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW MAKES A
 SQUEELING NOISE WHEN GOING UP OR DOWN AT TIMES
 CHECK SYSTEM FOUND CHANEL LOOSE & BINDING GLASS
 R&r & ALIGN & RESECURE CHANEL

JOB # 2 TOTAL LABOR & PARTS 57.84

J# 3 14CV BRAKES-MISC HOURS 0.70 TECH(S) 737 0.00
 WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES
 CUSTOMER TO RESCHEDULE.

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1		SHUT COURTESY SHUTTLE		
				10.00
			TOTAL - MISC	10.00
			R/O TAX	0.00
			R/O TOTALS	67.84

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	67.84
CLAIM TOTALS	67.84

APPROVED BY SIGNATURE

129427

WILL JAMESON 562 2189 04/17/08 VCWS687236
 10,670 DARK BLUE M 172162
 SHADY SHORES, TX 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940
 1 G 1 Z U 5 7 N 5 7 F 100
 04/16/08

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.952
 04/17/2008 WARRANTY NEW CLAIM
 1637
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 687236 04/16/2008 1G1ZU57N57F 3 07090 10670
 CUSTOMER NAME: FIRST: MIDDLE: M
 LAST: PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		NS				3P	C0143	.7			57.84
LN-TOT: 57.84 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
2	01		MJ				98	Z7911				10.00
LN-TOT: 10.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
R.O. TOTAL:											67.84	



687236

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

687236

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/08	671913	6801	321	373		61CVZ	MAKE READY DEPT
01/17/08	669934	5940	778	734		61CVZ01	NC STATE INSPECTION
				133		60CVZZI3I	CLEAN FOR DELIVERY
09/12/07	644266	5747	956	133		60CVZZI6D	CLAY&BUFF(FALL OUT)
07/16/07	631130	5719	778	945		02CVZ00	MAINTENANCE
				808		61CVZ08	RE PDI DEALER TRADE

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VIN: 1G1ZU57N57E		YEAR/MAKE/MODEL: 07/CHEVROLET/MALIBU/4D SEDAN LT.		PRODUCTION DATE: 01/17/08	STOCK NO.: 172162	LICENSE NO.:	H.O. NO.: 687236
CUSTOMER NO.: 129427		SERVICE CONTRACT:		DELIVERY DATE: 01/17/08	DELIVERY MILES: 5,940	SELLING DEALER NO.: 100	R.O. DATE: 04/16/08
ADDRESS: SHADY SHORES, TX		COLOR: DARK BLUE MET/EBO		CONTRACT NO.:	EXPIRATION DATE:	EXPIRATION MILES:	TAG NO.: 2189
TURBO: CVZZ	AIR COND.:	H.S.:	TRANS.:	MILEAGE: 10,670	ADVISOR NO.: 562	ADVISOR: WILL JAMESON	
NOTICE PURSUANT TO §70.001, Texas Property Code: I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.008, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.							
APPOINTMENT:	TIME RECEIVED: 08:12am	DATE/TIME PROMISED: 04/16/08 05:00pm	PRIORITY: 3	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT:			

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	TECH #	TIME	LABOR OPP.	TIME CLOCK
X	W 03CVZ	FRONT END			231	N/C		OFF
	WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING							ON
	<i>Customer to reshock.</i>							OFF
								ON
								OFF
								ON
								OFF
								ON
								OFF
								ON
								OFF
								ON
								OFF
								ON
								OFF
								ON

W 13CVZ TRIM-MISC
WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW MAKES A SQUEELING NOISE WHEN GOING UP OR DOWN AT TIMES

*CHANGE COUSE & BINDING
UL 435 NOT ALIGN
& WISE CURE*

IN _____
OUT _____

2055 APR 16 AM 10:00

IN _____
OUT _____

2055 APR 16 AM 9:50

041708

Reynolds and Reynolds EVALUATOR: 02/09/01 O (11/02)



687236

JAMES WOOD AUTO PARK, INC.
 3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
 DENTON (940) 591-9663 • METRO (972) 434-1515

687236

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/08	671913	6801	321	373	I	61CVZ	MAKE READY DEPT
01/17/08	669934	5940	778	734	I	61CVZ01	NC STATE INSPECTION
				133	I	60CVZZI3I	CLEAN FOR DELIVERY
				133	I	60CVZZI6D	CLAY&BUFF(FALL OUT)
09/12/07	644266	5747	956	945	I	02CVZ00	MAINTENANCE
07/16/07	631130	5719	778	808	I	61CVZ08	RE PDI DEALER TRADE

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG# 3

VIN: 1G1ZU57N57F	YEAR/MAKE/MODEL: 07/CHEVROLET/MALIBU/4D.SEDAN LT	PRODUCTION DATE: 172162	STOCK NO.: 687236
CUSTOMER NO.: 129427	SERVICE CONTRACT: 01/17/08	DELIVERY DATE: 01/17/08	DELIVERY MILES: 5,940
SELLING DEALER NO.: 100	EXPIRATION DATE:	EXPIRATION MILES:	TAG NO.: 2189
COLOR: DARK BLUE MET/EBO	CONTRACT NO.:	ADVISOR NO.: 562	ADVISOR: WILL JAMESON
TRBO: CVZZ	AIR COND.:	P.S.:	TRANS.:
MILEAGE: 10,670	NOTICE PURSUANT TO §70.001, Texas Property Code		
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.			
TIME RECEIVED: 08:12am	DATE/TIME PROMISED: 04/16/08 05:00pm	PRIORITY: 3	
APPOINTMENT: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE:	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT	

3) W 14CVZ BRAKES-MISC
 WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES
Customer to reschedule

TECH #	TIME	LABOR OPP.	TIME CLOCK
131	M/c		OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			

4) C 01CVZVEHINSPECT MULTI-POINT VEH INSP
 PERFORM MULTI-POINT VEHICLE INSPECTION.

TECH #	TIME	LABOR OPP.	TIME CLOCK
20f			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			



687236

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

687236

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CVZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/08	671913	6801	321	373		61CVZ	MAKE READY DEPT
01/17/08	669934	5940	778	734		61CVZ01	NC STATE INSPECTION
				133		60CVZZI31	CLEAN FOR DELIVERY
				133		60CVZZI6D	CLAY&BUFF(FALL OUT)
09/12/07	644266	5747	956	945		02CVZ00	MAINTENANCE
07/16/07	631130	5719	778	808		61CVZ08	RE PDI DEALER TRADE

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VIN: 1G1ZU57N57F		YEAR/MAKE/MODEL: 07/CHEVROLET/MALIBU/4D SEDAN LT		PRODUCTION DATE: 172162	STOCK NO.:	LICENSE NO.:	R. O. NO.: 687236
CUSTOMER NO. 129427		SERVICE CONTRACT:		DELIVERY DATE: 01/17/08	DELIVERY MILES: 5,940	SELLING DEALER NO.:	R. O. DATE: 04/16/08
SHADY SHORES, TX		COLOR: DARK BLUE MET/EBO		CONTRACT NO.:	EXPIRATION DATE:	EXPIRATION MILES:	TAG NO. 2189
TURBO	M/MC: CVZZ	AH COND.:	H. S.:	TRANS.:	MILEAGE: 10,670	ADVISOR NO.:	ADVISOR: WILL JAMESON
<p>NOTICE PURSUANT TO §70.001, Texas Property Code</p> <p>I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.003, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.</p>							
APPOINTMENT	TIME RECEIVED: 08:12am	DATE/TIME PROMISED: 04/16/08 05:00pm	PRIORITY: 3	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT:			

16CVZE FREE EXTERIOR WASH
COURTESY EXTERIOR WASH.
HAND WASH.....

Comp.

Rent car

RENT CAR
DATE TIME

CALLER
CUST. RETURN BY: 4/17@noon

#5
\$42
15A.

TECH #	TIME	LABOR OPP.	TIME CLOCK
508	1.0		OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			

Reynolds and Reynolds, EVN427402E, 04/09/06, 1.0 (11/02)

CUSTOMER No. 186477	ADVISOR WILL JAMESON	TAG No. 562 2190	INVOICE DATE 04/16/08	INVOICE No. TCCS687239
	LABOR RATE	LICENSE No.	MILEAGE 33,343	COLOR BLACK/
DENTON, TX	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 1GNDS13S162		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	04/16/08	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 08CVZ LIGHT LINE MISC TECH(S): 230 WARRANTY
 WARR/CUST STATES THAT VEH MAKES A BEARING TYPE NOISE UNDER THE HOOD THAT GETS LOUDER ON ACCELL
 DIAGNOSED AND FOUND ALTERNATOR HAS NOISY BRUSHES INTERNALLY
 REPLACED ALTERNATOR .

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
JOB # 1	1	15200110	*GENERATOR 2.275		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 01GVZVEHINSPECT MULTI-POINT VEH INSP TECH(S): 230 0.00
 PERFORM MULTI-POINT VEHICLE INSPECTION.
 COMPLETE

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

J# 3 16CVZE FREE EXTERIOR WASH TECH(S): 508 0.00
 COURTESY EXTERIOR WASH.
HAND WASH ONLY.....
 COMPLETED.

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

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

CUSTOMER No. 186477	ADVISOR WILL JAMESON	562	TAG No. 2190	INVOICE DATE 04/16/08	INVOICE No. TCC5687239
DENTON, TX	LABOR RATE	LICENSE No.	MILEAGE 33,343	COLOR BLACK/	STOCK No.
	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOO			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. No. 1GNDS13S162			SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	F. T. E. No.	P.O. No.		04/16/08	
COMMENTS					

TOTALS

CASH () CHECK () CK# () MASTER-CD/VISA
 # DISCOVER () AMERICAN EXP.() FLEET SERVICE
 # CHARGE () CONTROL# () CASHIER INITIALS () #
 # FOR YOUR CHILD'S SAFETY
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT
 # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES.



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 (*) MAY INDICATE LIFETIME
 GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR
 SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS!!!!!!!

CUSTOMER SIGNATURE



687239

JAMES WOOD AUTO PARK, INC.
 3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
 DENTON (940) 591-9663 • METRO (972) 434-1515

687239

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 7

VIN: 1GND513S162		YEAR/MAKE/MODEL: 06/CHEVROLET TRUCK/TRAILBLAZER/4 DO		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 687239
DENTON, TX		CUSTOMER NO. 186477	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 04/16/08
BUSINESS PHONE		COLOR: BLACK/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2190	
TURBO	M/MC CVZZ	AIR COND.	P. S.	TRANS A	MILEAGE 33,343	ADVISOR NO. 562	ADVISOR WILL JAMESON
APPOINTMENT	TIME RECEIVED 08:22am	DATE/TIME PROMISED 04/16/08 05:00pm	PRIORITY 3	NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.			
<input checked="" type="checkbox"/> Yes	LABOR RATE			SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT			

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X		0.00	0.00	0.00

WARR/CUST STATES THAT VEH MAKES A BEARING TYPE NOISE UNDER THE HOOD THAT GETS LOUDER ON ACCELL.
Diagnosed & found alternator noisy & loose & bearing noise. fixed alternator & told good.

TECH #	TIME	LABOR OPP.	TIME CLOCK
230	1:15	54100	OFF
OTHER HRS.	SIGNATURE		TIME CLOCK
	+10 15		OFF
			ON

2055 APR 16 AM 10:31

PERFORM MULTI-POINT VEHICLE INSPECTION.

TECH #	TIME	LABOR OPP.	TIME CLOCK
230			OFF
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON

16 APR 16 7 4

PAGE 1 OF 2 CUSTOMER COPY

TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON

041708



687239

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

687239

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 7

VEHICLE ID NO. TGND513S162	YEAR/MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 687239
CUSTOMER NO. 186477	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 04/16/08
COLOR BLACK/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2190	
TURBO	M/MC CVZZ	AIR COND.	P.S.	TRANS. A	MILEAGE 33,343
				ADVISOR NO. 562	ADVISOR WILL JAMESON
BUSINESS PHONE	NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.509, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.				
TIME RECEIVED 08:22am	DATE/TIME PROMISED 04/16/08 05:00pm	PRIORITY 3	LABOR RATE		
SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT					

APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	JOB # 18CVZE		FREE EXTERIOR WASH	
	COURTESY EXTERIOR WASH. HAND WASH ONLY			
<i>COM JR</i>				
TECH #		TIME	LABOR OPP.	TIME CLOCK
508		1.0		OFF
OTHER HRS.		SIGNATURE		TIME CLOCK
				OFF
				ON
		IN _____		
		OUT _____		
TECH #		TIME	LABOR OPP.	TIME CLOCK
				OFF
				ON
OTHER HRS.		SIGNATURE		TIME CLOCK
				OFF
				ON
		IN _____		
		OUT _____		
TECH #		TIME	LABOR OPP.	TIME CLOCK
				OFF
				ON
OTHER HRS.		SIGNATURE		TIME CLOCK
				OFF
				ON
		IN _____		
		OUT _____		

Reprints and Repairs: EPA/33061 G (11/02)

129427

ALEX RUVALCABA 276 3374 07/26/08 VCWS690302

11,079 DARK BLUE M 172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940

1 G 1 Z U 5 7 N 5 7 F 100

05/01/08

LABOR & PARTS

J# 3307CVZ ELECTRICAL MISC HOURS: 0.40 TECH(S) 179 33.05

CUSTOMER STATES KEY FOB IS INOP.
CHECKED FOB WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL.
FAILED FOB.
REPLACED 1 KEY FOB AND PROGRAMMED 2. TEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	2	22733524	TRANSMITT	10.485	62.53	125.06	87.54
			JOB # 3 COST TOTAL			125.06	
			JOB # 3 TOTAL PARTS				175.08
			JOB # 3 TOTAL LABOR & PARTS				208.13

COMMENTS
SENE SOP PART TO BODY SHOP

R/O TAX 0.00
R/O TOTALS 208.13

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	208.13
CLAIM TOTALS	208.13

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.451
07/26/2008 WARRANTY NEW CLAIM
1024
RO NUMBER: 690302 RO DATE: 05/01/2008 VIN: 1G1ZU57N57F DIV: 3 DEALER: 07090 ODOMETER: 11079 SERVICE ADVISOR #:

CUSTOMER NAME: FIRST: MIDDLE: M
LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	03		0J	2	22733524	175.08	6C	R4490	.4			33.05
LN-TOT:					208.13	TECH SSN:		AUTH CODE:		AUTH.	AUTHOR.:	

R.O. TOTAL: 208.13

CUSTOMER No. 129427	ADVISOR ALEX RUVALCABA	TAG No. 276	3374	INVOICE DATE 07/23/08	INVOICE No. VCCS690302
	LABOR RATE	LICENSE No.	MILEAGE 11,079	COLORS DARK BLUE M	STOCK No. 172162
SHADY SHORES, TX	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
	VEHICLE I.D. No. 1G12U57N57F			SELLING DEALER NO. 100	PRODUCTION DATE
	F. T. E. No.	P.O. No.		05/01/08	
COMMENTS					

J# 1 51CVZ BODY SHOP-MISC TECH(S):546 INTERNAL
 PAINT SOP PART TO MATCH VEH
 PAINTED MOLDING

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

J# 2 01CVZ VEHINSPECT-MULTI-POINT VEH INSP TECH(S):562 0.00
 PERFORM MULTI-POINT VEHICLE INSPECTION.
 NO WORK DONE. PERFORMED ON 4/29/08

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

J# 3 07CVZ ELECTRICAL-MISC TECH(S):179 WARRANTY
 CUSTOMER STATES KEY FOB IS INOP.
 CHECKED FOB WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL.
 FAILED FOB.
 REPLACED 1 KEY FOB AND PROGRAMMED 2.TEST OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 3 2 22733524 TRANSMITT 10.485	WARRANTY 0.00
	JOB # 3 TOTAL PARTS 0.00
	JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 13CVZ TRIM-MISC TECH(S):179 INTERNAL
 INSTALL PAINTED PART.
 REPLACED RIGHT ROCKER PANEL.

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

G.O.G. & SUPPLIES-----	
JOB # 1 1.0 PAINT AND MATERIALS @ /UNIT	INTERNAL 0.00
	TOTAL - GOG 0.00

COMMENTS-----
 SENE SOP PART TO BODY SHOP

CUSTOMER No. 129427		ADVISOR ALEX RUVALCABA	276	TAG No. 3374	INVOICE DATE 07/23/08	INVOICE No. VCCS690302
[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE 11,079	COLOR DARK BLUE M	STOCK No. 172162
SHADY SHORES, TX		YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
[REDACTED]		VEHICLE I.D. No. 1G1ZU57N57F			SELLING DEALER NO. 100	PRODUCTION DATE
[REDACTED]		F. T. E. No.	P.O. No.		05701/08	
COMMENTS						

TOTALS

# CASH () CHECK () CK# () MASTER CD/VISA () #	TOTAL LABOR....	0.00
# DISCOVER () AMERICAN EXP.() FLEET SERVICE () #	TOTAL PARTS....	0.00
# CHARGE() CONTROL# () CASHIER INITIALS () #	TOTAL SUBLET...	0.00
#	TOTAL G.O.G....	0.00
#	TOTAL MISC CHG.	0.00
#	TOTAL MISC DISC	0.00
#	TOTAL TAX.....	0.00
#	TOTAL INVOICE \$	0.00

FOR YOUR CHILD'S SAFETY
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME
 GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR
 SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO

CUSTOMER SIGNATURE
Jami Kello

POSTED



690302

JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

690302

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: UZCZ, LOP SERVICE, MI, 32.68.

SERVICE HISTORY RECOMMENDATIONS FROM RO# 689751 15880632 RH ROCKER MOLD===189.32 ===INT PRICE

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Includes handwritten 'WAIT' and 'CVZ' notes.

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No (172162), License No (690302), and Customer Name (WILL JAMESON).

Work order details including Job description (PAINT SOP PART TO MATCH VEH), Labor rate, and Technician information (Tech # 179, Time 1.7).

Customer copy section with handwritten notes, signatures, and dates. Includes 'PART RECEIVED' stamp dated 2005 JUL 23 AM 9:00 and 'CUSTOMER COPY' text.

Vertical text on the left margin: Reynolds and Reynolds, ERMZRN002E GR02561 Q (1/02)

Vertical handwritten number on the right margin: 082608

690302

X

CUSTOMER No. 129427	ADVISOR WILL JAMESON	562	TAG No. 2063	INVOICE DATE 04/29/08	INVOICE No. VCCS689751
[REDACTED] SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 11,078	COLOR DARK BLUE M	STOCK No. 172162
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	DELIVERY DATE 01/17/08		DELIVERY MILES 5,940	
	VEHICLE I.D. No. 1G1ZU57N57F	SELLING DEALER NO. 100		PRODUCTION DATE	
	F. T. E. No.	P.O. No.		04/29/08	
COMMENTS					

REGCOMMENDATIONS

15880632 RH ROCKER MOLD — 189.32 — INT PRICE
HAVE ORDER FROM GM
KB

TOTALS

CASH () CHECK () CK# () MASTER CD/VISA () #
 # DISCOVER () AMERICAN EXP. () FLEET SERVICE () #
 # CHARGE () CONTROL# () CASHIER INITIALS () #
 # ~~FOR YOUR CHILD'S SAFETY~~ #
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENEED FOR REPAIR PURPOSES. #

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

Krentalk

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME
 GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR
 SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE

PAID

CUSTOMER No. 129427	ADVISOR WILL JAMESON	TAG No. 562	INVOICE DATE 04/29/08	INVOICE No. VCCS689751
	LABOR RATE	LICENSE No.	MILEAGE 11,078	STOCK # 172162
SHADY SHORES, TX	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	PRODUCTION DATE
	VEHICLE I.D. No. 1G12U57N57F	SELLING DEALER NO. 100		
	F.T.E. No.	P.O. No.	04/29/08	
COMMENTS				

		JOB # 5 TOTAL PARTS	0.00
		JOB # 5 TOTAL LABOR & PARTS	0.00
J# 6 01CVZ	VEH INSPECT MULT-POINT VEH INSP	TECH(S):204	0.00
	PERFORM MULTI-POINT VEHICLE INSPECTION. COMPLETE		
PARTS-----	QTY---FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
			JOB # 6 TOTAL PARTS 0.00
			JOB # 6 TOTAL LABOR & PARTS 0.00
J# 7 16CVZ	FREE EXTERIOR WASH	TECH(S):508	0.00
	COURTESY EXTERIOR WASH. COMPLETED.		
PARTS-----	QTY---FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
			JOB # 7 TOTAL PARTS 0.00
			JOB # 7 TOTAL LABOR & PARTS 0.00
J# 8 21CVZ	RENTAL RENTAL VEHICLE	TECH(S):937	INTERNAL
	JAMES WOOD RENTAL #2 CUSTOMER PUT IN RENTAL 4-29-08 AT 8:50AM CONTRACT #63350 42.00 15A TO PAY FOR RENTAL		
	E E E E VEHICLE IS NOT DRIVABLE ALTERNATE TRANSPORTATION PROVIDED PER GM COURTESY TRANSPORTATION. CUSTOMER SATISFACTION		
PARTS-----	QTY---FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
			JOB # 8 TOTAL PARTS 0.00
			JOB # 8 TOTAL LABOR & PARTS 0.00
J# 9 02CVZ	ALIGN FRT/REAR SUSP	TECH(S):36	INTERNAL
	ALIGN FRONT/REAR ENDS. DOES NOT INCLUDE CORVETTES OR DINALI PICKUPS ROUTINE MAINTENANCE ALIGNED FRT/REAR SUSPENSION		
PARTS-----	QTY---FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
			JOB # 9 TOTAL PARTS 0.00
			JOB # 9 TOTAL LABOR & PARTS 0.00
MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # 9	04	NEW CAR POLICY/GOODWILL	INTERNAL
		TOTAL - MISC	0.00

CUSTOMER No. 129427	ADVISOR WILL JAMESON	TAG No. 562 2063	INVOICE DATE 04/29/08	INVOICE No. VCCS689751
SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 11,078	COLOR DARK BLUE M
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	STOCK No. 172162
	VEHICLE I.D. No. 1G1ZU57N57F	SETTING DEALER NO. 100	PRODUCTION DATE	
	F.T.E. No.	P.O. No.	04/29/08	
COMMENTS				

J# 1 03CVZ FRONT END TECH(S):36 WARRANTY
 WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING VERIFIED, I-SHAFT NOISE. LUBED I-SHAFT PER GM BULLETIN AND RETESTED, O.K.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	26098237	LUBE KIT 8.800		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 03CVZ02 FRONT END TECH(S):36 WARRANTY
 WARR/CUST STATES THAT STEERING WHEEL IS NOT STRAIGHT ADVISE SEE LINE 9.

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

J# 3 14CVZ BRAKES-MISC TECH(S):36 WARRANTY
 WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES ROAD TESTED AND DID NOT DUPLICATE. INSPECTED BRAKES, O.K. SOME BRAKE NOISE IS ACCEPTABLE DUE TO SEMI-METALLIC PADS.

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

J# 4 13CVZ TRIM-MISC TECH(S):204 WARRANTY
 WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW SQUEEKS WHEN GOING UP AND DOWN AT TIMES WINDOW CHANEL LOOSE & BINDING GLASS R&R CHANEL & ALIGN & RESECURE TO FREE UP GLASS & STOP NOISE/TEST SYSTEM ALL OK

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

J# 5 13CVZ03 EXTERIOR TRIM TECH(S):204 INTERNAL
 CUST STATES THAT UNDER PASS SIDE DOOR ON THE FRAME IS DAMAGED AND SCRATCHED.....ADVISE SOP PART

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	0	15880632	MOLDING 8.304		INTERNAL
			PART ON SPECIAL ORDER		
** QUANTITY 1 IS SPECIAL ORDERED **					

129427

WILL JAMESON 562 2063 04/30/08 VCWS689751
 11,078 DARK BLUE M 172162
 SHADY SHORES, TX 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940
 1 G 1 Z U 5 7 N 5 7 F 100
 04/29/08

LABOR & PARTS

J# 1 03CVZ FRONT END HOURS 0.30 TECH(S) 36 24.79
 WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END
 WHEN TURNING
 VERIFIED. I-SHAFT NOISE.
 LUBED I-SHAFT PER GM BULLETIN AND RETESTED, O.K.
 PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----U/COST--E/COST--U/PRICE
 JOB # 1 1 26098237 LUBE KIT 8.800 7.36 7.36 10.30 10.30
 JOB # 1 COST TOTAL 7.36
 JOB # 1 TOTAL PARTS 10.30
 JOB # 1 TOTAL LABOR & PARTS 35.09

J# 4 13CVZ TRIM-MISC HOURS 1.00 TECH(S) 204 82.63
 WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW SQUEEKS
 WHEN GOING UP AND DOWN AT TIMES
 WINDOW CHANEL LOOSE & BINDING GLASS
 R&R CHANEL & ALIGN & RESECURE TO FREE UP GLASS & STOP
 NOISE/TEST SYSTEM ALL OK
 JOB # 4 TOTAL LABOR & PARTS 82.63

RECOMMENDATIONS-----
 15880632 RH ROCKER MOLD---189.32 ---INT PRICE
 HAVE ORDER FROM GM
 KB

R/O TAX 0.00
 R/O TOTALS 117.72

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL
 117.72
 CLAIM TOTALS 117.72

APPROVED BY SIGNATURE



689751

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

689751

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/16/08	687236	10670	562	737 204 737 204 508 937	W W W C C C I	03CVZ 13CVZ 14CVZ 01CVZVEHINSPECT 16CVZE 21CVZRENTAL	FRONT END TRIM-MISC BRAKES-MISC MULTI-POINT VEH INSP FREE EXTERIOR WASH RENTAL VEHICLE

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE IDENTIFICATION NO. 1G1ZU57N57F	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE	STOCK NO. 172162	LICENSE NO.	R. O. NO. 689751
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO. 100	R. O. DATE 04/29/08
ADDRESS SHADY SHORES, TX	COLOR DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2063
TUNING CVZZ	AIR COND. R. S.	TRANS.	MILEAGE 11,078	ADVISOR NO. 562	ADVISOR WILL JAMESON

NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.803, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

APPOINTMENT: Yes No

LABOR RATE

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	TECH #	TIME	LABOR OPP.	TIME CLOCK
W 03CVZ	FRONT END			36	13	69448	OFF ON
WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING				OTHER HRS. SIGNATURE TIME CLOCK			
VERIFIED, I-SHAFT NOISE. LOBED I-SHAFT PER BULLETIN & RETESTED O.K.				IN _____ OUT _____			
W 03CVZ02	FRONT END			36	wlc		OFF ON
WARR/CUST STATES THAT STEERING WHEEL IS NOT STRAIGHT				OTHER HRS. SIGNATURE TIME CLOCK			
ADVISE SEE LINE 9.				IN _____ OUT _____			
				TECH # TIME LABOR OPP. TIME CLOCK			
				OTHER HRS. SIGNATURE TIME CLOCK			
				IN _____ OUT _____			

Keynote and Reynolds EVALUATOR 04096610 (1/1/03)

043008



689751

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DENTON (940) 591-9663 • METRO (972) 434-1515

689751

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02C1Z, LOF SERVICE, MI, 32.68.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Row 1: 04/16/08, 687236, 10670, 562, 737, W, 03CVZ, FRONT END TRIM-MISC.

SALESPERSON NO. 661 ROBERT CAPESTANY

SERVICE

STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No. (689751), Customer No. (129427), Service Contract, Delivery Date (01/17/08), Delivery Miles (5,940), Selling Dealer No. (100), R.O. Date (04/29/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Tag No. (2063), Turbo (CVZZ), W/MC, Air Cond., P.S., Thans, Mileage (11,078), Advisor No. (562), Advisor (WILL JAMESON). Includes a notice about Texas Property Code and repair agreement.

Handwritten notes: W* 14CVZ BRAKES-MISC WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES NTF. W* 13CVZ TRIM-MISC WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW SQUEEKS WHEN GOING UP AND DOWN AT TIMES WINDOW CHANNEL 2063 2 BINDING GLASS UP GLASS & STOP NOISE TEST SYSTEM ALL OK

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes technician 36, 204, and 2055. Includes handwritten signatures and dates like 04-29-08 and 2055 APR 29 AM 8:55.



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689751

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02CTZ, LOF SERVICE, MI, 32.68.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Row 1: 04/16/08, 687236, 10670, 562, 737, W, 03CVZ, FRONT END TRIM-MISC.

ALSPERSON NO. 661 ROBERT CAPESTANY

SERVICE

STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (72162), License No. (689751), Delivery Date (01/17/08), Delivery Miles (5,940), Selling Dealer No. (100), R.O. Date (04/29/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Mileage (11,078), Advisor (WILL JAMESON).

Appointment form with fields for Date (04/29/08), Time (08:50am - 05:00pm), Priority (2), and checkboxes for Yes/No.

NOTICE PURSUANT TO §70.001, Texas Property Code VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 4.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

13CVZ03 EXTERIOR TRIM
CUST STATES THAT UNDER PASS SIDE DOOR ON THE FRAME IS DAMAGED AND SCRATCHED.....ADVISE

Handwritten initials 'SJP'

Handwritten numbers: 238.06, 189.32

Handwritten calculations: P 205.00, L 28.00, Paint 60.00, 343.00

01CVZVEHINSPECT MULTI-POINT VEH INSP
PERFORM MULTI-POINT VEHICLE INSPECTION.

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes rows for Tech # 204 and Other Hrs, with IN/OUT times and OFF/ON status.

Handwritten number 170



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689751

RECOMMENDED SERVICES

Table with columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL

SERVICE HISTORY

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION

SALESPERSON NO. 661 ROBERT CAPESTANY

SERVICE

STATE REG# 3

Main service form containing vehicle details, customer info, and technician info.

Handwritten notes and descriptions of services performed, including 'FREE EXTERIOR WASH' and 'RENTAL VEHICLE'.

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK, OTHER HRS, SIGNATURE.

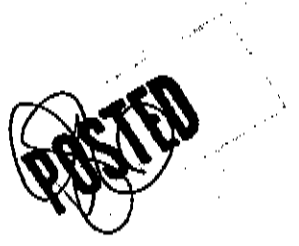
CUSTOMER No. 129427	ADVISOR TAMMY LEON	641	TAG No. 8004	INVOICE DATE 12/29/08	INVOICE No. VCCS738288
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 21,952	COLOR DARK BLUE M	STOCK # 172162
SHADY SHORES, TX	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
	VEHICLE ID. No. 1G12U57N57F [REDACTED]			SELLING DEALER NO. 100	PRODUCTION DATE
	F. T. E. No.	P. O. No.		12/29/08	
BUSINESS PHONE	COMMENTS				

CASH () CHECK () CK# () MASTER CD/VISA () #
 # DISCOVER () AMERICAN EXP.() FLEET SERVICE () #
 # CHARGE () CONTROL# () CASHIER INITIALS () #
 # FOR YOUR CHILD'S SAFETY #
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #

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 (*) MAY INDICATE LIFETIME
 GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR
 SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE



CUSTOMER No. 129427	ADVISOR TAMMY LEON	TAG No. 8004	INVOICE DATE 12/29/08	INVOICE No. VCCS738288
SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 21,952	COLOR DARK BLUE M
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	STOCK No. 172162
	VEHICLE I.D. No. 1G1ZU57N57F	SELLING DEALER NO. 100	PRODUCTION DATE	
F. T. E. No.	P. O. No.	12/29/08		
COMMENTS				

LABOR & PARTS
J# 1 13CVZ TRIM-MISC TECH(S): 217 0.00
 C/S THERE IS A RATTLE SOUND FROM THE DEFROST VENT ON THE TOP OF THE DASH PAD ON THE PASSENGER SIDE NEXT TO THE WINDSHIELD THIS NOISE GOES AWAY IF YOU TURN DEFROSTER ON HIGH-ADVISE COWLING VIBRATING DUE TO CROSS WINDS RESEAL COWLING AND RETEST OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 21CVZ RENTAL VEHICLE TECH(S): 937 INTERNAL
 JAMES WOOD RENTAL #8 CUSTOMER PUT IN RENTAL 12-29-08 AT 11:14AM CONTRACT# 76719 42.00 64D TO PAY
 CUSTOMER TO RETURN RENTAL BY 12-30 BY NOON

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 16CVZE FREE EXTERIOR WASH TECH(S): 937 0.00
 COURTESY EXTERIOR WASH. COMPLETED.

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 75CVZ QUALITY CONTROL TECH(S): 673 0.00
 Q.C. COMPLETE

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
 JOB # 2 1.0 RENTAL CAR @ /UNIT TOTAL - GOG INTERNAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 2 RCP RENTAL CAR POLICY EXP INTERNAL 0.00
 TOTAL - MISC 0.00

COMMENTS
 SEE HISTORY-HERE LAST WEEK FOR THIS



738288

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

738288

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CVZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/23/08	737560	21849	641	217	W	13CVZ	TRIM-MISC
				217	W	13CVZ11	TRIM WORK
				937	I	21CVZRENTAL	RENTAL VEHICLE
				36	W	03CVZ	FRONT END
				641	C	02CVZ00	MAINTENANCE
				937	C	16CVZE	FREE EXTERIOR WASH

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE VIN 1G1ZU57N57F	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE 01/17/08	STOCK NO. 72162	LICENSE NO. 738288	R. O. NO. 738288
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO. 100	H. O. DATE 12/29/08
COLOR DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8004	
TURBO CVZZ	MM/MC CVZZ	AIR COND.	P. S.	TRANS	MILEAGE 21,952
ADVISOR NO. 641	ADVISOR TAMMY LEON	NOTICE PURSUANT TO §70.001, Texas Property Code: I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.003, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.			
TIME RECEIVED 11:53am	DATE/TIME PROMISED 12/29/08 07:00pm	PRIORITY 1	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT.		

APPOINTMENT
 Yes
 No

LABOR RATE

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X			

COMMENTS : SEE HISTORY-HERE LAST WEEK FOR THIS

~~W 13CVZ TRIM-MISC~~
C/S THERE IS A RATTLE SOUND FROM THE DEFROST VENT ON THE TOP OF THE DASH PAD ON THE PASSENGER SIDE NEXT TO THE WINDSHIELD THIS NOISE GOES AWAY IF YOU TURN DEFROSTER ON HIGH-ADVISE

Courtesy Vehicle Rental
Courtesy vehicle

~~21CVZRENTAL RENTAL VEHICLE~~
COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED

10/2

RENT CAR
DATE TIME

CALLER
CUST
RETURN
BY

TECH #	TIME	LABOR OPP.	TIME CLOCK
20	N/A		OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
			IN
			OUT
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
			IN
			OUT

Reynolds and Reynolds FRAZARDOE 04293567 0 (11/07)



738288

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738288

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/23/08	737560	21849	641	217 217 937 36 641 937	W W I W C C	13CVZ 13CVZ11 21CVZRENTAL 03CVZ 02CVZ00 16CVZE	TRIM-MISC TRIM WORK RENTAL VEHICLE FRONT END MAINTENANCE FREE EXTERIOR WASH

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VIN: TG1ZU57N57F		YEAR/MAKE/MODEL: 07/CHEVROLET/MALIBU/4D SEDAN LT		PRODUCTION DATE: 01/17/08	STOCK NO.: 72162	LICLSE NO.: 738288	R. O. NO.: 738288
CUSTOMER NO.: 129427		SERVICE CONTRACT:		DELIVERY DATE: 01/17/08	DELIVERY MILES: 5,940	SELLING DEALER NO.: 100	R. O. DATE: 12/29/08
ADDRESS: SHADY SHORES, TX		COLOR: DARK BLUE MET/EBO		CONTRACT NO.:	EXPIRATION DATE:	EXPIRATION MILES:	TAG NO.: 8004
TURBO:	M/MC: CVZZ	AIR COND.:	P/S:	TRANS:	MILEAGE: 21,952	ADVISOR NO.: 641	ADVISOR: TAMMY LEON
<p>NOTICE PURSUANT TO §70.001, Texas Property Code: I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.</p>							
APPOINTMENT	TIME RECEIVED: 11:53am	DATE/TIME PROMISED: 12/29/08 07:00pm	PRIORITY: 1	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT:			
<input type="checkbox"/> Yes							
<input checked="" type="checkbox"/> No							

JOB	TECH #	TIME	LABOR OPP.	TIME CLOCK
3	C	16CVZE	FREE EXTERIOR WASH	
COURTESY EXTERIOR WASH.				
<p>4. QC</p> <p>QC ok [Signature]</p>				
OTHER HRS.	SIGNATURE		TIME CLOCK	
IN	OUT			
TECH #	TIME	LABOR OPP.	TIME CLOCK	
OTHER HRS.	SIGNATURE		TIME CLOCK	
IN	OUT			
TECH #	TIME	LABOR OPP.	TIME CLOCK	
OTHER HRS.	SIGNATURE		TIME CLOCK	
IN	OUT			

Reprints and Reports: EPA/JEP/02E GMS951 O 11/00

129427

LUCAS RICHMOND 808 2214 04/22/09 VCWS757417
 28,641 DARK BLUE M 172162
 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940
 1G1ZU57N57F 100
 04/20/09

SHADY SHORES, TX

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.459
 04/22/2009 1838 WARRANTY NEW CLAIM
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 757417 04/20/2009 1G1ZU57N57F 3 07090 28641

CUSTOMER NAME: FIRST: MIDDLE: M
 LAST: PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		NQ	1	19180745	108.07	11	E3851	1.8	.6		207.67
LN-TOT: 315.74 TECH SSN: AUTH CODE: E AUTH. AUTHOR.: 0090												
COMMENTS: OLH TO USE CHASSIS EAR TO ISOLATE NOISE												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	05		MJ				98	Z7911				15.00
LN-TOT: 15.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	06		VP				3A	B5400	.3			25.96
LN-TOT: 25.96 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE TRUNK OUT OF ALIGNMENT. ALIGNED TR UNK.												

R.O. TOTAL: 356.70 C999

129427

LUCAS RICHMOND 808 2214 04/22/09 VCWS757417

28,641 DARK BLUE M 172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940

1 G 1 Z U 5 7 N 5 7 F 100

04/20/09

LABOR & PARTS

J# 1 03CVZ FRONT END HOURS: 2.40 TECH(S): 36 207.67

CUST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS VERIFIED INSTLLED CHASSIS EARS TO ISOLATE AND TRACED TO LEFT FRONT STRTU REPLACED LF STRUT AND ALIGNED AND RETESTED OKAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	19180745	*ABSORBER 7.345	77.19	77.19	108.07	108.07
JOB # 1 COST TOTAL				77.19			
JOB # 1 TOTAL PARTS							108.07

JOB # 1 TOTAL LABOR & PARTS 315.74

J# 2 13CVZ TRIM-MISC HOURS: 0.00 TECH(S): 801 0.00

CUST STS INSIDE OF TRUNK WAS WET AFTER RAINING WATER TEST FOR 1 HOUR, NO LEAK INTO TRUNK WAS FOUND.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 5 21CVZ RENTAL RENTAL VEHICLE HOURS: 0.00 TECH(S): 937 0.00

1G6DP577690 J W RENTAL #C20 CUST PUT IN 4-20-09 AT 9:14AM CONTRACT #73726 45.00 263 TO PAY

CUSTOMER TO RETURN RENTAL BY 4-21 BY 7PM

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 13CVZ03 EXTERIOR TRIM HOURS: 0.30 TECH(S): 801 25.96

CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE TRUNK OUT OF ALIGNMENT. ALIGNED TRUNK.

JOB # 6 TOTAL LABOR & PARTS 25.96

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 5	BSHUT	COURTESY SHUTTLE		15.00
TOTAL - MISC				15.00
R/O TAX				0.00
R/O TOTALS				356.70

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	356.70
CLAIM TOTALS	356.70

APPROVED BY SIGNATURE

129427

LUCAS RICHMOND 808 2214 04/22/09 VCIS757417
 28,641 DARK BLUE M 172162
 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940
 1 G 1 Z U 5 7 N 5 7 F 100
 04/20/09

SHADY SHORES, TX

LABOR & PARTS

J# 3 01CVZVEHINSPECT MULTI-POINT VEH INSP HOURS: 0.00 TECH(S): 801 0.00
 PERFORM MULTI-POINT VEHICLE INSPECTION.
 COMPLETE

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 16CVZE FREE EXTERIOR WASH HOURS: 0.00 TECH(S): 937 0.00
 COURTESY EXTERIOR WASH.
 COMPLETED.

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES

JOB # 5 1.0 RENTAL CAR @ 35.000 /UNIT 35.00
 TOTAL - GOG 35.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 5 RCP RENTAL CAR POLICY EXP -35.00
 JOB # 5 BSHUT COURTESY SHUTTLE WARRANTY
 TOTAL - MISC -35.00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..	TOTAL LABOR....	0.00
172162			TOTAL PARTS....	0.00
			TOTAL SUBLET....	0.00
			TOTAL G.O.G....	35.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	-35.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

APPROVED BY SIGNATURE

CUSTOMER No. 129427	ADVISOR LUCAS RICHMOND	TAG No. 808	INVOICE DATE 04/21/09	INVOICE No. VCCS757417
SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 28,641	COLOR DARK BLUE M
	YEAR / MAKE / MODEL	07/CHEVROLET/MALIBU/4D SEDAN LT		DELIVERY DATE 01/17/08
	VEHICLE I.D. No.	1G1ZU57N57F		DELIVERY MILES 5,940
	F. T. E. No.	P.O. No.	04/20/09	
COMMENTS				

ALIGNED TRUNK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6 TOTAL PARTS				0.00
JOB # 6 TOTAL LABOR & PARTS				0.00

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1.0	RENTAL CAR	@	/UNIT	0.00
TOTAL - GOG					0.00

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

TOTALS

CASH () CHECK () CK# () MASTER CD/VISA () #
 # DISCOVER () AMERICAN EXP. () FLEET SERVICE () #
 # CHARGE () CONTROL# () CASHIER INITIALS () #

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

TOTAL INVOICE \$ 0.00

FOR YOUR CHILD'S SAFETY #
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME
 GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR
 SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE

POSTED

CUSTOMER No. 129427		ADVISOR LUCAS RICHMOND	808	TAG No. 2214	INVOICE DATE 04/21/09	INVOICE No. VCCS757417
[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE 28,641	COLOR DARK BLUE M	STOCK No. 172162
SHADY SHORES, TX		YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
[REDACTED]		VEHICLE I.D. No. 1G1ZU57N57F [REDACTED]			SELLING DEALER NO. 100	PRODUCTION DATE
[REDACTED]		F. T. E. No.	P.O. No.		04/20/09	
COMMENTS						

LABOR & PARTS

J# 1 03CVZ FRONT END TECH(S):36 WARRANTY
 CUST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS
 VERIFIED INSTALLED CHASSIS EARS TO ISOLATE AND TRACED TO LEFT FRONT STRTU
 REPLACED LF STRUT AND ALIGNED AND RETESTED OKAY

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
JOB # 1	1	19180745	*ABSORBER 7.345		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 13CVZ TRIM-MISC TECH(S):801 WARRANTY
 CUST STS INSIDE OF TRUNK WAS WET AFTER RAINING
 WATER TEST FOR 1 HOUR. NO LEAK INTO TRUNK WAS FOUND.

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

J# 3 01CVZVEHINSPECT-MULTI-POINT-VEH INSP TECH(S):801 INTERNAL
 PERFORM MULTI-POINT VEHICLE INSPECTION.
 COMPLETE

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

J# 4 16CVZE FREE EXTERIOR WASH TECH(S):937 INTERNAL
 COURTESY EXTERIOR WASH.
 COMPLETED.

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

J# 5 21CVZRENTAL RENTAL VEHICLE TECH(S):937 WARRANTY
 1G6DF577690144748 J W RENTAL #C20 CUST PUT IN 4-20-09
 AT 9:14AM CONTRACT #73726 45.00 263 TO PAY
 CUSTOMER TO RETURN RENTAL BY 4-21 BY 7PM

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

J# 6 13CVZ03 EXTERIOR TRIM TECH(S):801 WARRANTY
 CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE
 TRUNK OUT OF ALIGNMENT.



AT THE WASH

757417

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

757417

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02C1Z, LOF SERVICE, MI, 32.68

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Rows for 12/29/08 and 12/23/08

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No. (757417), and Customer No. (129427)

Table with 4 columns: ORIGINAL CUSTOMER ESTIMATE: PARTS, LABOR, TOTAL. Values: 0.00, 0.00, 0.00

1. W* 03CVZ FRONT END
CUST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS
VERIFIED INSTALLED CHASSIS EARS TO ISOLATE. TRACED TO LF STRUT. REPLACED LF STRUT; ~~RETESTED~~ RETESTED, O.K.

Technician work log table with columns: TECH #, TIME, LABOR OPP., TIME CLOCK. Includes handwritten entries for Tech # 801 and time 4:00

2. W* 13CVZ TRIM-MISC
CUST STS INSIDE OF TRUNK WAS WET AFTER RAINING
Water seeps from no water in trunk after hours of raining

AUTHORIZATION form with fields for DATE, AUTH. REP. B.G., SIGNATURE, and TIME CLOCK. Includes handwritten date 2009 APR 20 AM 10:2



757417

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

757417

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/29/08	738288	21952	641	217 937 937	C I C	13CVZ 21CVZRENTAL 16CVZE	TRIM-MISC RENTAL VEHICLE FREE EXTERIOR WASH
12/23/08	737560	21849	641	673 217 217	C W W	75CVZ 13CVZ 13CVZ11	QUALITY CONTROL TRIM-MISC TRIM WORK

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VIN: 1G1ZU57N57F	YEAR/MAKE/MODEL: 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE: 01/17/08	STOCK NO.: 172162	LICENSE NO.: 757417
CUSTOMER NO.: 129427	SERVICE CONTRACT	DELIVERY DATE: 01/17/08	DELIVERY MILES: 5,940	SELLING DEALER NO.: 100
ADDRESS: SHADY SHORES, TX	COLOR: DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILLS
TURBO: CVZZ	AIR COND. P. S.	TRANS.	MILEAGE: 28,641	ADVISOR NO.: 808
BUSINESS PHONE	ADVISOR: LUCAS RICHMOND			
TIME RECEIVED: 08:57am	DATE/TIME PROMISED: 04/20/09 05:00pm	PRIORITY: 3	NOTICE PURSUANT TO §70.001, Texas Property Code	
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.				
SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT				

JOB # 3

1 01CVZVEHINSPECT **MULTI-POINT VEH INSP**
PERFORM MULTI-POINT VEHICLE INSPECTION.

4 16CVZE **FREE EXTERIOR WASH**
COURTESY EXTERIOR WASH.

5 **W*21CVZRENTAL RENTAL VEHICLE**
COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED

RENT CAR
DATE TIME
1 day 6:00

CALLER
CUST
RETURN
BY

TECH #	TIME	LABOR OPP.	TIME CLOCK
80			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			

Reynolds and Reynolds REV. 4/27/02 51036611 0 (11/00)



757417

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

757417

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
U2C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/29/08	738288	21952	641	217 937 937 673	C I C C	13CVZ 21CVZ RENTAL 16CVZE 75CVZ	TRIM-MISC RENTAL VEHICLE FREE EXTERIOR WASH QUALITY CONTROL
12/23/08	737560	21849	641	217 217	W W	13CVZ 13CVZ11	TRIM-MISC TRIM WORK

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE ID 1G1ZU57N57F	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE 01/17/08	STOCK NO. 172162	LICENSL NO.	R.O. NO. 757417
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO. 1.00	R.O. DATE 04/20/09
ADDRESS SHADY SHORES, TX	COLOR DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2214
TURBO CVZZ	AIR COND.	P.S.	TRANS	MILEAGE 28,641	ADVISOR NO. 808
					ADVISOR LUCAS RICHMOND

NOTICE PURSUANT TO §70.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.603, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

APPOINTMENT
 Yes
 No

LABOR RATE

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

JOB # **6**

W * 13CVZ03

EXTERIOR TRIM

CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE

rough idea of a log out

Align with

TECH #	TIME	LABOR OPP.	TIME CLOCK
891	3	15400	OFF
OTHER HRS.	SIGNATURE VP 3A		TIME CLOCK 2009 APR 20 AM 10:21
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON

IN _____

OUT _____

2009 APR 20 AM 11:0

Exterior and Repairs EVALUATOR CMB3610 (1/02)

CUSTOMER No. 129427	ADVISOR TAMMY LEON	641	TAG No. 8734	INVOICE DATE 12/24/08	INVOICE No. VCCS737560
SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 21,849	COLOR DARK BLUE M	STOCK No. 172162
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	VEHICLE I.D. No. 1G1ZU57N57F		DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
	F. T. E. No.	P.O. No.	SELLING DEALER No. 100		PRODUCTION DATE 12/25/08
	COMMENTS				

LABOR & PARTS

J# 1 13CVZ TRIM-MISC TECH(S):217 WARRANTY

C/S THE RECIRCULATE BUTTON ONLY WORKS WITH AC ON
RECIRCULATE FEATURE WORKING AS DESIGN. AFTER FLOOR
SETTING RECIRC DOOR WILL OPEN TO ALLOW FRESH OUTSIDE AIR
IN CASE FOR DEFFROST AND BY LEVEL SETTINGS. RECIRC DOOR CLOS
ONLY WHEN FACE OR FEET SETTINGS ARE IN PLACE, WITH OR WITHOU
AC ON.
NO WORK PERFORM AT THIS TIME. CHECKED SYSTEM OPERATION
AND CODES ALL OK.

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

J# 2 13CVZ1 TRIM-WORK TECH(S):217 WARRANTY

C/S THE DEFFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC
OR OR HEAT IS ON CENTER DASH VENTS
DASH PAD ON RIGHT SIDE RATTLES.
REMOVED REPOSITION AND RETEST OK.

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

J# 3 21CVZRENTAL RENTAL VEHICLE TECH(S):937 INTERNAL

JAMES WOOD RENTAL #6 CUSTOMER PUT IN RENTAL12-23-08
AT 8:23AM CONTRACT# 76692 42.00 15A TO PAY
CUSTOMER TO RETURN RENTAL BY 12-24 BY 7PM

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

J# 4 03CVZ FRONT END TECH(S):336 WARRANTY

C/S THE BRAKES SQUEAL
VERIFIED. BULLETIN#00-05-22-002K APPLIES.
DEGLAZED FRONT PADS. APPLIED ANTI-SQUEAK TO PAD AND SILICONE
TO BACK OF PAD. RETESTED. O.K.

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

J# 5 02CVZ00 MAINTENANCE TECH(S):641

CUSTOMER IS REQUESTING A BOTTLE OF TOUCH UP PAINT
ADVISOR TO HANDLE.

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

CUSTOMER No. 129427	ADVISOR TAMMY LEON	TAG No. 641 8734	INVOICE DATE 12/24/08	INVOICE No. VCCS737560
	LABOR RATE	LICENSE No.	MILEAGE 21,849	COLOR DARK BLUE M
SHADY SHORES, TX	YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU / 4D SEDAN LT		DELIVERY DATE 01/17/08	STOCK No. 172162
	VEHICLE I.D. No. 1G1ZU57N57F		DELIVERY MILES 5,940	PRODUCTION DATE
	F. T. E. No.	P.O. No.	SELLING DEALER NO. 100	
	COMMENTS		12/25/08	

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	0	12346575	PAINT 8.800	14.17	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

*Krental**

#6 16CVZE FREE EXTERIOR WASH TECH(S):937 0.00
 COURTESY EXTERIOR WASH. COMPLETED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES					
JOB # 3	1.0	RENTAL CAR	@	/UNIT	WARRANTY
TOTAL - GOG					0.00

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

# CASH () CHECK () CK# () MASTER CD/VISA () #	TOTAL LABOR....	0.00
# DISCOVER () AMERICAN EXP.() FLEET SERVICE () #	TOTAL PARTS....	0.00
# CHARGE() CONTROL# () CASHIER INITIALS () #	TOTAL SUBLET...	0.00
# FOR YOUR CHILD'S SAFETY #	TOTAL G.O.G....	0.00
# PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #	TOTAL MISC CHG.	0.00
# MAY HAVE BEEN REMOVED OR LOOSENEED FOR REPAIR PURPOSES. #	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE

POSTED
[Handwritten signature]

129427

TAMMY LEON

641

8734

12/31/08

VCWS737560

21,849 DARK BLUE M 172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT

01/17/08

5,940

1 G I Z U 5 7 N 5 7 F

100

12/23/08

LABOR & PARTS

~~J# 1 13CVZ TRIM MISC HOURS 0.00 TECH(S) 217 0.00~~

C/S THE RECIRCULATE BUTTON ONLY WORKS WITH AC ON
RECIRCULATE FEATURE WORKING AS DESIGN. AFTER FLOOR
SETTING RECIRC DOOR WILL OPEN TO ALLOW FRESH OUTSIDE AIR
IN CASE FOR DEFFROST AND BY LEVEL SETTINGS. RECIRC DOOR CLOS
ONLY WHEN FACE OR FEET SETTINGS ARE IN PLACE. WITH OR WITHOU
AC ON.
NO WORK PERFORM AT THIS TIME. CHECKED SYSTEM OPERATION
AND CODES ALL OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

~~J# 2 13CVZ TRIM WORK HOURS 0.90 TECH(S) 217 74.37~~

C/S THE DEFFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC
OR OR HEAT IS ON CENTER DASH VENTS
DASH PAD ON RIGHT SIDE RATTLES.
REMOVED REPOSITION AND RETEST OK.

JOB # 2 TOTAL LABOR & PARTS 74.37

~~J# 4 03CVZ FRONT END HOURS 0.80 TECH(S) 336 66.10~~

C/S THE BRAKES SQUEAL
VERIFIED. BULLETIN#00-05-22-002K APPLIES.
DEGLAZED FRONT PADS. APPLIED ANTI-SQUEAK TO PAD AND SILICONE
TO BACK OF PAD. RETESTED. O.K.

JOB # 4 TOTAL LABOR & PARTS 66.10

G.O.G. & SUPPLIES

JOB # 3 1.0 RENTAL CAR @ 42.000 /UNIT 42.00

TOTAL - GOG 42.00

R/O TAX 0.00

R/O TOTALS 182.47

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL.....
182.47

CLAIM TOTALS 182.47

APPROVED BY SIGNATURE

129427

TAMMY LEON

641

8734

12/31/08

VCWS737560

21,849 DARK BLUE M 172162

07/CHEVROLET/MALIBU/4D SEDAN LT

01/17/08

5,940

1 G I Z U 5 7 N 5 7 F

100

12/23/08

SHADY SHORES, TX

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.462

12/31/2008

WARRANTY NEW CLAIM

1823

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
737560 12/23/2008 1G1ZU57N57F 3 07090 21849

CUSTOMER NAME: FIRST: MIDDLE: M

LAST: PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		NO				ZW	C2500	.9			74.37
LN-TOT: 74.37 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		NV				01R01	H0042	.8			66.10
LN-TOT: 66.10 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		MJ				98	Z7901				42.00
LN-TOT: 42.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: 1G4HD57258U

R.O. TOTAL: 182.47 **C968**



737560

JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH - P.O. BOX 50779 - DENTON, TEXAS 76206
DENTON (940) 591-9663 - METRO (972) 434-1515

737560

RECOMMENDED SERVICES

Table with columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02LTZ, LOF SERVICE, MI, 32.68.

SERVICE HISTORY

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Row 1: 05/01/08, 690302, 11079, 276, 546, 562, 51CVZ, BODY SHOP-MISC. Row 2: 04/29/08, 689751, 11078, 562, 179, 36, 07CVZ, MULTI-POINT VEH INSP.

SALESPERSON NO. 661 ROBERT CAPESTANY

SERVICE

STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No. (737560), Customer No. (129427), Service Contract, Delivery Date (01/17/08), Delivery Miles (5,940), Selling Dealer No. (100), R.O. Date (12/23/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Mileage (21,849), Advisor No. (641), Advisor (TAMMY LEON).

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...

Table with columns: ORIGINAL CUSTOMER ESTIMATE, PARTS, LABOR, TOTAL. Row 1: 0.00, 0.00, 0.00.

WY 13CVZ TRIM-MISC
C/S THE RECIRCULATE BUTTON ONLY WORKS WITH AC ON
per Jeff Smith of the dealership
Set by Bob as/drv. pres after Bob
had shop to do the fix.
NPF

WY 13CVZ TRIM WORK
C/S THE DEFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC
OR OR HEAT IS ON CENTER DASH VENTS
Ruth R/F from Jeff Smith

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes handwritten entries for TECH # 217, TIME 1.9, LABOR OPP 02500.



737560

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

737560

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CVZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/08	690302	11079	276	546 562 179	I C W	51CVZ 01CVZVEHINSPECT 07CVZ	BODY SHOP-MISC MULTI-POINT VEH INSP ELECTRICAL-MISC
04/29/08	689751	11078	562	179 36 36	I W C	13CVZ 03CVZ 03CVZ02	TRIM-MISC FRONT END FRONT END

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

1G1ZU57N57F		YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.	
		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	EXP. DATE	
SHADY SHORES, TX		129427		01/17/08	5,940	100	12/23/08	
		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.		
		DARK BLUE MET/EBO				8734		
TURBO	M/MC	AIR COND.	H.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR	
	CVZZ				21,849	641	TAMMY LEON	
NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.603, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER, OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.								
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE				SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT
<input checked="" type="checkbox"/> Yes	08:41am	12/23/08 07:00pm	3					

JOB	TECH #	TIME	LABOR OPP.	TIME CLOCK
3	21CVZRENTAL	RENTAL VEHICLE		
COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED				
RENT CAR DATE TIME 12-23-08				
CALLED CUST RETURN BY [Signature]				
IN _____ OUT _____				
4	W*03CVZ	FRONT END		
C/S THE BRAKES SQUEAL				
VERIFIED, BULLETIN # 00-05-22-002K APPLIES. DEGLAZED FRONT PADS APPLIED, ANTI-SQUEAK TO PADS SILICONE TO BACK OF PAD. RE-TESTED, O.K.				
IN _____ OUT _____				
5	C*02CVZ00	MAINTENANCE		
CUSTOMER IS REQUESTING A BOTTLE OF TOUCH UP PAINT				
IN _____ OUT _____				

Reynolds and Reynolds EPALZTR002E 01/08/01 Q 11/00/01



737560

JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

737560

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02C1Z, LOF SERVICE, MI, 32.68

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Row 1: 05/01/08, 690302, 11079, 276, 546, I, 51CVZ, BODY SHOP-MISC

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No. (737560), Customer No. (129427), Service Contract No., Delivery Date (01/17/08), Delivery Miles (5,940), Selling Dealer No. (100), R.O. Date (12/23/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Tag No. (8734), Mileage (21,849), Advisor No. (641), Advisor (TAMMY LEON), Appointment (08:41am to 07:00pm), Priority (3), Labor Rate.

Job card for 16CVZE FREE EXTERIOR WASH. Includes technician name (COURTESY EXTERIOR WASH.), time clock (IN/OUT), labor opp, and signature fields.

Reprints and Reproduction - PERMITS/NOISE (11/02)



Business Resource Center

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

Fax: (866) 255-3730

Fax

To: Mr. Mike White, Service Manager	From: Nita DeHoyos, Legal Research Specialist
Firm: JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE	Phone: 1-866-790-5600 Ext 11285
Phone:	Date: 09/19/09
Fax: (940) 349-9605	Pages: 1 (including cover sheet)

● **Comments:** **** FOR IMMEDIATE DELIVERY ****

RE: Client: [REDACTED] **VIN:** 1G1ZU57N57F [REDACTED]

Dear Mr. White,

Thank you so much. Sending you this notice that after reviewing the 145 pages sent for the referenced client, we find **RO# 631187 dated 07/16/07 was not included**. Please transmit at the earliest.

As always, your continued assistance is greatly appreciated.

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

Fax Server

9/19/2009 9:10:44 AM PAGE 2/002 Fax Server


Business Resource Center

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

Fax: (866) 255-3730

Fax

To: Mr. Mike White, Service Manager	From: Nita DeHoyos, Legal Research Specialist
Firm: JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE	Phone: 1-866-790-5600 Ext 11285
Phone:	Date: 09/19/09
Fax: (940) 349-9605	Pages: 1 (including cover sheet)

• **Comments:** **** FOR IMMEDIATE DELIVERY ****

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7/16/07 631187/1

7/19/07 Reprint

5720 5720

WILL JAMESON

1G1ZU57N57F

1/17/08

SHADY SHORES, TX

2007 CHEVROLET MALIBU
172162

4D SEDAN LT

DARK BLUE

#1 - MR 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END OF
VEHI CLE
WARR/CUST STATES THAT VEH MAKES A POP NOISE I N
FRT END ON SHARP TURNS AT TIMES

Caused by
VERIFIED CONCERN. FOUND INTERMEDIATE SHA FT
POPPING.

Work performed by ZACHARY ZWICKY (737)

Warranty

#2 - MR 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POINT
VEHICLE I NSPECTION.

Work performed by ZACHARY ZWICKY (737)

Sub Total: Labor: .00 Parts: .00 Total: .00

24.05
.00
.00
.00
.00
.00
.00
.00
.00
24.05



"Susan Landgraf"
<slandgraf@attorneysforco
nsumers.com>

10/09/2009 04:00 PM

To "Mary_Schwartz@gmexpert.com"
<Mary_Schwartz@gmexpert.com>

cc

bcc

Subject [REDACTED]

Mary,

In response to your offer of \$2,500 in the above matter, my counter demand is \$5,000 inclusive of all fees and costs. Please let me know. Thanks,

Susan Landgraf
Weisberg & Meyers
888 595 9111 ext 116
866 565 1327 facsimile
WMLawAttorneysForConsumers.com

*Licensed in Texas

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The U.S. Treasury Department requires us to advise you that this written advice is not intended or written by our firm to be used, and cannot be used by any taxpayer, for the purpose of avoiding any penalties that may be imposed under the Internal Revenue Code. Written advice from our firm relating to Federal tax matters may not, without our express written consent, be used in promoting, marketing or recommending any entity, investment plan or arrangement to any taxpayer, other than the recipient of the written advice.



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

VIA FAX ONLY

September 30, 2009

Susan Landgraf, Esq.
Weisberg & Meyers, LLC
108 E 46th St
Austin, TX 78751

RE: [REDACTED]
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Customer Relationship Specialist: Mary Schwartz

Dear Ms. Landgraf:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$1,500.00.

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

Your client(s) would retain the vehicle.

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



GMC



HUMMER



Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date



Weisberg & Meyers, LLC

Phone: 6022773666

Fax: 18665651327

FAX

To: 8662553730

From: Weisberg & Meyers, LLC

Re:

Date: 09/25/2009 11:24:44 PST

TO: Nita DeHoyos

RE: 71-754321541

Tremain Davis

Weisberg & Meyers

888 595 9111 ext 227

866 565 1327 facsimile

WMLawAttorneysForConsumers.com

5025 North Central #602, Phoenix, AZ 85012

Lien holder information Request Form

Customer Name: [REDACTED]

Social Security No: [REDACTED]

VIN: G1ZU57N57F [REDACTED] YR/MAKE 07 Chev malibu

Lending Institution Information:

Account #: [REDACTED]

Institution Name: GMAC

Institution Address: PO Box 78234

City: Phoenix State AZ Zip Code: [REDACTED]

Contact Person: _____

Telephone #: 800 200 4622

Payoff: \$ 17,689.38

Good Until: 9/25/09 NEXT DATE DUE 10/1/09

Per Diem: \$ _____ (OR) % 0

LATE CHARGES PAID: \$ 0 LATE CHARGES DUE: \$ 0

Down payment: _____

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

Total payments made: \$ _____

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

200 \$ _____ 200 \$ _____ 200 \$ _____ 200 \$ _____

CURRENT MILEAGE OF VEHICLE: 36483

DATE MILEAGE READ: 9/21/2009

I, Jerry Schwartz, hereby authorize GMAC to release any and all information regarding the above referenced account to _____ including but not limited to a complete payment history of my account. Dated this 9 day of 21 2009.

[REDACTED]
SIGNATURE

[REDACTED]
SIGNATURE

RELEASE OF LIEN INFORMATION

[Redacted] (Client's Name) [Redacted] (Client's Social Security Number)

hereby authorize

GMAC (Lien holder Name)

PO Box 78234 Phoenix AZ 85062 800 200 400 22 (Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [Redacted] (Account Number)

with GMAC (Lien holder Name)

to the manufacturer of my vehicle as identified on my loan through your company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 9/21/09

VEHICLE INFORMATION

The current vehicle mileage is 36483 Date mileage read: 9/21/09

[Redacted Signature] Signature

[Redacted Signature] Signature

09-19-2009 22:31

PAGE4



Texas Department of Transportation

REGISTRATION RECEIPT - DEALER

COUNTY: DENTON
PLATE NO: [REDACTED]
DOCUMENT NO:
PLATE TYPE: PASSENGER PLT
ORGANIZATION:
PREVIOUS PLATE NO:

DATE: 01/21/2008
TIME: 03:35PM
EXPIRATION DATE: 12/2008
USER ID: JK00001
TRANSACTION ID: 5365
STICKER TYPE: WS
VEHICLE IDENTIFICATION NO: 1G1ZU57N57F [REDACTED]

DEALER NAME AND ADDRESS
[REDACTED]
DENTON, TX [REDACTED]

PEEL FROM BACK ONLY / DESPEGAR POR DETRÁS

**Peel sticker from any corner.
Despegar de cualquier esquina.**



09-19-2009 22:31

WINDSHIELD STICKER /
CALCOMANIA DE PARABRISAS

OR

PAGES

PLATE STICKER /
CALCOMANIA DE PLAÇA

SPECIAL INSTRUCTIONS:

Tax Collector's Receipt for Texas Title Application/Registration/Motor Vehicle Tax

1. DATE OF RECEIPT		2.		3. EXPIRES LAST DAY OF MONTH YEAR		12. TEXAS LICENSE PLATE NO. AF 17565	
4. <input type="checkbox"/> TRANSFER OF CURRENT REGISTRATION		<input type="checkbox"/> REGISTRATION FEE PAID- NO PLATES ISSUED		<input type="checkbox"/> REGISTRATION FEE PAID- NEW PLATES ISSUED		13. REG. CLASS	
5.		6. PREVIOUS TEXAS LICENSE PLATE NO.		16. CARRYING CAPACITY		14. TONNAGE	
7. OWNER (NAME AND MAILING ADDRESS)				17. GROSS WEIGHT		15. EMPTY WEIGHT	
				18. DIESEL FEE			
				19. YEAR		20. MAKE	
				21. MODEL		22. BODY STYLE	
				23. VEHICLE IDENTIFICATION NUMBER (VIN)			
				24. ODOMETER		25. BRAND	
				26. SURRENDERED TITLE NUMBER			
8. 1st LIENHOLDER (NAME AND MAILING ADDRESS)				27. <input type="checkbox"/> \$92.00 NEW RESIDENT FEE <input type="checkbox"/> \$8.00 EVEN TRADE <input type="checkbox"/> \$10.00 CFT <input type="checkbox"/> \$88.00 REBUILT SALVAGE		28. SALES PRICE	
				<input type="checkbox"/> 2.5% EMISSIONS FEE <input type="checkbox"/> 1% EMISSIONS FEE <input type="checkbox"/> EXEMPT			
DATE OF LIEN				29. TRADE-IN		30. REBATE	
				31. TAXABLE VALUE			
9. 2nd LIENHOLDER (NAME AND MAILING ADDRESS)				32. SALES TAX		33. PENALTY	
				34. TOTAL REG. TRANS. FEE			
DATE OF LIEN				35. TAX & PENALTY PAID		36. TITLE APPL. FEE	
				37. MISCELLANEOUS FEES		38. REG FEE - DPS	
10. 3rd LIENHOLDER (NAME AND MAILING ADDRESS)				39. RESIDENT COUNTY		40. LOCAL FEES	
				41. DEPUTY		42. TOTAL FEES	
DATE OF LIEN				43. TAX ASSESSOR-COLLECTOR		44. PROCESSING CO	
11. SELLER (NAME OF PREVIOUS OWNER AND MAILING ADDRESS)							

FORM VTR-31-RTS (REV 07/2005) DHT #149517

DUPLICATE ORIGINAL OWNER'S COPY 4

09-19-2009 22:31
DIRECT BILL 2/09

PAGE 3



THANK YOU FOR CHOOSING YOUR DEALER AND GMAC

FOR ASSISTANCE CALL: 800-200-4822
TDD/TTY (HEARING IMPAIRED): 800-833-4622
visit us at www.gmacfs.com

[REDACTED]
SHADY SHORES TX [REDACTED]



MAKE/MODEL: 07 CHEV MALIBU
VIN: 1G1ZU57N57F [REDACTED]

PAGE 1 OF 1


ACCOUNT NUMBER : [REDACTED]

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 09/09/09

ACCOUNT SUMMARY					
NEXT PAYMENT DUE		PAST DUE PAYMENTS PAY IMMEDIATELY		OTHER UNPAID AMOUNTS	
Due Date	10/01/09	Due Date	Amount	Late Charge	
Amount Due	424.40			Insurance Premium	
				Miscellaneous	
TOTAL	424.40	TOTAL		TOTAL	
TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:					424.40

PAYMENTS APPLIED AS FOLLOWS							
DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
07/01/09	431.62	07/02/09	432.00				432.00
08/01/09	431.62	07/28/09	432.00				432.00
09/01/09	431.62	09/02/09	432.00				432.00

MESSAGES



REMAINING UNPAID BALANCE \$17,689.38. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL US FOR YOUR PAYOFF.

SAVE TIME . . . SAVE MONEY . . . GO GREEN! DID YOU KNOW THAT YOU CAN MAKE YOUR PAYMENTS ONLINE, SIGN UP FOR PAPERLESS BILLING, OR HAVE PAYMENTS AUTOMATICALLY DEDUCTED FROM YOUR BANK ACCOUNT BY ENROLLING IN DIRECT PAY? VISIT THE ACCOUNT CENTER ON OUR WEBSITE AT WWW.GMACFS.COM FOR MORE INFORMATION.

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: [REDACTED]
[REDACTED]



NEXT PAYMENT DUE:	424.40
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL DUE NOW:	424.40
AMOUNT PAID-INSURANCE PREMIUM:	
TOTAL AMOUNT PAID:	

PAYMENT PROCESSING CENTER
PO BOX 78234
PHOENIX AZ 85062-8234



DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC. RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

[REDACTED]



"Susan Landgraf"
<slandgraf@attorneysforco
nsumers.com>

10/14/2009 03:05 PM

To "Mary_Schwartz@gmexpert.com"
<Mary_Schwartz@gmexpert.com>

cc

bcc

Subject [REDACTED] v gm

Mary,

Based on this vehicle's excessive repair history, my absolute bottom line that I can settle this matter for is \$4,900 inclusive of all fees and costs. Please let me know. Thanks,

Susan Landgraf
Weisberg & Meyers
888 595 9111 ext 116
866 565 1327 facsimile
WMLawAttorneysForConsumers.com

*Licensed in Texas

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Mary Schwartz/Austin/GM1

11/09/2009 10:54 AM

To todd.w.nelson@gm.com

cc

bcc

Subject Customer [REDACTED] SR 71-754321541

Todd Nelson:

This email is to follow up on Service Request 71-754321541 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Malibu with 39,410 miles. The customer has been working with James Wood Chevrolet Cadillac Oldsmobile in Denton, Tx.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$4,900.00 was accepted.

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

Thank you,

Mary Schwartz
Legal Agent - BRC Legal Department
Aditya Birla Minacs
1-(866) 790-5600 x 31062 | mary_schwartz@gmexpert.com
Fax # 866-485-8229

Fax Server

9/11/2009 12:14:15 PM PAGE 1/003 Fax Server

**GMC****HUMMER****General Motors Business Resource Center****FAX****To: Mr. Mike White, Service Manager**

Company: JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE

Fax: 9403499605

Phone:

From: Nita DeHoyos

Fax: 1.866.255.3730

Phone: 1.866.790.5600 Ext 11285

E-mail:

CC:**NOTES:*******FOR IMMEDIATE DELIVERY, PLEASE*****

Information contained in this transmission is privileged and confidential. It is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this communication is strictly prohibited. If you have received this communication in error, please notify the writer by telephone immediately. Thank you.

Fax Server

9/11/2009 12:14:15 PM PAGE 2/003 Fax Server



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48222-5170

VIA FAX ONLY

September 11, 2009

Fax: 940-349-9605

Mr. Mike White, Service Manager
JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE
PO BOX 50779
DENTON, TX 76206-0779

RE:

Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57E [REDACTED]
Vehicle purchased on or about: 04/24/2007
Legal Research Specialist: Nita DeHoyos

Dear Mr. White:

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

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

Please fax them within 24 hours to 1-866-255-3730. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

Nita DeHoyos
General Motors Corporation





3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	4/27/09	R/O Number	62001213/1
R/O Close Date	5/06/09	Status	Pre-Invoice
Mileage In	28801	Mileage Out	28801
Service Advisor / Reg #		LUKE RICHMOND/2032	
Vehicle Identification Number		1G1ZU57N57E	
Delivery Date	1/17/08	In-Service Date	
Year	2007	Make	CHEVROLET
Model	MALIBU	Body	4D SEDAN LT
Color	DARK BLUE	License Number	172162

SHADY SHORES, TX		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 51CVZ: BODY SHOP REPAIR OR REPLACE SEND TO BODY SHOP TO REPAIR FRONT BUMPER AREAS THAT ARE MARKED. APPROVED BY WILL JAMESON Work performed by ROBERT COOK (671) REPAIRED FRONT BUMPER Sub Total: Labor: .00 Parts:.00 Total: .00	
#2 - 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR Work performed by 1000 : 73772 Labor: Work performed by 1000 : 73772 Parts:	Internal Internal
Please Note: 2G1WT57K69 J W RETNAL #8 CUST PUT IN 4-27-09 AT 4:05PM CONTRACT #73772 42.00 64D TO PAY	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

X [Redacted] ORDERS

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	4/27/09	62001213
			Key Tag #	Time Received	Time Promised
			2032	16:12	4/29 17:00
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	MALIBU	4D SEDAN LT		LUKE RICHMO
Vehicle Identification Number			Color	License Number	Delivery Date
1G1ZU57N57F			DARK BLUE		1/17/08
172162					

#1 - 51CVZ: BODY SHOP REPAIR OR REPLACE
 SEND TO BODY SHOP TO REPAIR FRONT BUMPER AREAS THA
 T ARE MARKED..APPROVED BY WILL JAMESON

Estimate: 20.00 1860.00

Original Estimate: 20.00 1860.00

73772
73772
called auto
@ 3:31 pm
56 or J.J.
4 0046 6410

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total	
JR1	757417	4/20/09	28641	LUKE RICHMOND			356.70	
	W 03CVZ:	FRONT END OWNER HAS PROBLEM WITH FRONT END					36	.40
	W 13CVZ:	CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN					801	.40
	I 01CVZVEHIN:	MULTI-POINT VEH INSP PERFORM MULTI-POI					801	.40
	I 16CVZE:	FREE EXTERIOR WASH COURTESY EXTERIOR WASH.					937	.40
	W 21CVZRENTA:	RENTAL VEHICLE COURTESY TRANSPORTATION					937	.40
	W 13CVZ03:	EXTERIOR TRIM					801	.40
JR1	738288	12/29/08	21952	TAMMY LEON			.00	
	C 13CVZ:	CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN					217	1.20
	I 21CVZRENTA:	RENTAL VEHICLE COURTESY TRANSPORTATION					937	1.20
	C 16CVZE:	FREE EXTERIOR WASH COURTESY EXTERIOR WASH.					937	1.20
	C 75CVZ:	QUALITY CONTROL					673	1.20
JR1	737560	12/23/08	21849	TAMMY LEON			182.47	
	W 13CVZ:	CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN					217	1.00
	W 13CVZ11:	TRIM WORK					217	1.00
	I 21CVZRENTA:	RENTAL VEHICLE COURTESY TRANSPORTATION					937	1.00
	W 03CVZ:	FRONT END OWNER HAS PROBLEM WITH FRONT END					36	1.00
	C 02CVZ00:	MAINTENANCE					641	1.00
	C 16CVZE:	FREE EXTERIOR WASH COURTESY EXTERIOR WASH.					937	1.00
JR1	690302	5/01/08	11079	ALEX RUVLCABA			208.13	
	I 51CVZ:	BODY SHOP METAL REPAIR OR REPLACE					546	1.20
	C 01CVZVEHIN:	MULTI-POINT VEH INSP PERFORM MULTI-POI					562	1.20
	W 07CVZ:	CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCE					179	1.20
	I 13CVZ:	CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN					179	1.20
JR1	689751	4/29/08	11078	WILL JAMESON			117.72	
	W 03CVZ:	FRONT END OWNER HAS PROBLEM WITH FRONT END					36	1.00
	C 03CVZ02:	FRONT END					36	1.00
	C 14CVZ:	CUSTOMER REQUEST DIAGNOSIS BRAKING CONCERN					36	1.00
	W 13CVZ:	CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN					204	1.00
	I 13CVZ03:	EXTERIOR TRIM					204	1.00
	C 01CVZVEHIN:	MULTI-POINT VEH INSP PERFORM MULTI-POI					204	1.00
	C 16CVZE:	FREE EXTERIOR WASH COURTESY EXTERIOR WASH.					508	1.00
	I 21CVZRENTA:	RENTAL VEHICLE COURTESY TRANSPORTATION					937	1.00
	I 02CVZALIGN:	ALIGN FRT END ALIGN FRONT END, ADD 90.					36	1.00
JR1	687236	4/16/08	10670	WILL JAMESON			67.84	
	W 03CVZ:	FRONT END OWNER HAS PROBLEM WITH FRONT END					737	.30
	W 13CVZ:	CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN						.00

*** MORE HISTORY AVAILABLE ***

1860.00

I hereby authorize the repair work above to be done along with the necessary tire and agree that you are not responsible for loss or damage to vehicle or contents left in the 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. The body (and you 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 therein. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability of fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of used products. Any limitation contained herein does not apply where prohibited by law. © 1998 ALLCOBA, INC. - Lease Shop Application Form (003) 945-1028

Customer Signature

WARRANTY REPAIR ORDER

SHADY SHORES, TX

Year	Make	Model
2007	CHEVROLET	MALIBU
Vehicle Identification Number		Color
1G1ZU57N57F		DARK BLUE

Work Phone	R/O Open Date	R/O Number
	4/26/09	62001071/1
Home Phone	R/O Close Date	Class/Reference
	4/27/09	Original
Body	Mileage In	Mileage Out
4D SEDAN LT	28796	28796
License Number	Service Advisor	
	LUKE RICHMOND	2894
	Delivery Date	In-Service Date
	1/17/08	

172162

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#1 - MR 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH MAKES A LOUD CREAKING/RATTLING NOISE WHEN HITTING BUMPS-SEE HISTORY Tech: 36/0193 0.00hrs @ .00 ROAD TESTED AND ONLY HEARD FRONT GRILL RATTLING DUE TO DAMAGE.		.00

#4 * MR 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR

As Of	1	4/27/09	Tech 36	Start	7:58	End	8:00	Hours	.03
As Of	1	4/27/09	Tech 36	Start	8:32	End	8:32	Hours	.00

ACCOUNT #	LABOR	.00
METHOD	PARTS	.00
RECEIPT #	SUBLET	.00
	SHOP SUPPLIES	.00
	SALES TAX OR TAX I.D.	.00
	DEDUCTIBLE	.00
	TOTAL DUE	.00



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number				
4/26/09	62001071/1				
R/O Close Date	Status				
4/27/09	Final				
Mileage In	Mileage Out				
28796	28796				
Service Advisor					
LUKE RICHMOND/2017*W*					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	172162

SHADY SHORES, TX		Work Phone
		Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH MAKES A LOUD CREAKING/RATTLING NOISE WHEN HITTING BUMPS-SEE HISTORY Work performed by JOSE CARRILLO (36) ROAD TESTED AND ONLY HEARD FRONT GRILL RATTLING DUE TO DAMAGE.	Warranty
#2 - 16CVZ: SUBLET REQUIRED FOR REPAIR COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED. Caused by 2G1WT57K691 #8 CUST PUT IN RENTAL ON 4/24/09 AT 1:00PM ON ACCT # TO PAY VEHICLE NOT DRIVEABLE Work performed by WAYNE SMITH (937) Work performed by 1000 : ALTERNATE TRANSPORTATION BEING PROVIDED PER GM COURTESY TRANSPORTATION. CUSTOMER SATISFACTION	Internal Internal
#3 - 01CVZ1: FREE EXTERNAL CAR WASH COURTESY EXTERIOR WASH Work performed by WAYNE SMITH (937) Sub Total: Labor: .00 Parts:.00 Total: .00	
#4 * 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR	
Please Note: J W RENTAL #8 CUST PUT IN 4-24-09 AT 1PM CONTRACT #73758 42.00 263 TO PAY	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number				
4/26/09	62001071/1				
R/O Close Date	Status				
4/27/09	Final				
Mileage In	Mileage Out				
28796	28796				
Service Advisor / Tag #					
LUKE RICHMOND/2017*W*					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	172162

SHADY SHORES, TX		Work Phone
		Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH MAKES A LOUD CREAKING/RATTLING NOISE WHEN HITTING BUMPS-SEE HISTORY Work performed by JOSE CARRILLO (36) ROAD TESTED AND ONLY HEARD FRONT GRILL RATTLING DU E TO DAMAGE.	Warranty
#2 - 16CVZ: SUBLET REQUIRED FOR REPAIR COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED. Caused by 2G1WT57K69 #8 CUST PUT IN RENTAL ON 4/24/09 AT 1:00PM ON ACCT # TO PAY VEHICLE NOT DRIVEABLE Work performed by WAYNE SMITH (937) Work performed by 1000 : ALTERNATE TRANSPORTATION BEING PROVIDED PER GM COURTESY TRANSPORTATION. CUSTOMER SATISFACTION	Internal Internal
#3 - 01CVZ1: FREE EXTERNAL CAR WASH COURTESY EXTERIOR WASH Work performed by WAYNE SMITH (937) Sub Total: Labor: .00 Parts:.00 Total: .00	
#4 * 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR	
Please Note: J W RENTAL #8 CUST PUT IN 4-24-09 AT 1PM CONTRACT #73758 42.00 263 TO PAY	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	4/26/09	62001071
			Key tag #	Time Received	Time Promised
			2017	16:25	4/27 17:00
Year	Make	Model	Body	Current Mileage	Mileage Out
2007	CHEVROLET	MALIBU	4D SEDAN LT	28796	
Vehicle Identification Number		Color	License Number	Engine Code	Service Advisor
1G1ZU57N57F		DARK BLUE			LUKE RICHMO
172162			Delivery Date	In-Service Date	
			1/17/08		

- #1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN
 34 CUST STS VEH MAKES A LOUD CREAKING/RATTLING NOISE WHEN HITTING BUMPS-SEE HISTORY W
W
W
W
- #2 - 16CVZ: SUBLET REQUIRED FOR REPAIR
 937 COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED. W
W
W
- #3 - 01CVZ1: FREE EXTERNAL CAR WASH
 937 COURTESY EXTERIOR WASH C
C

Estimate: .20 .00
 Original Estimate: .20 .00

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
JR1	757417	4/20/09	28641	LUKE RICHMOND			356.70
				W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END	36	.40	
				W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	801	.40	
				I 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POI	801	.40	
				I 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	.40	
				W 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	.40	
				W 13CVZ03: EXTERIOR TRIM	801	.40	
JR1	738288	12/29/08	21952	TAMMY LEON			.00
				C 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	217	1.20	
				I 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	1.20	
				C 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	1.20	
				C 75CVZ: QUALITY CONTROL	673	1.20	
JR1	737560	12/23/08	21849	TAMMY LEON			182.47
				W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	217	1.00	
				W 13CVZ11: TRIM WORK	217	1.00	
				I 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	1.00	
				W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END	36	1.00	
				C 02CVZ00: MAINTENANCE	641	1.00	
				C 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	1.00	
JR1	690302	5/01/08	11079	ALEX RUVLCABA			208.13
				I 51CVZ: BODY SHOP METAL REPAIR OR REPLACE	546	1.20	
				C 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POI	562	1.20	
				W 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCE	179	1.20	
				I 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	179	1.20	

*** MORE HISTORY AVAILABLE ***

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or tires left in the 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 shipments by the supplier or transporter. I hereby grant you 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 thereon. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. © 1998 AUTOLINK, Inc. Dealership Application Group (S&S) 040-1028

WARRANTY REPAIR ORDER

SHADY SHORES, TX			Work Phone	R/O Open Date	R/O Number
			Home Phone	5/07/09	62001770/1
			Body	R/O Close Date	Cross Reference #
			4D SEDAN LT		
Year	Make	Model	License Number	Mileage In	Mileage Out
2007	CHEVROLET	MALIBU		28878	28885
Vehicle Identification Number				Service Advisor	
1G1ZU57N57F				MICHAEL PAYNE	9764
172162				Delivery Date	In-Service Date
				1/17/08	

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN WARR//CUST STS HEARS SQUEAK FROM RIGHT FRONT OF VEH WHILE DRIVING...SEE HISTORY Cause: VERIFIED, RF STRUT NOISY. Tech: 36/0193 1.80hrs @ 86.53 Part: 19180746:*STRUT KIT (07345-PC) 1 REPLACED RF STRUT AND ALIGNED TO SPECS. RE-TESTED, O.K.	41.33 74.71	155.75 104.59
Sub-Total Labor:	41.33	155.75
Sub-Total Parts:	74.71	104.59
Sub-Total:	116.04	260.34

#2 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS HEARS CLUNKING NOISE FROM FRONT RIGHT OF VEH WHILE DRIVING SEE HISTORY Cause: VERIFIED, TRACED TO CLAIPEERS, INSUFFICIENT LUBRICATION. Tech: 36/0193 0.00hrs @ .00 Part: 15836873:MOUNT (07395-PC) 1 LUBED CALIPER PINS AND RETESTED, O.K.	64.48	90.27
Sub-Total Parts:	64.48	90.27

Line 1	5/08/09	Tech 36	Start 10:43	End 10:43	Hours	.00
Line 1	5/08/09	Tech 36	Start 10:45	End 10:45	Hours	.00
Line 2	5/08/09	Tech 36	Start 10:44	End 10:44	Hours	.00

ACCOUNT #	LABOR	41.33	155.75
METHOD	PARTS	139.19	194.86
RECEIPT #	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
	DEDUCTIBLE		.00
	TOTAL DUE	180.52	350.61



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
5/07/09	62001770/2				
R/O Close Date	Status				
5/08/09	Pre-Invoice				
Mileage In	Mileage Out				
28878	28885				
Service Advisor / Tag #					
MICHAEL PAYNE/4224					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

SHADY SHORES, TX			Work Phone
			Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 - 20CVZ: CUSTOMER REQUEST MULTI-POINT INSPECTION Work performed by WAYNE SMITH (937) DONE ON RO 757417 Sub Total: Labor: .00 Parts:.00 Total: .00	
#6 - 99CVZ: QUALITY CONTROL CHECK QUALITY CONTROL BY MIKE WHITE AND SHOP FOREMAN TO VERIFY REPAIRS DONE TO CUSTOMER SATISFACTION	
#7 - 16CVZ: SUBLET REQUIRED FOR REPAIR CUST REQUESTS COURTESY TRANSPORTATION WHILE WORK IS BEING PERFORMED 1GKFC36059J [REDACTED] JWRENTAL #11 CUST PUT IN 5-7-09 AT 9AM CONTRACT #73841 42.00 64D TO PAY Work performed by 1000 : 73841	SRV POLICY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

ALL ORDERS

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O-Open Date	R/O Number				
5/07/09	62001770/1				
R/O Close Date	Status				
5/08/09	Pre-Invoice				
Mileage In	Mileage Out				
28878	28885				
Service Advisor / Tag #					
MICHAEL PAYNE/4224					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	172162

SHADY SHORES, TX			Work Phone
			Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN WARR//CUST STS HEARS SQUEAK FROM RIGHT FRONT OF VEH WHILE DRIVING...SEE HISTORY Caused by VERIFIED, RF STRUT NOISY. Work performed by JOSE CARRILLO (36) Installed 19180746 :*STRUT KIT (07345-PC) Qty: 1 REPLACED RF STRUT AND ALIGNED TO SPECS. RE-TESTED, O.K.	Warranty Warranty
#2 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS HEARS CLUNKING NOISE FROM FRONT RIGHT OF VEH WHILE DRIVING SEE HISTORY Caused by VERIFIED, TRACED TO CLAIPEERS, INSUFFICIENT LUBRICATION. Work performed by JOSE CARRILLO (36) Installed 15836873 :MOUNT (07395-PC) Qty: 1 LUBED CALIPER PINS AND RETESTED, O.K.	Warranty Warranty
#3 - Customer Reports: WAR//CUST STS HEARS CLUNK FROM LEFT FRONT OF VEH WHILE DRIVING-GOING OVER BUMPS SEE HISTORY Caused by VERIFIED, TRACED TO LF UPPER MOUNT. Work performed by JOSE CARRILLO (36) REPLACED LF UPPER MOUNT.	SRV POLICY
#4 - 01CVZ1: FREE EXTERNAL CAR WASH Sub Total: Labor: .00 Parts:.00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	5/07/09	62001770
			Key Tag #	Time Received	Time Promised
			4224	9:40	5/07 17:00
				Current Mileage	Mileage Out
				28878	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	MALIBU	4D SEDAN LT		MICHAEL PAY
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZU57N57F		DARK BLUE		1/17/08	
172162					

- #1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN
WARR//CUST STS HEARS SQUEAK FROM RIGHT FRONT OF VEH WHILE DRIVING...SEE HISTORY
VERIFIED, TRACED TO R-F STRUT. REPLACED R-F STRUT, ALIGNED TO SPECS. RETESTED, O.K.
- #2 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION
WARR//CUST STS HEARS CLUNKING NOISE FROM FRONT RIGHT OF VEH WHILE DRIVING SEE HISTORY
VERIFIED, TRACED TO CALIPERS. LUBED CALIPERS, RETESTED, GOOD.
- #3 - Customer Reports: WAR//CUST STS HEARS CLUNK FROM LEFT FRONT OF VEH WHILE DRIVING-GOING OVER BUMPS SEE HISTORY
VERIFIED, LF STRUT MOUNT NOISY. REPLACED LF STRUT MOUNT. RETESTED, O.K.
- #4 - 01CVZ1: FREE EXTERNAL CAR WASH
- #5 - 20CVZ: CUSTOMER REQUEST MULI-POINT INSPECTION
- #6 - 99CVZ: QUALITY CONTROL CHECK
QUALITY CONTROL BY MIKE WHITE AND SHOP FOREMAN TO VERIFY REPAIRS DONE TO CUSTOMER SATISFACTION
- #7 - 16CVZ: SUBLET REQUIRED FOR REPAIR
CUST REQUESTS COURTESY TRANSPORTATION WHILE WORK IS BEING PERFORMED

1.9
1.5
1.2
E3850
ADD
1.8
NU
P

64003K
NE
2N
1.2

AUTHORIZATION
Estimate DATE .30 27.97
AUTH. A E RB G
(CIRCLE ONE)
SIGNATURE
Estimate: .30 27.97

73841
1 day 640
M... ..

Original Estimate: .60 55.94

757417

55.94

I hereby authorize the repair work above 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 the 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 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. © 1999 ASE/AAA, Inc. - Partnership Reparation Group (800) 963-1222

Customer Signature



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
5/11/09	62001967/1				
R/O Close Date	Status				
5/13/09	Pre-Invoice				
Mileage-In	Mileage Out				
29374	29374				
Service Advisor / Tag #					
MICHAEL PAYNE / 4743					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	172162

SHADY SHORES, TX
Work Phone
Home Phone

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	172162

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS FRONT BUMPER IS LOOSE Work performed by BARNET SMITH (976) SEND TO BODY SHOP CHECK ALL BOLTS IN BUMPER	Internal
#2 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS FRONT RIGHT HEADLIGHT ASSEMBLY LOOSE Work performed by BARNET SMITH (976) SEND TO BODY SHOP CHECK HEADLAMPS INSTALLATION , OK	Internal
#3 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS HEADLIGHTS AIMED TOO LOW Work performed by BARNET SMITH (976) SEND TO BODY SHOP CHECKED HEADLAMP AIM . HEADLAMPS AIMED CORRECTLY	Internal
#4 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS PASS FRONT DOOR CATCHES WHEN CLOSING Caused by DOOR MISSALIGNED Work performed by ROYCE DANIELL (204) ALIGN DOOR	Warranty
#5 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH PULLS TO RIGHT WHEN DRIVING...SEE HISTORY..ADVISE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
5/11/09	62001967/2				
R/O Close Date	Status				
5/13/09	Pre-Invoice				
Mileage In	Mileage Out				
29374	29374				
Service Advisor / Tag #					
MICHAEL PAYNE/4743					
Vehicle Identification Number					
1G1ZU57N57E					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

SHADY SHORES, TX			Work Phone		
			Home Phone		
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by JOSE CARRILLO (36) SET TOE TO SPECS. AND RETESTED, GOOD.	Internal

#6 - 16CVZ: SUBLET REQUIRED FOR REPAIR 1G6DF577290 JWRENTAL C1 CUST PUT IT 5/11/09 @ 10:30 AM CONTRACT 73867 45.00 64D TO PAY Work performed by 1000 : 73867	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	5/11/09	62001967
			Key Tag #	Time Received	Time Promised
			4743	10:43	5/11 17:00
				Current Mileage	Mileage Out*
				29374	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	MALIBU	4D SEDAN LT		MICHAEL PAY
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZU57N57F		DARK BLUE		1/17/08	
172162					

#1 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN
 CUST STS FRONT BUMPER IS LOOSE
 POSTED
 CHECK ALL BOLTS IN FRNT BUMPER
 Body Shop HIST
 I
 I

#2 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN
 CUST STS FRONT RIGHT HEADLIGHT ASSEMBLY
 LOOSE
 POSTED
 TIGHTENED R. HEADLAMP
 Body Shop HIST
 I
 I
 I

#3 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN
 CUST STS HEADLIGHTS AIMED TOO LOW
 POSTED
 CHECK HEADLAMP AIM
 Body Shop HIST
 I
 I

#4 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN
 CUST STS PASS FRONT DOOR CATCHES WHEN CLOSING
 DOOR IS ALLOWED A LITTLE
 84000
 DG-3A
 2009 MAY 11 AM 11:12
 I
 I

#5 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR
 SUSPENSION CONCERN
 CUST STS VEH PULLS TO RIGHT WHEN DRIVING...SEE
 HISTORY..ADVISE
 VERIFIED, SET TOE & RETESTED,
 GOOD.
 Original Estimate: .00
 2009 MAY 11 AM 11:46
 I
 I
 I

2 day 64D - Mike White 73867

I hereby authorize the repair work above 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 the 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 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any limited warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. © 1998 AFUKONA, Inc. - Dealership Application Group (502) 645-1028

WARRANTY REPAIR ORDER

SHADY SHORES, TX			Work Phone	R/O Open Date	62007969/1
			Home Phone	R/O Close Date	Cross Reference #
			Body	Mileage In	Mileage Out
			4D SEDAN LT	34514	34514
Year	Make	Model	License Number	Service Advisor	
2007	CHEVROLET	MALIBU		MIKE BELEW 4050	
Vehicle Identification Number			Color	Delivery Date	In-Service Date
1G1ZU57N57E			DARK BLUE	1/17/08	

172162

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
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<p>#1 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS BOTH REMOTE FOBS ARE INOPERATIVE Cause: CHECKED FOBS WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL. ALSO NO COMMUNICATION WITH RCDLR. CHECKED VOLTAGE, GROUND AND LOW SPEED LAN-OK. INTERNAL FAIL- URE AT RCDLR. Op: R4480: (OJ) (6F) Tech: 179/8875 0.90hrs @ 86.5 20.85 77.88 Part: 22733524:TRANSMITT (10485-BPC) 2 130.00 182.00 REPLACED RCDLR AND PROGRAMMED. REPLACED 2 KEY FOBS AND PROGRAMMED 2. TEST OK Sub-Total Labor: 20.85 77.88 Sub-Total Parts: 130.00 182.00 Sub-Total: 150.85 259.88</p>		
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<p>#2 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS THE HOMELINK IS INOPERATIVE Tech: 179/8875 0.00hrs @ .00 .00 Part: 15912630:RECEIVER (10485-PC) 1591 1 59.00 82.60 SEE LINE 1 Sub-Total Parts: 59.00 82.60</p>		
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<p>#3 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS THERE IS A LOUD NOISE HEARD IN THE FRONT END WHEN GOING OVER BUMPS, SEE HISTORY Cause: ROAD TESTED AND DID NOT DUPLICATE CONCERN. Tech: 36/0193 0.00hrs @ .00 .00 TEST DROVE WITH SHOP FOREMAN. UNABLE TO DUPLICATE.</p>		
--	--	--

Line	1	8/17/09	Tech 179	Start 13:45	End 13:45	Hours	.00
Line	1	8/20/09	Tech 179	Start 15:15	End 15:15	Hours	.00
Line	1	8/20/09	Tech 179	Start 15:27	End 15:27	Hours	.00
Line	2	8/17/09	Tech 179	Start 13:45	End 13:45	Hours	.00
Line	2	8/20/09	Tech 179	Start 15:15	End 15:15	Hours	.00
Line	3	8/17/09	Tech 36	Start 10:21	End 10:37	Hours	.27
Line	3	8/17/09	Tech 36	Start 16:04	End 16:05	Hours	.02

ACCOUNT #	LABOR	20.85	77.88
	PARTS	189.00	264.60
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	209.85	342.48



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

Warranty Open Date	8/17/09	Warranty Number	62007969/1
Warranty Close Date	8/21/09	Status	Pre-Invoice
Mileage In	34514	Mileage Out	34514
Service Advisor/Technician		MIKE BELEW/5773	
Vehicle Identification Number		1G1ZU57N57E	
Delivery Date	1/17/08	In-Service Date	
Year	2007	Make	CHEVROLET
Model	MALIBU	Body	4D SEDAN LT
Color	DARK BLUE	License Number	172162

SHADY SHORES, TX		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS BOTH REMOTE FOBS ARE INOPERATIVE Caused by CHECKED FOBS WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL. ALSO NO COMMUNICATION WITH RCDLR.CHECKED VOLTAGE,GROUND AND LOW SPEED LAN-OK.INTERNAL FAIL- URE AT RCDLR. Corrected by R4480: (OJ) (6F) Work performed by JAYSON GARCIA (179) Installed 22733524 :TRANSMITT (10485-BPC) Qty: 2 REPLACED RCDLR AND PROGRAMMED.REPLACED 2 KEY FOBS AND PROGRAMMED 2.TEST OK	Warranty Warranty
#2 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS THE HOMELINK IS INOPERATIVE Work performed by JAYSON GARCIA (179) Installed 15912630 :RECEIVER (10485-PC) 15912 Qty: 1 SEE LINE 1	Warranty Warranty
#3 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS THERE IS A LOUD NOISE HEARD IN THE FRONT END WHEN GOING OVER BUMPS, SEE HISTORY Caused by ROAD TESTED AND DID NOT DUPLICATE CONCERN. Work performed by JOSE CARRILLO (36) TEST DROVE WITH SHOP FOREMAN. UNABLE TO DUPLICATE.	Warranty
#4 - 13CVZ1: CUSTOMER REQUEST REPAIR TRIM CONCERN WARR//CUST STS THE RIGHT SIDE OF THE FRONT BUMPER KEEPS POPPING OUT Work performed by JAYSON GARCIA (179)	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

X

AL ORDERS



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
8/17/09	62007969/2				
R/O Close Date	States				
8/21/09	Pre-Invoice				
Mileage In	Mileage Out				
34514	34514				
Service Advisor / Tag #					
MIKE BELEW / 5773					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	

SHADY SHORES, TX		Work Phone			
		Home Phone			
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
DECLINED Sub Total: Labor: .00 Parts:.00 Total: .00	
#5 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION CUST STS THE CAR STILL PULLS LEFT Work performed by JOSE CARRILLO (36) PERFORMED ALIGNMENT CHECK - IN SPECS. PERFORMED PULL ANALYSIS AND TIRE CROSS ROTATION. VEHICLE TEST DROVE OK.	Internal
#6 - 16RENTCAR: RENTAL SERVICE CHARGE 1G6DF577X90 JWRENTALC63 CUST PUT IN 8-17-09 AT 9AM CONTRACT 62706 35.00 64D 1ST DAY Work performed by ROBERT COOK (671) 1 DAY RENTAL INTERNAL	RENTAL POL
#7 - 01CVZ1: FREE EXTERNAL CAR WASH HAND WASH Sub Total: Labor: .00 Parts:.00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SHADY SPRES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	8/17/09	62007969
			Key Tag #	Time Received	Time Promised
			5773	9:09	8/17 17:00
			Body	Current Mileage	Mileage Out
			4D SEDAN LT	34514	
Year	Make	Model	Engine Code	Service Advisor	
2007	CHEVROLET	MALIBU		MIKE BELEW	
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZU57N57E		DARK BLUE		1/17/08	
172162					

179 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS BOTH REMOTE FOBS ARE INOPERATIVE
 both tests failed with loadless empty test - no output signal - also no comm. with RCOR. Checked for voltage, ground & low speed CAN - ok. Intense failure after work.
 2 Fobs programmed. Part ok.
 R4480 .3
 R4490 .3
 A .3
 .9
 AUG 17 AM 10:55
 W

36 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS THERE IS A LOUD NOISE HEARD IN THE FRONT END WHEN GOING OVER BUMPS, SEE HISTORY
 NTF. 2 apps D-K
 3. 1 day maintenance
 W
 W
 W

179 - 13CVZ1: CUSTOMER REQUEST REPAIR TRIM CONCERN WARR//CUST STS THE RIGHT SIDE OF THE FRONT BUMPER KEEPS POPPING OUT
 received.
 AUTHORIZATION
 DATE
 AUTH. AEP (PG)
 (CIRCLE ONE)
 Signature
 W
 W
 W

36 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION CUST STS THE CAR STILL PULLS LEFT
 Alignment checks OK. Performed pull analysis + cross tire rotation. Test drive OK.
 36
 .5
 W
 W

16 - 16RENTCAR: RENTAL SERVICE CHARGE #C-63 8/17/09 @ 9:00am
 1 day 48 hrs maintenance
 Original Estimate: .00
 W

hard work
 O.C. O.K.
 JWB

PART RECEIVED
 DATE 8-16-09
 SIGNATURE LJS

7-8/32
 JWB

I hereby authorize the repair work above 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 the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or installation. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs herein. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties implied or intended, including any implied warranty of fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of used merchandise. Any limitation contained herein does not apply where prohibited by law.
 © 1999 AAR, AIA, Inc. (Salesmanship Application Group 500) 545-1025

Customer Signature

FORM ER-22-03 (7-05) KYANK and Reynolds CREDIT TOOL FREE: 1-800-344-3381 FAX: 1-800-351-0855



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number
5/11/09	62001967/1
R/O Close Date	Status
5/19/09	Reprint
Mileage In	Mileage Out
29374	29374
Service Advisor / Tag #	
MICHAEL PAYNE/4743	
Vehicle Identification Number	
1G1ZU57N57F	
Delivery Date	In-Service Date
1/17/08	
Color	License Number
DARK BLUE	

[Redacted]			Work Phone	[Redacted]
SHADY SHORES, TX			Home Phone	[Redacted]
Year	Make	Model		
2007	CHEVROLET	MALIBU	4D SEDAN LT	
172162				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS FRONT BUMPER IS LOOSE Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECK ALL BOLTS IN BUMPER	Internal
#2 - MR 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS FRONT RIGHT HEADLIGHT ASSEMBLY LOOSE Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECK HEADLAMPS INSTALLATION , OK	Internal
#3 - MR 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS HEADLIGHTS AIMED TOO LOW Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECKED HEADLAMP AIM . HEADLAMPS AIMED CORRECTLY	Internal
#4 - MR 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS PASS FRONT DOOR CATCHES WHEN CLOSING Caused by DOOR MISSALIGNED Corrected by B4000: (OG) (3A) Work performed by ROYCE DANIELL (204) ALIGN DOOR	Warranty
#5 - MR 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH PULLS TO RIGHT WHEN DRIVING...SEE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
5/11/09	62001967/2				
R/O Close Date	Status				
5/19/09	Reprint				
Mileage In	Mileage Out				
29374	29374				
Service Advisor / Tag #					
MICHAEL PAYNE/4743					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

SHADY SHORES, TX		Work Phone			
		Home Phone			
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
HISTORY..ADVISE Work performed by JOSE CARRILLO (36) SET TOE TO SPECS. AND RETESTED, GOOD.	Internal
#6 - MR 16CVZ: SUBLET REQUIRED FOR REPAIR 1G6DF577290 JWRENTAL C1 CUST PUT IT 5/11/09 @ 10:30 AM CONTRACT 73867 45.00 64D TO PAY Work performed by 1000 : 73867	RENTAL POL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

WARRANTY REPAIR ORDER

SHADY SHORES, TX			Work Phone	R/O Open Date	R/O Number
				8/31/09	62008843/1
				R/O Close Date	Cross Reference
			Body	Mileage In	Mileage Out
			4D SEDAN LT	35413	35413
Year	Make	Model	License Number	Service Advisor	
2007	CHEVROLET	MALIBU		TAMMY LEON 9901	
Vehicle Identification Number				Delivery Date	In-Service Date
1G1ZU57N57F				1/17/08	
172162					

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN C/S THERE IS AN UNUSUAL HISSING SOUND FROM THE FRONT SHOCKS WHEN GOING OVER BUMPS-SEE BRANDON STOLPT Cause: VERIFIED, TRACED TO FRONT SHOCKS. Op: E3850: (NI) (1J) Tech: 36/0193 3.50hrs @ 86.53 80.36 302.86 Part: 19180745:*ABSORBER (07345-PC) 1 77.19 108.07 Part: 19180746:*STRUT KIT (07345-PC) 1 74.71 104.59 Part: 15836873:MOUNT (07395-PC) 1 64.48 90.27 REPLACED FRONT SHOCKS AND ALIGNED TO SPECS. ASLO W AS NECESSARY TO REPLACE LF STRUT MOUNT (DAMAGED). Sub-Total Labor: 80.36 302.86 Sub-Total Parts: 216.38 302.93 Sub-Total: 296.74 605.79		
#2 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN C/S THE HOMELINK FOR GARAGE DOOR OPENER IS INOP AND REMOTE KEY FOBS STOPPED WORKING AT THE SAME TIME WHEN SYSTEM IS WORKING RADIO HAS ALOT OF STATIC WHEN NOT WORKING STATIC GOES AWAY Cause: FOUND RKE/XM/DVD/UGD FUSE OPEN.CKT 1240 SHORTED TO GROUND. Tech: 179/8875 0.00hrs @ .0 .00 REPAIRED SHORT AND REPLACED FUSE.TEST OK		

Line 1	8/31/09	Tech 36	Start 18:09	End 18:10	Hours	.02
Line 2	9/01/09	Tech 179	Start 15:03	End 15:03	Hours	.00

ACCOUNT #	LABOR	80.36	302.86
	PARTS	216.38	302.93
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	296.74	605.79



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	8/31/09	R/O Number	62008843/1
R/O Close Date	9/02/09	Status	Pre-Invoice
Mileage In	35413	Mileage Out	35413
Service Advisor / Tag			
TAMMY LEON/8607			
Vehicle Identification Number			
1G1ZU57N57F			
Delivery Date	1/17/08	In-Service Date	
Year	2007	Make	CHEVROLET
		Model	MALIBU
		Body	4D SEDAN LT
		Color	DARK BLUE
		License Number	172162

SHADY SHORES, TX		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN C/S THERE IS AN UNUSUAL HISSING SOUND FROM THE FRONT SHOCKS WHEN GOING OVER BUMPS-SEE BRANDON STOLPT Caused by VERIFIED, TRACED TO FRONT SHOCKS. Corrected by E3850: (NI) (1J) Work performed by JOSE CARRILLO (36) Installed 19180745 :*ABSORBER (07345-PC) Qty: 1 Installed 19180746 :*STRUT KIT (07345-PC) Qty: 1 Installed 15836873 :MOUNT (07395-PC) Qty: 1 REPLACED FRONT SHOCKS AND ALIGNED TO SPECS. ASLO W AS NECESSARY TO REPLACE LF STRUT MOUNT (DAMAGED).</p>	<p>Warranty Warranty Warranty Warranty</p>
<p>#2 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN C/S THE HOMELINK FOR GARAGE DOOR OPENER IS INOP AND REMOTE KEY FOBS STOPPED WORKING AT THE SAME TIME WHEN SYSTEM IS WORKING RADIO HAS ALOT OF STATIC WHEN NOT WORKING STATIC GOES AWAY Caused by FOUND RKE/XM/DVD/UGD FUSE OPEN.CKT 1240 SHORTED TO GROUND. Work performed by JAYSON GARCIA (179) REPAIRED SHORT AND REPLACED FUSE.TEST OK</p>	<p>Warranty</p>
<p>#3 - 16RENTCAR: RENTAL SERVICE CHARGE 1G1ZH57B09F JWRENTAL14 CUST PUT IN 8-31-09 AT 12PM CONTRACT 62808 35.00 64D OR 42.00 FOR 263 TO PAY Work performed by WAYNE SMITH (937)</p>	<p>RENTAL POL</p>

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

AL ORDERS -



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
8/31/09	62008843/2				
R/O Close Date	Status				
9/02/09	Pre-Invoice				
Mileage In	Mileage Out				
35413	35413				
Service Advisor / Tag #					
TAMMY LEON/8607					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

SHADY SHORES, TX [Redacted] Work Phone [Redacted]

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - 99CVZ: QUALITY CONTROL CHECK	
#5 - 01CVZ1: FREE EXTERNAL CAR WASH	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X

SHADY SHORES, TX			Home Phone	R/O Opn Date	R/O Number
			work phone	8/31/09	62008843
			Key Tag #	Time Received	Time Promised
			8607	12:18	8/31 17:00
			Current Mileage	Mileage Out	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	MALIBU	4D SEDAN LT		TAMMY LEON
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1G1ZU57N57E				1/17/08	
172162					

36 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN
 C/S THERE IS AN UNUSUAL HISSING SOUND FROM THE FRONT SHOCKS WHEN GOING OVER BUMPS-SEE BRANDON STOLPT VERIFIED, TRACED TO STRUTS. REPLACED FRONT STRUTS & ALIGNED. WAS NECESSARY TO REPLACE LF MOUNT (DAMAGED).
 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN
 C/S THE HOMELINK FOR GARAGE DOOR OPENER IS INOP AND REMOTE KEY FOBS STOPPED WORKING AT THE SAME TIME WHEN SYSTEM IS WORKING RADIO HAS ALOT OF STATIC WHEN NOT WORKING STATIC GOES AWAY
 Found RKE/YM/PVD/UGD fuse open. CRT 1240 shorted to ground. Repaired short & replaced fuse. rest ok.

parts call on RKE struts & Lf

36 : 9 63850
: 5 63851
NI : 8 11
: 2 11
: 2

70ppm ok
[Signature]
N/C

#2
79

#3 - 16RENTCAR: RENTAL SERVICE CHARGE.

Original Estimate AUTHORIZATION DATE: .00

AUTH. A E P B G
(CIRCLE ONE)
[Signature]
SIGNATURE

4. QC Brandon Stolpt complete
[Signature]

RO #62001770
Right Front Strut
RO #757417
Left Front Strut

(D) ext wash

I hereby authorize the repair work above to be done along with the necessary material and labor that you are not responsible for loss or damage to vehicle or articles left in the 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. Thereby grant you 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 bills. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. © 1999 AUTOCAR, Inc. - Dealer Only Application Group (10) 441-1123

Customer Signature

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7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	9/11/09	R/O Number	62009500/1
R/O Close Date	9/11/09	Status	Pre-Invoice
Mileage In	36037	Mileage Out	36037
Service Advisor / Tag #			
MIKE BELEW/5025*W*			
Vehicle Identification Number			
1G1ZU57N57E			
Delivery Date		In-Service Date	
1/17/08			
Year	Make	Model	Color
2007	CHEVROLET	MALIBU	DARK BLUE
License Number		172162	

SHADY SHORES, TX		Work Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 14CVZ: CUSTOMER REQUEST DIAGNOSIS BRAKING CONCERN CUST STS THERE IS A VIBRATION NOTICED WHEN BRAKING ...INTERNAL TO SERVICE PER MIKE W Caused by VERIFIED, FRONT AND REAR ROTORS WARPED. Work performed by JOSE CARRILLO (36) RESURFACED FRONT & REAR ROTORS, RETESTED, O.K.	SRV POLICY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.*

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

WAITER

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
			work phone	9/11/09	62009500
			Key Tag #	Time Received	Time Promised
			5025	10:56	Waiting
			Body	Current Mileage	Mileage Out
			4D SEDAN LT	36037	
Year	Make	Model	Engine Code	Service Advisor	
2007	CHEVROLET	MALIBU		MIKE BELEW	
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZU57N57F		DARK BLUE		1/17/08	
172162					

#1 - 14CVZ: CUSTOMER REQUEST DIAGNOSIS BRAKING CONCERN
 CUST STS THERE IS A VIBRATION NOTICED WHEN BRAKING
 ...INTERNAL TO SERVICE PER MIKE W

*VERIFIED, RESURFACED FRONT
 REARS, RETESTED, GOOD.*

*ROTORS \$36 1.0
 1.6
 Original Estimate: 1.6 9/10.00*

*675 labor
 140132
 1.0
 .6
 3.2*

I
I
I

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents left in the vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. © 1999 ANKROM, Inc. - Dealerstep Application Group (503) 946-1022

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FORM BSA-L271-A3 (10-05)



Mary Schwartz/Austin/GM1
10/27/2009 05:08 PM

To Claire Manke
<cmanke@attorneysforconsumers.com>@SITEWCWEB
cc
bcc
Subject Re: [REDACTED] v. General Motors
Company

Claire,

Thank you for the signed offer and release from your client. I don't think I ever received a copy of their current registration. Please forward this to me as soon as possible so I can process the settlement.

Thank you,
Mary

Claire Manke <cmanke@attorneysforconsumers.com>



Claire Manke
<cmanke@attorneysforconsumers.com>
10/23/2009 02:50 PM

To "Mary_Schwartz@gmexpert.com"
<Mary_Schwartz@gmexpert.com>
cc
Subject [REDACTED] v. General Motors Company

Please see attached.

Thank you.

Claire Manke
Weisberg & Meyers, LLC
888 595 9111 ext 229
866 773 6152 facsimile
www.AttorneysForConsumers.com

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Signed Offer Letter.pdf



Signed Release.pdf

2007 MALIBU SEDAN LTZ
25U DARK BLUE METALLIC /V6G
842 EBONY

ORDER NO. KRDSR7/TRE STOCK NO.
VIN 1G1 ZU57 N5 7F

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD00228022

*****13*07090S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU SEDAN LTZ	23615.00	22316.18	INVOICE 01/09/07
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 01/09/07
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 01/12/07
LZ4 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 01/12/07
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 01/09/07
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	KEYS G0449 G0449
UC6 AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO)	300.00	249.00	WFP-F QTR OPT-1 BANK: GMAC - 005
U2K XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	199.00	165.17	CHG-TO 07-090
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SHIP WT: 3317 HP: 36.5 GMS: 23446.93 SUPPLR: 24495.29 MRM: 25564.00 DAN: LTZ MEMO 1095.70

TOTAL MODEL & OPTIONS	24914.00	23394.35	ACT 231	23296.93
DESTINATION CHARGE	650.00	650.00	H/B 261	747.42
LAM DEALER CONTRIBUTION		249.14	ADV 261	249.14
LAM GROUP CONTRIBUTION		249.14	EXP 65A	249.14

TOTAL	25564.00	24542.63	PAY 310	24542.63
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		23440.98		

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.

JAMES WOOD CHEVROLET, CADILLAC, OLDS

REMIT TO GMAC NO. 005
VIN 1G1ZU57N57F
\$ 24542.63 INV 1AD00228022
DUE 01/12/07 DEALER 07-090

VIN: 1G1ZU57N5 7F [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KRDSR7
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 07090	734328		01/26/08	XMJ	3,364.06	
INCTV PAYMENT	13 07090	734328		01/26/08	XMJ	3,364.06	
INCTV APPLICATN	13 07090	734328		01/26/08	XMJ	3,364.06	
INCENTIVE MEMO	13 07090	00033811655		01/19/08	FFC	34.49	
INCTV PAYMENT	13 07090	00033811655		01/19/08	FFC	34.49	
INCTV APPLICATN	13 07090	00033811655		01/19/08	FFC	34.49	
DELIVERY D.O.E.	13 07090			01/18/08		0.00	
DELIVERY TO CUS	13 07090			01/17/08		0.00	
SERVICE OUT DAT	13 07090			01/17/08		0.00	
INCENTIVE MEMO	13 07090	00032266280		04/26/07	U5C	750.00	
INCTV PAYMENT	13 07090	00032266280		04/26/07	U5C	750.00	
INCTV APPLICATN	13 07090	00032266280		04/26/07	U5C	750.00	
SERVICE IN DATE	13 07090			04/24/07		0.00	
SETTLEMENT DATE	13 07090	1AD00228022		01/13/07		24,542.63	CR
EXPIRATION TRAN	13 07090	1AD00228022		01/12/07		0.00	
ORIGINAL INVOIC	13 07090	1AD00228022		01/09/07		24,542.63	
COV/NVIS DATE	13 07090	1AD00228022		01/09/07		0.00	
SHIPMENT DATE	13 07090			01/09/07		0.00	
PRODUCTION (BUI	13 07090			01/09/07		0.00	
PREFERENCE TO P	13 07090			12/19/06		0.00	
GM ORDER ACCEPT	13 07090			12/14/06		0.00	
GM ORDER ACCEPT				12/14/06		0.00	

VIN: 1G1ZU57N5 7F [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KRDSR7

ODATE: 12/14/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 07090
DDATE: 01/17/08 DLVY FAN: DTYPE: 010 SRVC TYPE: 001 MILEAGE: 5940

DLVY DOE: 01/18/08 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: [REDACTED]

TRD DOE: SRVC IN: 04/24/07 SHADY SHORES TX [REDACTED]

SRVC OUT: 01/17/08 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
FFC	01	13 07090	00033811655	01/19/08	34.49	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00033811655 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
USC	01	13 07090	00032266280	04/26/07	750.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00032266280 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
XMJ	01	13 07090	734328	01/26/08	3,364.06	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 734328 AUTH PUR CD:
MISC DATE: 01/17/08 MISC: 0000014840MEA0
POLICY PYMT CMNT: ACTV TYPE: 6

PHONE (903) 489-4109

CITY STATE TX ZIP PHONE

CO-BUYER
 ADDRESS
 CITY SHADY SHORES STATE TX ZIP
 PHONE

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY

The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments according to the payment schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not. You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

Year	Make	Model	Vehicle Identification No.	<input type="checkbox"/> New <input type="checkbox"/> Demonstrator <input type="checkbox"/> Factory <input type="checkbox"/> Official/Executive	USE FOR WHICH PURCHASED <input type="checkbox"/> PERSONAL, FAMILY, OR HOUSEHOLD <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL
2007	CHEVROLET	TRUCK	1G1Z57N57E		
Trade-In: Year	Make	Model	Vehicle Identification No.	License No.	
2002	FORD	TRUCK	EXPLORER	5B1237	

FINANCIAL DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. 0.00 %	FINANCE CHARGE The dollar amount the credit will cost you. \$ 0.00	Amount Financed The amount of credit provided to you or on your behalf. \$ 25897.38	Total of Payments The amount you will have paid after you have made all payments as scheduled. \$ 25897.38	Total Sales Price The total cost of your purchase on credit including down payment. \$ 25897.38
--	---	--	---	--

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
59	\$ 431.62	MONTHLY BEGINNING 03/01/2008	
1	\$ 431.62	DUE ON 02/01/2013	

security. We will have a security interest in the vehicle being purchased.
 ate Charge. If we do not receive your entire payment within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
 repayment. If you pay all that you owe early, you will not have to pay a penalty.
 additional information. See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

Cash price (including any accessories, services, taxes, etc.)	\$ N/A	\$ N/A
Total downpayment = (If negative enter "0" and see line 4A below)	\$ N/A	\$ N/A
Gross trade-in	\$ 5025.00	
payoff by seller	\$ 6770.85	
= net trade-in	\$ -1745.85	
+ cash	\$ N/A	
+ Mrs. Rebate	\$ N/A	
+ other (describe)	\$ N/A	
Total downpayment	\$ 0.00	
Unpaid balance of cash price (1 minus 2)	\$ 23592.19	
Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):		
A Net trade-in payoff to REGENTS BANK	\$ 1745.85	
B Cost of optional credit insurance paid to insurance company or companies		
Life	\$ N/A	
Disability	\$ N/A	\$ N/A
C Other insurance paid to the insurance company	\$ 336.41	
D Official fees paid to government agencies	\$ N/A	

PROPERTY INSURANCE You must keep this collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

Optional credit life and credit disability insurance. Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Credit Life, one buyer \$ N/A Term N/A
 Credit Life, both buyers \$ N/A Term N/A
 Credit Disability, one buyer \$ N/A Term N/A
 N/A (Insurance Company)
 N/A (Home/Office Address)

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.

If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

(Buyer's signature) (Date)
 (Co-Buyer's signature) (Date)

Optional insurance coverages. The insurance described below is not required to obtain credit. It will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Coverage	Term in Months	Monthly Premium
----------	----------------	-----------------

E Dealer's inventory tax if not included in cash price	\$	N/A
F Sales tax if not included in cash price	\$	43.88
G Other taxes if not included in cash price	\$	N/A
H Government license and/or registration fees	\$	N/A
I Government certificate of title fee	\$	72.30
J Government vehicle inspection fees	\$	33.00
K Deputy service fee paid to dealer	\$	23.75
L Documentary fee. A documentary fee is not an official fee. A documentary fee is not required by law, but may be charged to buyers for handling documents and performing services relating to the closing of a sale. A documentary fee may not exceed \$50. This notice is required by law.	\$	N/A
M Other charges (Seller must identify who is paid and describe purpose.)	\$	50.00
to N/A for N/A 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
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 others on your behalf	\$	N/A
5 Amount financed (3 + 4)	\$	2705.14
	\$	2597.30

Coverage	Months	Premium
GAP*	60	\$ 336.4
N/A	N/A	N/A
N/A	N/A	N/A

STONEBRIDGE GAP INS CO
(Insurance Company)
N/A
(Home Office Address)

*If the vehicle is determined to be a total loss, GAP Insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.

If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner.

You want the optional coverages for which premiums

[Redacted Signature] 01/17/2008
(Date)
[Redacted Signature] 01/17/2008
(Date)
(Co-buyer's signature) (Date)

LIABILITY INSURANCE
THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

any change to this contract must be in writing and signed by both you and us. No oral changes to this contract are enforceable.

See back for other important agreements. Co-Buyer: X [Redacted]

CONSUMER WARNING
Before signing this contract, you should read it carefully. Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.
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.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT
I/WE AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Date: 01/17/2008 Co-Buyer Signs: [Redacted] Date: 01/17/2008
Buyer 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.

Buyer/owner signs here: X [Redacted] Date: [Redacted] Address: [Redacted] Title: [Redacted]
By X [Redacted]

CONSUMER CREDIT COMMISSIONER NOTICE. To contact the Commissioner, call (800) 252-6229. This contract is subject in whole or in part to Texas law which is enforced by the Commissioner. The Commissioner can be contacted relative to any inquiries or complaints.
2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occ.state.tx.us

Seller assigns its interest in this contract to: GMAC Nuvel National Auto Finance GMACAB Nuvel Credit Company.
Buyer agrees to the terms of Seller's agreement(s) with assignee.
Assigned with recourse _____ Assigned without recourse or with limited recourse _____
Seller: JAMES WOOD CHEV-CAD By: [Redacted] Title: [Redacted]



JAMES WOOD

940-591-9663 972-434-1515 Metro

AUTOPARK, inc.

3906 I-35 E South
P O Box 50779
Denton, Texas 76208

01/17/08

DATE
PURCHASER'S NAME
ADDRESS
SHADY SHORES TX
CITY STATE
RES. PHONE BUS. PHONE
E-MAIL ADDRESS MOBILE PHONE
MODEL OR SERIES 4D SEDAN LT
1 6 1 2 0 5 7 N P 1 F

NEW CAR
 USED TRUCK YEAR 2007 MAKE CHEVROLET
BODY TYPE MALIBU VEHICLE IDENTIFICATION NO.
COLOR DARK BLUE MET TRIM EBONY/L1 1 MILES 5940 STOCK NO. 172162

OPTIONAL EQUIPMENT AND/OR ACCESSORIES	
VEHICLE PRICE	22500.00
	N/A
GM EMPLOYEE RUTH #	

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

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$60 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

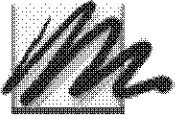
REFERENCE #
CUSTOMER ACCEPTS PROTECTION
PACKAGE AT THIS TIME YES NO
CUSTOMER SIGNATURE

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes my prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read the terms and conditions and has received a true copy of this Order.

SOCIAL SECURITY [redacted] DATE 01/17/2008
SOCIAL SECURITY [redacted] DATE 01/17/2008

TRADE-IN MILES	111755	LIC. #	
YEAR	2002	MAKE	FORD TRUCK MODEL 4 DOOR UT
V.N.	1 F M Z U 6 3 E 9 2 U		
BAL OWED TO REGENTS BANK			
PHONE			
ACCT. #			
USED TRADE-IN ALLOWANCE	5025.00		
CONTACT	GOOD TILL	BAL. OWED	6770.85
NET ALLOWANCE ON USED TRADE-IN			-1745.85
SHOW LIEN: GMAC			
ADDRESS P.O. BOX 8102			
CITY COCKEYSVILLE		STATE	MD ZIP 21030
DRAFT ON:			
ADDRESS			
CASH SALE OF MOTOR VEHICLE	22500.00		
DEALER'S INVENTORY TAX	43.84		
STATE AND LOCAL TAXES	1092.19		
LICENSE	WT.		72.30
TRANS., TITLE, REG., STATE INSP.			56.75
DOCUMENTARY FEE	\$50.00		
TOTAL PRICE OF UNIT	23815.12		
DOWN PAYMENT CONSISTING OF:			
DEPOSIT		N/A	REBATES
NET TRADE-IN	-1745.85		
CASH		N/A	
TOTAL DOWN PAYMENT	-1745.85		
BALANCE DUE ON DELIVERY	25560.97		
GMPP			N/A
DRAFT	25560.97		

ROBERT CAPESTANY 661
SALESMAN
ACCEPTED BY: *[Signature]*
DEALER OR AUTHORIZED REPRESENTATIVE



Mary Schwartz/Austin/GM1

10/30/2009 09:14 AM

To cmanke@attorneysforconsumers.com
cc
bcc
Subject Fw: [REDACTED] v. General Motors Company

Hi Claire,

Have you been able to obtain the current registration from your clients.

Thank you,
Mary

Mary Schwartz/Austin/GM1



Mary Schwartz/Austin/GM1

10/27/2009 05:08 PM

To Claire Manke
<cmanke@attorneysforconsumers.com>@SITEWCWEB
cc
Subject Re: [REDACTED] v. General Motors
Company

Claire,

Thank you for the signed offer and release from your client. I don't think I ever received a copy of their current registration. Please forward this to me as soon as possible so I can process the settlement.

Thank you,
Mary

Claire Manke <cmanke@attorneysforconsumers.com>



Claire Manke
<cmanke@attorneysforconsumers.com>

10/23/2009 02:50 PM

To "Mary_Schwartz@gmexpert.com"
<Mary_Schwartz@gmexpert.com>
cc
Subject [REDACTED] v. General Motors Company

Please see attached.

Thank you.

Claire Manke
Weisberg & Meyers, LLC
888 595 9111 ext 229

866 773 6152 facsimile
www.AttorneysForConsumers.com

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Statement Required by U.S. Treasury Department:

The U.S. Treasury Department requires us to advise you that this written advice is not intended or written by our firm to be used, and cannot be used by any taxpayer, for the purpose of avoiding any penalties that may be imposed under the Internal Revenue Code. Written advice from our firm relating to Federal tax matters may not, without our express written consent, be used in promoting, marketing or recommending any entity, investment plan or arrangement to any taxpayer, other than the recipient of the written advice.



Signed Offer Letter.pdf



Signed Release.pdf



todd.w.nelson@gm.com
09/30/2009 08:47 AM

To Mary_Schwartz@gmexpert.com
cc
bcc
Subject Re: Customer [REDACTED] SR 71-754321541

OK

Mary_Schwartz@gmexpert.com

09/29/2009 04:04 PM

To todd.w.nelson@GM.com
cc
Subject Customer [REDACTED] SR 71-754321541

Todd Nelson:

This email is to follow up on Service Request 71-**754321541** for customer [REDACTED]. The customer's vehicle is a **2007 Chevrolet Malibu** with **35,413** miles. The VIN is 7F[REDACTED]. The customer has been working with James Wood Chevrolet Cadillac Oldsmobile in Denton, Tx.

In prior communications you requested to be informed of our settlement offer before contacting the plaintiff's counsel. After reviewing the merits of the case, the GM Legal Staff believes an offer of cash would be appropriate to settle this case in the Early Resolution program.

We would appreciate your support of this settlement offer. If you have any new information not previously shared that you feel might affect the BRC decision to make the offer above please provide that at this time. Due to time constraints, we need to receive your feedback on this offer within 48 hours.

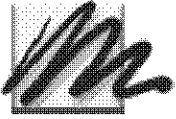
Thank you,

Mary Schwartz

Legal Agent - BRC Legal Department
Aditya Birla Minacs
1-(866) 790-5600 x 31062 | mary_schwartz@gmexpert.com
Fax # 866-485-8229[attachment "Case Assessment.doc" deleted by Todd W. Nelson/US/GM/GMC]

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



Mary Schwartz/Austin/GM1

09/30/2009 02:01 PM

To slandgraf@attorneysforconsumers.com

cc

bcc

Subject Your client [REDACTED]

Re: Your client [REDACTED]
2007 Chevrolet Malibu
VIN 1G1ZU57N57F [REDACTED]

I have attached our offer and release for your client Schwartz. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.



Offer.doc Release.doc

Thank you,

Mary Schwartz
Legal Agent - BRC Legal Department
Aditya Birla Minacs
1-(866) 790-5600 x 31062 | mary_schwartz@gmexpert.com
Fax # 866-485-8229



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

VIA FAX ONLY

Follow-up: September 15, 2009
September 11, 2009

Fax: 940-349-9605

Mr. Mike White, Service Manager
JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE
PO BOX 50779
DENTON, TX 76206-0779

RE:

[REDACTED]
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Vehicle purchased on or about: 04/24/2007
Legal Research Specialist: Nita DeHoyos

Dear Mr. White:

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

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

Please fax them within 24 hours to 1-866-255-3730. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

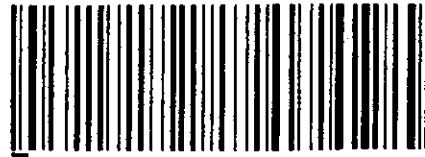
Nita DeHoyos
General Motors Corporation



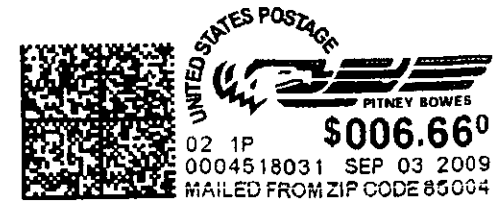
LG0040
V6302006



CERTIFIED MAIL



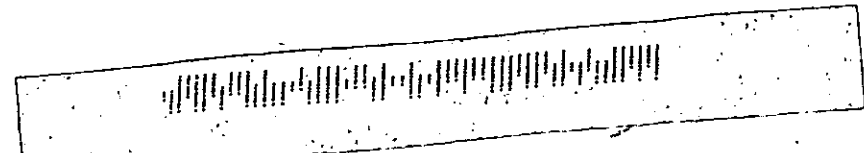
7002 0510 0003 0546 0546



Weisberg & Meyers, LLC
5025 N. Central Ave. #602
Phoenix, AZ 85012

General Motors Company
Chevrolet Division
Attn: Legal Department
P.O. Box 33170
Detroit, MI 48232

09-11-2009 1:18 RCVD



WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS

108 E. 46TH STREET

AUSTIN, TX 78751

512-436-0036

866-775-3666 (TOLL FREE)

866-317-2674 FACSIMILE

TEXAS OFFICE

WWW.ATTORNEYSFORCONSUMERS.COM

EXTENSION: 116

E-MAIL: SLANDGRAF@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN:

TEXAS

September 3, 2009

Via Certified Mail - Return Receipt Requested

General Motors Company
Chevrolet Division
Attn: Legal Department
P.O. Box 33170
Detroit, MI 48232

Re: [REDACTED] v. General Motors Company
Our Clients: [REDACTED]
Your Client: General Motors Company
Vehicle: 2007 Chevrolet Malibu
VIN: 1G1ZU57N57F [REDACTED]
Our File Number: T090057X

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Texas Deceptive Trade Practices Act, the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our clients for any reason. Instead, please direct all future contact and correspondence to this office. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our clients' possession. As these records show, our clients paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

1. Defective steering;
2. Defective suspension

ARIZONA * CALIFORNIA * COLORADO * GEORGIA * FLORIDA * ILLINOIS
NEW MEXICO * OKLAHOMA * OREGON * TEXAS * WASHINGTON * WASHINGTON D.C.

3. Defective body electrical system;
4. Defective exterior trim, fit & finish;
5. Defective lighting system; and
6. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our clients to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose and that you breached your warranties to my clients. These acts caused harm for which our clients intend to seek redress.

To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including mental anguish and our clients' attorneys' fees pursuant to the fee-shifting provisions of the Texas Deceptive Trade Practices Act, the Magnuson-Moss Warranty Act and/or Lemon Law. The specific amount demanded herein for these damages totals \$26,000.00. In exchange for meeting this demand, our clients will waive all loss of use and aggravation and inconvenience damages sustained to date.

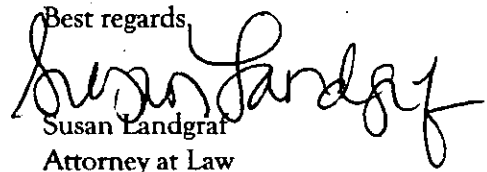
You are further hereby notified that should you force litigation, my clients will seek treble damages against your company for its violations herein.

This letter also constitutes notice under U.C.C. § 2-711(3) of our clients' security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our clients have the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our clients need return of the monies listed above before substitute goods can be acquired, our clients reserve the right to mitigate all parties damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our clients have revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our clients by your failure. Please also

consider this letter prior direct written notification pursuant to T.C.A. § 17.505 and of our clients' intent to pursue a claim pursuant to said statute. If you desire an inspection pursuant to said provision, you are hereby directed to contact this office within sixty (60) days of the date of this letter. However, you are advised suit may be filed sixty-one (61) days after the sending of this letter, and earlier should the same be necessary to avoid the running of the statute of limitations.

In conclusion, I urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although I believe the above demands are reasonable, our clients remain open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, I will assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

Best regards,



Susan Landgraf
Attorney at Law

SL/js
Enc.

cc: [REDACTED]

PHONE [REDACTED]
 CO-BUYER [REDACTED]
 ADDRESS [REDACTED]
 CITY SHADY SHORES STATE TX ZIP [REDACTED]
 PHONE [REDACTED]

CITY [REDACTED] STATE TX ZIP [REDACTED]
 PHONE [REDACTED]

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY
 The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not. You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

Year	Make	Model	Vehicle Identification No.	<input checked="" type="checkbox"/> New <input type="checkbox"/> Demonstrator <input type="checkbox"/> Factory <input type="checkbox"/> Official/Executive <input type="checkbox"/> Used	USE FOR WHICH PURCHASED <input type="checkbox"/> PERSONAL, FAMILY, OR HOUSEHOLD <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL
2007	CHEVROLET	MOTORHOME	1G1ZU5N57E		
Trade-In: Year	Make	Model	VIN	License No.	
2002	FORD	TRUCK	EXPLORER		

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. <u>0.00</u> %	FINANCE CHARGE The dollar amount the credit will cost you. \$ <u>0.00</u>	Amount Financed The amount of credit provided to you or on your behalf. \$ <u>25897.38</u>	Total of Payments The amount you will have paid after you have made all payments as scheduled. \$ <u>25897.38</u>	Total Sale Price The total cost of your purchase on credit including down payment. \$ <u>25897.38</u>
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Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
59	\$ <u>431.62</u>	MONTHLY BEGINNING 03/01/2008
1	\$ <u>431.60</u>	DUE ON 02/01/2013

security. We will have a security interest in the vehicle being purchased.
 ate Charge. If we do not receive your entire payment within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
 repayment. If you pay all that you owe early, you will not have to pay a penalty.
 additional information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

Cash price (including any accessories, services, taxes, ...)	\$ <u>N/A</u>
Total downpayment = (If negative enter "0" and see line 4A below)	\$ <u>N/A</u> (23592.19)
Gross trade-in	\$ <u>5025.00</u>
payoff by seller	\$ <u>6770.85</u>
= net trade-in	\$ <u>-1745.85</u>
+ cash	\$ <u>N/A</u>
+ Mrs. Rebate	\$ <u>N/A</u>
+ other (describe)	\$ <u>N/A</u>
Total downpayment	\$ <u>0.00</u>
Unpaid balance of cash price (1 minus 2)	\$ <u>23592.19</u>
Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A Net trade-in payoff to <u>REGENTS BANK</u>	\$ <u>1745.85</u>
B Cost of optional credit insurance paid to insurance company or companies	
Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>
C Other insurance paid to the insurance company	\$ <u>336.41</u>
D Official fees paid to government agencies	\$ <u>N/A</u>

PROPERTY INSURANCE: You must keep this collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.
 Any insurance is included below, policies or certificates from the insurance company will describe the terms, conditions and deductibles.
Optional credit life and credit disability insurance. Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.
 Credit Life, one buyer \$ N/A Term N/A
 Credit Life, both buyers \$ N/A Term N/A
 Credit Disability, one buyer \$ N/A Term N/A
N/A (Insurance Company)
N/A (Home/Office Address)
 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.
 If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.
 You want the insurance indicated above:
 (Buyer's signature) (Date)
 (Co-Buyer's signature) (Date)
Optional insurance coverages. The insurance described below is not required to obtain credit. It will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.
 Coverage Term In Months Security Premium

E Dealer's Inventory tax if not included in cash price	\$	N/A
F Sales tax if not included in cash price	\$	43.88
G Other taxes if not included in cash price	\$	N/A
H Government license and/or registration fees	\$	N/A
I Government certificate of title fee	\$	72.30
J Government vehicle inspection fees	\$	33.00
K Deputy service fee paid to dealer	\$	23.75
L Documentary fee. A documentary fee is not an official fee. A documentary fee is not required by law, but may be charged to buyers for handling documents and performing services relating to the closing of a sale. A documentary fee may not exceed \$50. This notice is required by law.	\$	N/A

Coverage	Months	Premium
GAP*	60	\$ 336.4
N/A	N/A	N/A
N/A	N/A	N/A

STONEBRIDGE GAP INS CO

(Insurance Company)

N/A

(Home Office Address)

*If the vehicle is determined to be a total loss, GAP Insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.

If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner.

You want the optional coverages for which premiums are included above.

[Redacted] 01/17/2008
(Date)

[Redacted] 01/17/2008
(Date)

LIABILITY INSURANCE
THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

M Other charges (Seller must identify who is paid and describe purpose.) \$ 50.00

N/A	for	N/A	N/A	\$	N/A
N/A	for	N/A	N/A	\$	N/A
N/A	for	N/A	N/A	\$	N/A
N/A	for	N/A	N/A	\$	N/A
N/A	for	N/A	N/A	\$	N/A
N/A	for	N/A	N/A	\$	N/A
N/A	for	N/A	N/A	\$	N/A
N/A	for	N/A	N/A	\$	N/A

Total other charges and amounts paid to others on your behalf \$ 2705.15 (4)

5 Amount financed (3 + 4) \$ 2597.38

Both you and we must sign it. No oral changes to this contract. Co- [Redacted]

CONSUMER WARNING
Notice to the buyer - Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.
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.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT
YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE SIGNING THIS CONTRACT, WE GAVE IT TO YOU FREE TO TAKE IT AND

Date 01/17/2008 Co-Buyer Sign Date 01/17/2008
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.
Date Address
By X Title

JAMES MOOD CHEV-CAD 01/17/2008
CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.
CONSUMER CREDIT COMMISSIONER NOTICE. To contact [Redacted] about this account, contact the Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occc.state.tx.us, I can be contacted relative to any inquiries or complaints.

Seller assigns its interest in this contract to: GMAC Nuvel National Auto Finance GMACAB Nuvel 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 JAMES MOOD CHEV-CAD By Title



JAMES WOOD

AUTOPARK, INC.

3906 I-35 E South
P O Box 50779
Denton, Texas 76206

940-591-9663 972-434-1515 Metro

01/17/08

DATE

NAME

SHADY SHORES TX

NEW CAR
 USED TRUCK YEAR 2007 MAKE CHEVROLET
 BODY TYPE MALIBU VEHICLE IDENTIFICATION NO. [REDACTED]
 COLOR DARK BLUE MET TRIM EBONY/L1 1

E-MAIL ADDRESS

MOBILE PHONE

MODEL OR SERIES

4D SEDAN L1

1 6 1 2 0 5 7 N P F [REDACTED]

MILES

5940

STOCK NO.

172162

OPTIONAL EQUIPMENT AND/OR ACCESSORIES	
VEHICLE PRICE	22500.00
	N/A
GM EMPLOYEE RUTH #	

TRADE-IN MILES	111755	LIC. #	[REDACTED]
YEAR	2002	MAKE	FORD TRUCK MODEL 4 DOOR UTILITY
V.N.	1 F M Z U 6 3 E 9 2 U		[REDACTED]
BAL OWED TO REGENTS BANK			
PHONE #	[REDACTED]		[REDACTED]
ACCT. #	[REDACTED]		[REDACTED]
USED TRADE-IN ALLOWANCE			5025.00
CONTACT	GOOD TILL	BAL. OWED	6770.85
NET ALLOWANCE ON USED TRADE-IN			-1745.85
SHOW LIEN: GMAC			
ADDRESS P.O. BOX 8102			
CITY COCKEYSVILLE STATE MD ZIP 21030			
DRAFT ON:			
ADDRESS			

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

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$60 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

REFERENCE #

CUSTOMER ACCEPTS PROTECTION

PACKAGE AT THIS TIME YES NO

CUSTOMER SIGNATURE

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes my prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order.

CASH SALE OF MOTOR VEHICLE	22500.00
DEALER'S INVENTORY TAX	43.84
STATE AND LOCAL TAXES	1092.19
LICENSE	WT. 172.30
TRANS., TITLE, REG., STATE INSP.	56.75
DOCUMENTARY FEE	\$50.00
TOTAL PRICE OF UNIT	23815.12
DOWN PAYMENT CONSISTING OF:	
DEPOSIT	N/A
NET TRADE-IN	-1745.85
CASH	N/A
TOTAL DOWN PAYMENT	-1745.85
BALANCE DUE ON DELIVERY	25560.97
GMPP	N/A
DRAFT	25560.97

SOCIAL SECURITY [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

01/17/2008

PURCHASER [REDACTED] DATE

SOCIAL SECURITY [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

01/17/2008

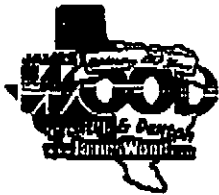
PURCHASER [REDACTED] DATE

ROBERT CAPESTANY 661

SALESMAN

ACCEPTED BY:

DEALER OR AUTHORIZED REPRESENTATIVE



3906 I-35E South
Denton, TX 76205
(940) 591-8663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

W.O. Open Date	W.O. Number
5/11/09	62001967/:
W.O. Close Date	Plate
5/19/09	Reprint
Message No.	Message Code
29374	29374
Customer Name / Last / First	
MICHAEL PAYNE/4743	
Vehicle Plate No. / Title	
1G1ZU57N57F	
Delivery Date	In Service Date
1/17/08	
Color	Color Number
DARK BLUE	

SHADY SHORES, TX			
Year	Make	Model	Sub
2007	CHEVROLET	MALIBU	4D SEDAN LT
I72162			

DESCRIPTION OF SERVICE AND REPAIRS	WARRANTY
#1 - MR 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS FRONT BUMPER IS LOOSE Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECK ALL BOLTS IN BUMPER	Internal
#2 - MR 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS FRONT RIGHT HEADLIGHT ASSEMBLY LOOSE Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECK HEADLAMPS INSTALLATION , OK	Internal
#3 - MR 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS HEADLIGHTS AIMED TOO LOW Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECKED HEADLAMP AIM . HEADLAMPS AIMED CORRECTLY	Internal
#4 - MR 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS PASS FRONT DOOR CATCHES WHEN CLOSING Caused by DOOR MISSALIGNED Corrected by B4000: (OG) (3A) Work performed by ROYCE DANIELL (204) ALIGN DOOR	Warranty
#5 - MR 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH PULLS TO RIGHT WHEN DRIVING...SEE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX LD.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURNS OR REFUND ON SALE OF ITEMS OR SPECIAL ORDERS
X



3908 I-35E South
Denton, TX 76208
(940) 591-8863

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

Order Date	5/11/09	Order Number	62001967/
Order Date	5/19/09	Order	Reprint
Order Number	29374	Order Number	29374
Customer Name	MICHAEL PAYNE/4743		

Address	SHADY SHORES, TX	City		State		Zip	
Year	2007	Make	CHEVROLET	Model	MALIBU	Trim	4D SEDAN LT
Color	172162	Color		Color		Color	DARK BLUE

HISTORY..ADVISE
Work performed by JOSE CARRILLO (36)
SET TOE TO SPECS. AND RETESTED, GOOD.

#6 - MR 16CVZ: SUBLET REQUIRED FOR REPAIR
1G6DF577290 [REDACTED] JWRENTAL C1 CUST PUT IT 5/11/09
@ 10:30 AM CONTRACT 73867 45.00 64D TO PAY
Work performed by 1000 : 73867

Internal

RENTAL POL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO TO TURN ON THE METAL OR SAFETY LINES OR SIMILAR CIRCUITS

X



3806 I-35E South
Denton, TX 76205
(840) 591-9883

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

Date Rec'd	PO Number		
5/07/09	62001770/		
PO Rec'd Date	Plate		
5/18/09	Reprint		
Invoice #	File #		
28878	28885		
Customer Name			
MICHAEL PAYNE/4224			
Vehicle Identification #			
1G1ZU57N57F			
Date Rec'd	Invoice #		
1/17/08			
Year	Make	Model	Color
2007	CHEVROLET	MALIBU	4D SEDAN LT
172162			DARK BLUE

SHADY SHORES, TX

DESCRIPTION OF SERVICE PERFORMED	QUANTITY
<p>#1 - MR 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN WARR//CUST STS HEARS SQUEAK FROM RIGHT FRONT OF VEH WHILE DRIVING...SEE HISTORY Caused by VERIFIED, RF STRUT NOISY. Corrected by E3850: (NU) (1P) Work performed by JOSE CARRILLO (36) Installed 19180746 (FP):*STRUT KIT (07345-PC) REPLACED RF STRUT AND ALIGNED TO SPECS. RE-TESTED, O.K.</p>	Warranty Warranty Qty: 1
<p>#2 - MR 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS HEARS CLUNKING NOISE FROM FRONT RIGHT OF VEH WHILE DRIVING SEE HISTORY Caused by VERIFIED, TRACED TO CLAIPEERS, INSUFFICIENT LUBRICATION. Corrected by H0030: (NM) (2N) Work performed by JOSE CARRILLO (36) Corrected by H0031: (NM) (2N) LUBED CALIPER PINS AND RETESTED, O.K.</p>	Warranty
<p>#3 - MR Customer Reports: WAR//CUST STS HEARS CLUNK FROM LEFT FRONT OF VEH WHILE DRIVING-GOING OVER BUMPS SEE HISTORY Caused by VERIFIED, TRACED TO LF UPPER MOUNT. Work performed by JOSE CARRILLO (36) REPLACED LF UPPER MOUNT.</p>	SRV POLICY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURNS ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X



3908 I-35E South
Denton, TX 76205
(840) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

Service Date	62001770/
Service Date	5/07/09
Service Date	5/18/09
Service Date	Reprint
Service Date	28878
Service Date	28885
Service Date	MICHAEL PAYNE/4224
Service Date	1G1ZU57N57E
Service Date	1/17/08
Service Date	DARK BLUE

Address	SHADY SHORES, TX
Year	2007
Make	CHEVROLET
Model	MALIBU
Body Style	4D SEDAN LT
Color	DARK BLUE
VIN	172162

#4 - MR 01CVZ1: FREE EXTERNAL CAR WASH Sub Total: Labor: .00 Parts: .00 Total: .00	SRV POLICY	
#5 - MR 20CVZ: PERFORM MULTI-POINT INSPECTION Work performed by WAYNE SMITH (937) Sub Total: Labor: .00 Parts: .00 Total: .00 DONE ON RO 757417		
#6 - MR 99CVZ: QUALITY CONTROL CHECK Installed 15836873 :MOUNT (07395-PC) QUALITY CONTROL BY MIKE WHITE AND SHOP FOREMAN TO VERIFY REPAIRS DONE TO CUSTOMER SATISFACTION		
#7 - MR 16CVZ: SUBLET REQUIRED FOR REPAIR CUST REQUESTS COURTESY TRANSPORTATION WHILE WORK IS BEING PERFORMED 1GKPC36059J [REDACTED] JWRENTAL #11 CUST PUT IN 5-7-09 AT 9AM CONTRACT #73841 42.00 64D TO PAY Work performed by 1000 : 73841		RENTAL POL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS ON SPECIAL ORDERS
X



3808 I-35E South
Denton, TX 76205
(940) 591-8883

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

Open Date	82001046/
4/30/09	
Close Date	Reprint
6/03/09	
Message No	28801
28801	
Service Order / Part #	
CARL SMITH/11	
Vehicle Identification Number	
1G1ZU57N57F	
Order Date	1/17/08
Year	2007
Make	CHEVROLET
Model	MALIBU
Body	4D SEDAN LT
Color	DARK BLUE
License Number	172162

DESCRIPTION	AMOUNT
#1 - MR 51CVZ: BODY SHOP REPAIR OR REPLACE REPLACE FRONT COVER Work performed by BARRHET SMITH (976) Installed 15266275 :FASCIA (07831-C) 10347.34 Sub Total: Labor: 91.20 Parts: 347.34 Total: 438.54	91.20 347.34
#2 - BS 51CVC1: BODY SHOP PAINT REF FRONT COVER Work performed by ERIC BEAUVAIS (779) Sub Total: Labor: 151.20 Parts: .00 Total: 151.20	151.20
#3 - BS 51CVZ5: BODY SHOP CLEAN UP WASH AND VACCUUM Work performed by BRIAN LAVALLAIS (360) Work performed by BRIAN LAVALLAIS (360) Sub Total: Labor: .00 Parts: .00 Total: .00	
Paint & Materials Sub Total: Labor: .00 Parts: .00 Total: .00	100.80
Please Note: CHARGE TO SERVICE ACCT 306704	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR BATTERY ITEMS OR SPECIAL ORDERS

LABOR	242.40
PARTS	448.10
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	36.90
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	727.50
MISC-OTHER 306704/82001046	727.50

X



3806 I-35E South
Denton, TX 76208
(847) 681-8663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

4/27/09	62001213/
5/08/09	Reprint
28801	28801
LUKE RICHMOND/2032	
1G1ZU57N57F	
1/17/08	
2007	CHEVROLET
172162	

SHADY SHORES, TX

Year: 2007
Make: CHEVROLET
Model: MALIBU
Trim: 4D SEDAN LT
Color: DARK BLUE

#1 - MR 51CVZ: BODY SHOP REPAIR OR REPLACE
SEND TO BODY SHOP TO REPAIR FRONT BUMPER AREAS THAT ARE MARKED..APPROVED BY WILL JAMESON
Work performed by ROBERT COOK (671)
Sub Total: Labor: .00 Parts: .00 Total: .00
REPAIRED FRONT BUMPER

#2 - MR 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR
Work performed by 1000 : 73772 Labor:
Work performed by 1000 : 73772 Parts:

Internal
Internal

Please Note: 2G1WT57K691 J W RETINAL #8 CUST PUT IN 4-27-09 AT 4:05PM CONTRACT #73772 42.00 64D TO PAY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to establis for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON DEFECTIVE OR SAFE BY ITEM OR SPECIAL ORDERS.

X



3808 I-35E South
Denton, TX 76205
(940) 591-9863

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

PO Order Date	PO Number				
4/26/09	62001071/3				
PO Order Date	Class				
4/27/09	Reprint				
Material	Material				
28796	28796				
Customer Name / PO #					
LUKE RICHMOND/2017					
Vehicle License / VIN					
1G1ZU57N57F					
Invoice Date	Invoice Date				
1/17/08					
Year	Make	Model	Trim	Color	Invoice Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

SHADY SHORES, TX

Year	Make	Model	Trim	Color	Invoice Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

<p>#1 - MR 03CT2: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN. CUST STS VEH MAKES A LOUD CREAKING/RATTLING NOISE WHEN HITTING BUMPS-SEE HISTORY Work performed by JOSE CARRILLO (36) ROAD TESTED AND ONLY HEARD FRONT GRILL RATTLING DUE TO DAMAGE.</p>		Warranty
<p>#2 - MR 16CVZ: SUBLET REQUIRED FOR REPAIR COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED. Caused by 2G1WT57K691 #8 CUST PUT IN RENTAL ON 4/24/09 AT 1:00PM ON ACCT #73758 263 TO PAY VEHICLE NOT DRIVEABLE Work performed by WAYNE SMITH (937) Work performed by 1000 : ALTERNATE TRANSPORTATION BEING PROVIDED PER GM COURTESY TRANSPORTATION. CUSTOMER SATISFACTION</p>		Internal Internal
<p>#3 - MR 01CVZ1: FREE EXTERNAL CAR WASH COURTESY EXTERIOR WASH Work performed by WAYNE SMITH (937) Sub Total: Labor: .00 Parts: .00 Total: .00</p>		
<p>#4 * MR 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR</p>		
<p>Please Note: J W RENTAL #8 CUST PUT IN 4-24-09 AT 1PM CONTRACT #73758 42.00 263 TO PAY</p>		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS
X

4/20/09 757417/

4/21/09 Reprint

28641 28641

LUKE RICHMOND

1G1ZU57N57F

1/17/08

DARK BLUE

SHADY SHORES, TX

2007 CHEVROLET MALIBU

4D SEDAN LT

#1 - MR 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END OF VEHICLE
COST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS
Caused by VERIFIED INSTALLED CHASSIS BARS TO ISOLATE AND TRACED TO LEFT FRONT STRUT
Work performed by JOSE CARILLO (36)

Warranty

#2 - MR 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN
COST STS INSIDE OF TRUNK WAS WET AFTER RAINING
Caused by WATER TEST FOR 1 HOUR. NO LEAK INTO TRUNK WAS FOUND.
Work performed by ROGER MUSGROVE (801)

Warranty

#3 - MR 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POINT VEHICLE INSPECTION.
Work performed by ROGER MUSGROVE (801)

Internal

#4 - MR 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.
Work performed by WAYNE SMITH (937)

Internal

#5 - MR 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED.
1G6DF577690 J W RENTAL #C20 CUST PUT IN
4-20-09 AT 9:14AM CONTRACT #73726 45.00 263 TO PAY
Work performed by WAYNE SMITH (937)

Warranty

#6 - MR 13CVZ03: EXTERIOR TRIM

4/20/09 757417/2
4/21/09 Reprint
28641 28641

[REDACTED]
SHADY SHORES, TX [REDACTED]

[REDACTED]

LUKE RICHMOND
1G1ZU57N57F [REDACTED]

1/17/08
DARK BLUE

2007 CHEVROLET MALIBU 4D SEDAN LT
172162

CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN
DRIVERSIDE
Caused by TRUNK OUT OF ALIGNMENT.
Work performed by ROGER MUSGROVE (801)

Warranty

356.70
.00
.00
.00
.00
.00
.00
.00
356.70

* S B C 0 1 1 4 6 0 3 *

ADMINISTRATOR
 Name
 Address
 13201 Northwest Freeway; Suite 801
 City State Zip Phone
 Houston TX 77040

POLICY NUMBER: [REDACTED]

GAP Insurance Premium \$ 336.41
 MSRP, If Purchased/Leased New \$ 2554.00
 Average Retail, If Used Vehicle \$ N/A
 Amount Financed/Adjusted Cap Cost \$ 25897.38
 Make
 Model CHEVROLET Year
 Vehicle Identification Number (VIN) 2007
 1617L57N57E

COVERED COLLATERAL INFORMATION

BUYER/LESSEE (Called "You" or "Your" herein)
 Name
 Address
 State Zip Phone
 SHADY SHORES TX

I UNDERSTAND THAT IF GAP COVERAGE IS ALREADY INCLUDED IN MY LEASE AGREEMENT, THIS GAP INSURANCE IS NOT AVAILABLE FOR MY LEASE. IF THIS POLICY IS ISSUED IN ERROR, I UNDERSTAND IT WILL BE NULL AND VOID AND ANY AMOUNT PAID WILL BE CREDITED TO MY LEASE.

FINANCING AGREEMENT INFORMATION
 Financial Institution/Lender
 GMAC
 R. D. BOX 660208
 State Zip Phone
 DALLAS TX 75266

TYPE OF FINANCING
 * For Loan/Retail Installment Sales Contract
 Lease Loan with Balloon Payment
 Financing Agreement Term (Months)
 60
 Policy Effective Date (Month/Day/Year)
 01/17/2008 (12:01 A.M. Std Time)

DEALER INFORMATION
 Dealer Code
 JAMES WOOD CHEV-CAD
 State Zip Phone
 WENTON TX 76201

POLICY TERM LIMITS
 Minimum Term: Loans - 48 Months
 Leases and Loans w/Balloon Pmt. - 24 Months
 Maximum Term: 84 Months
 POLICY COVERAGE LIMITS
 Maximum Percentage of MSRP/NADA: 150%
 Maximum Load Capacity: 3/4 Ton
 Maximum Covered Primary Insurance Carrier Deductible: \$1,000
 Refund Method - Pro Rata

ARBITRATION: Arbitration
 Authorized Representative Signature
 Date: 01/17/2008

Financing Agreement terminates early due to prepayment, refinancing, or other reasons, I understand I may be entitled to a refund or a credit to my unit of any unearned insurance premium. I understand it is my obligation to provide notice at the location where I purchased this insurance or to the Administrator directly, of any early termination of my Financing Agreement.
 I understand the purchase of GAP insurance is not required nor is it a condition of the extension of credit, and can be purchased from another source. I understand this GAP insurance will not be provided, unless I sign below and have paid the GAP Insurance Premium, shown in the Declarations. I understand this coverage is subject to the terms and conditions of the attached Policy. I understand the amount financed cannot exceed \$100,000 for Covered Collateral under any Financing Agreement.
 I understand this insurance may not cover the full term or amount of my Financing Agreement, if my Financing Agreement does not have uniform monthly repayment terms; or if the Financing Agreement term is greater than the Maximum Term, stated in the Declarations. Leases are considered to have uniform monthly payments in all states. I understand this insurance is not available if the term of my Financing Agreement is less than the Minimum Term, stated in the Declarations.
 I understand coverage under this Policy will not be provided for more than one Covered Collateral under any Financing Agreement.
 Subject to the provisions of the attached Policy, I understand the amount of insurance for my Covered Collateral, shown in the Declarations, shall not exceed: (1) for New Covered Collateral, 50% of the MSRP; (2) for Used Covered Collateral, 50% of the NADA retail value, at the inception date of my Financing Agreement. In no event will the amount of coverage exceed \$50,000. I understand coverage does not include any refundable additions to my amount financed.
 I understand at the inception date of my Financing Agreement, the amount financed for my Covered Collateral cannot exceed the Maximum Percentage of MSRP/NADA, shown in the Declarations. I understand my Financing Agreement will not be disqualified from coverage, if the amount financed exceeds such maximum; however, the coverage will be subject to the limits stated in the paragraph above.



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number
8/17/09	62007969/1
R/O Close Date	Status
8/21/09	Pre-Invoice
Mileage In	Mileage Out
34514	34514
Service Advisor / Tag #	
MIKE BELEW/5773	
Vehicle Identification Number	
1G1ZU57N57F	
Delivery Date	In-Service Date
1/17/08	
Color	License Number
DARK BLUE	

SHADY SHORES, TX

Year	Make	Model	FoBs	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

DESCRIPTION OF SERVICE AND PARTS

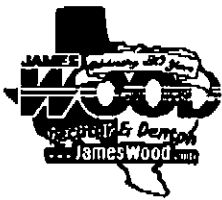
DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS BOTH REMOTE FOBS ARE INOPERATIVE Caused by CHECKED FOBS WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL. ALSO NO COMMUNICATION WITH RCDLR.CHECKED VOLTAGE,GROUND AND LOW SPEED LAN-OK.INTERNAL FAIL- URE AT RCDLR. Corrected by R4480: (OJ) (6F) Work performed by JAYSON GARCIA (179) Installed 22733524 :TRANSMITT (10485-BPC) Qty: 2 REPLACED RCDLR AND PROGRAMMED.REPLACED 2 KEY FOBS AND PROGRAMMED 2.TEST OK</p>	Warranty Warranty
<p>#2 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS THE HOMELINK IS INOPERATIVE Work performed by JAYSON GARCIA (179) Installed 15912630 :RECEIVER (10485-PC) 15912 Qty: 1 SEE LINE 1</p>	Warranty Warranty
<p>#3 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS THERE IS A LOUD NOISE HEARD IN THE FRONT END WHEN GOING OVER BUMPS, SEE HISTORY Caused by ROAD TESTED AND DID NOT DUPLICATE CONCERN. Work performed by JOSE CARRILLO (36) TEST DROVE WITH SHOP FOREMAN. UNABLE TO DUPLICATE.</p>	Warranty
<p>#4 - 13CVZ1: CUSTOMER REQUEST REPAIR TRIM CONCERN WARR//CUST STS THE RIGHT SIDE OF THE FRONT BUMPER KEEPS POPPING OUT Work performed by JAYSON GARCIA (179)</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 part shipments by the supplier or transporter. I hereby grant you 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 a amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by a manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number
8/17/09	62007969/
R/O Close Date	Status
8/21/09	Pre-Invoice
Mileage In	Mileage Out
34514	34514
Service Advisor / Tag #	
MIKE BELEW/5773	
Vehicle Identification Number	
1G1ZU57N57F2	
Delivery Date	In Service Date
1/17/08	
Color	License Number
DARK BLUE	

SHADY SHORES, TX			Work Phone	MIKE BELEW/5773	
			Home Phone	1G1ZU57N57F2	
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
DECLINED Sub Total: Labor: .00 Parts:.00 Total: .00	
#5 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION CUST STS THE CAR STILL PULLS LEFT Work performed by JOSE CARRILLO (36) PERFORMED ALIGNMENT CHECK - IN SPECS. PERFORMED PULL ANALYSIS AND TIRE CROSS ROTATION. VEHICLE TEST DROVE OK.	Internal
#6 - 16RENTCAR: RENTAL SERVICE CHARGE 1G6DF577X90 JWRENTALC63 CUST PUT IN 8-17-09 AT 9AM CONTRACT 62706 35.00 64D 1ST DAY Work performed by ROBERT COOK (671) 1 DAY RENTAL INTERNAL	RENTAL FOL
#7 - 01CVZ1: FREE EXTERNAL CAR WASH HAND WASH Sub Total: Labor: .00 Parts:.00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS
X



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

VIA FAX ONLY

September 11, 2009

Fax: 866-317-2674

Susan Landgraf, Esq.
Weisberg & Meyers, LLC
108 E 46th St
Austin, TX 78751

RE: [REDACTED]
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Legal Research Specialist: Nita DeHoyos

Dear Ms. Landgraf:

This is to advise that General Motors is in receipt of the above referenced case dated September 11, 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 early settlement of warranty matters within a 45-day timeframe.

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

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

- Copy of owner's current title and/or registration
- Other:
- Finance agreement
- Buyer's agreement

General Motors Corporation
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: {Local Counsel on Lawsuits}



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

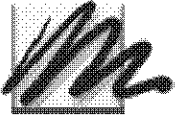
The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V08012008





Mary Schwartz/Austin/GM1
10/13/2009 09:56 AM

To "Susan Landgraf"
<slandgraf@attorneysforconsumers.com>@SITEWCWEB
cc
bcc
Subject Re: [REDACTED]

Susan,

Attached is a counteroffer and demand. Please confirm receipt of this offer and advise if your client is in acceptance.



Offer 3rd.doc



Release 3rd.doc

Thank you,
Mary

"Susan Landgraf" <slandgraf@attorneysforconsumers.com>



"Susan Landgraf"
<slandgraf@attorneysforconsumers.com>
10/09/2009 04:00 PM

To "'Mary_Schwartz@gmexpert.com'"
<Mary_Schwartz@gmexpert.com>
cc
Subject [REDACTED]

Mary,

In response to your offer of \$2,500 in the above matter, my counter demand is \$5,000 inclusive of all fees and costs. Please let me know. Thanks,

Susan Landgraf
Weisberg & Meyers
888 595 9111 ext 116
866 565 1327 facsimile
WMLawAttorneysForConsumers.com

*Licensed in Texas

General Disclaimer: The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, delete the

original message and any copy of it from your computer system.

Statement Required by U.S. Treasury Department:

The U.S. Treasury Department requires us to advise you that this written advice is not intended or written by our firm to be used, and cannot be used by any taxpayer, for the purpose of avoiding any penalties that may be imposed under the Internal Revenue Code. Written advice from our firm relating to Federal tax matters may not, without our express written consent, be used in promoting, marketing or recommending any entity, investment plan or arrangement to any taxpayer, other than the recipient of the written advice.

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,900.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZU57N57P [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 3941 on the date of the signing of this release.

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

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

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

DATE SIGNED: 10-22-2009

[REDACTED SIGNATURE]

[REDACTED SIGNATURE]

Claimant's Signature

Claimant's Signature

[REDACTED ADDRESS]

[REDACTED ADDRESS]

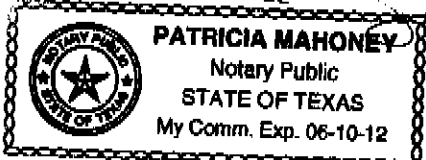
Address

Address

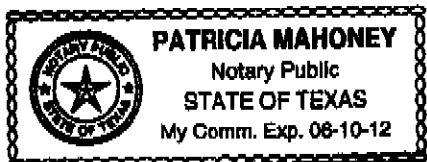
EUSTACE TX
City, State, Zip Code

Shady Shores TX
City, State, Zip Code

STATE OF TEXAS
COUNTY OF HENDERSON

Patricia Mahoney

PATRICIA MAHONEY
Notary Public
STATE OF TEXAS
My Comm. Exp. 06-10-12

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



Patricia Mahoney
Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X

Type of identification TX DL

My commission expires: 10-10-12

CC: File

LQ0024
V6302006



VIA FAX ONLY

October 13, 2009

Susan Landgraf, Esq.
Weisberg & Meyers, LLC
108 E 46th St
Austin, TX 78751

RE: [REDACTED]
Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F [REDACTED]
Customer Relationship Specialist: Mary Schwartz

Dear Ms. Landgraf:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$3,500.00.

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

Your client(s) would retain the vehicle.

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

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors

cc: FILE

LG0044
V10012009

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

By: Nita DeHoyos, BRC Legal Research State: TX
Negotiator: Mary Schwartz

GM Legal File / BBB Case No.: NA

Customer Last Name: [REDACTED] Service Request:
71-754321541

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: 1G1ZU57N57F [REDACTED] In Service Date: 4/24/2007 Vehicle is: New BAC Code: 112277

Year, Make & Model: 2007 Chevrolet Malibu

Vehicle Purchased Used on: N/A at
odometer N/A

Current Mileage: 35,408

Dealer Name : JAMES WOOD
CHEVROLET, CADILLAC, OLDSMOBILE

Sale Type: Purchase Lease Other :

CAM Name: Larry D. Shields
Phone Number: 972-443-2901

Lien holder: GMAC Other :

DVM Name: Todd Nelson
Phone/Cell Number: 972075-8222

Purchase Price of Vehicle: \$ 23,592.19

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

DVM requests involvement?: Yes

Attorney Involvement: Susan Landgraf, Esq., Weisberg &
Meyers, LLC
Phone Number : 512-436-0036
Fax Number : 866-317-2674

Service Manager Name: Mike White
Phone Number : (940) 591-9663

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)
and phone number. Repeat as necessary.
{Name, Position, Phone Number}

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone
number. Repeat as necessary.
{Dealership, Contact, Phone Number}

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.

Review of history shows no need - most of customer concerns were noise issues - no need to contact.

DVM/DSM Notified Regarding TAC Involvement? Yes -- DVM was contact because customer wanted a buy-back - but review of customer history did not show she was qualified.

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" this box to verify that the following listing has been compared to GMVIS 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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/16/08	687236	1	10670	C/S Brakes squeal at time / Customer to reschedule
04/29/08	689751	1	11078	C/S Brakes squeal at time / Road tested and did not duplicate. Inspected brakes, ok. Some brake noise is acceptable due to semi-metallic pads – NPF(No problem found)
12/23/08	737560	*	21849	C/S The brakes squeal / Verified, Bulletin #00-05-22-002K applies – Deglazed front pads. Applied anti-squeak to pad and silicone to back of pad, retested ok
09/11/09	009500	1	36037	C/S There is a vibration noticed when braking / Verified, front and rear rotors warped – Resurfaced front and rear rotors, retested, ok
9/30/09	10568	*	37262	Customer request diagnosis braking concern C/S while braking veh is hard to turn Road tested w/shop fore-man and did NOT DUPLICATE CONCERN

Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/16/07	631187	1	5720	C/S Has problem with front end of vehicle. States that vehicle makes a pop noise in front end on sharp turns at times / Verified concern. Found intermediate shaft popping – Reposition intermediate shaft to correct noise
04/29/08	689751	*	11078	C/S Vehicle makes a pop noise in front end when turning / Verified, I-shaft noise – Lubed I-shaft per bulleting and retested, ok
05/11/09	001967	*	29374	C/S Vehicle pulls to right when driving / Set toe to specifications and retested, good
9/30/09	10568	*	37262	C/S veh makes a loud compression noise on driverside front when hitting bumps Road tested w/shop foreman and did not duplicate concern

Engine

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/30/09	10568	*	37262	C/S veh has leak from engine comp

Engine oil pan gasket leaking from the front and rear arch
 Replaced the engine oil pan gasket

C/s veh has very low idle
 Ran diagnostics found matching program for complaint. Reprogrammed
 PCM with latest calibrations. Tested good.

Transission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/30/09	10568	*	37262	C/S while accelerating veh RPM goes extremely high at times Roadtested auto for 11 miles and found trans to be working properly at this time in all gears and ran GES

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/29/08	689751	*	11078	C/S That driver's side rear window squeaks when going up and down at time / Window channel loose and binding glass – R&R channel and aligned and necessary to free up glass and stop noise, test system all ok C/S That the steering wheel is not straight / See line 9 (Note line 9 is Align front/rear ends. Does not include Corvettes or Dinali pickups – Routine maintenance. Aligned front/rear suspension – 4 wheel complete
12/23/08	737560	*	21849	C/S The defrost vent rattles on the passenger side when AC or heat is on center dash vents / Dash pad on right side rattles – Removed, reposition and retest, ok
12/29/08	738288	1	21952	C/S There is a rattle sound from the defrost vent on the top of the dash pad on the passenger side next to the windshield. This noise goes away if you turn defroster on high / Cowling vibrating due to cross winds – Reseal cowling and retest, ok James Wood rental provided – customer put in rental 12/29/08 at 11:14 AM – customer to return rental by 12:30 by noon
04/20/09	757417	*	28641	C/S Inside of trunk was wet after raining / Water test for 1 hour – No leak into trunk was found C/S Passenger side of trunk sits higher than driver's side / Trunk out of alignment – Aligned trunk
05/11/09	001967	2	29374	C/S Front bumper is loose / Send to Body Shop – Check all bolts in bumper C/S Passenger front door catches when closing / Door misaligned – Align door 2-days JW rental provided – customer put in 05/11/09 @ 10:30 AM
08/17/09	007969	*	34514	C/S The right side of the front bumper keeps popping out / Work performed by Jayson Garcia

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05/01/08	690302	1	11079	C/S Key FOB is inop / Checked FOB with Keyless entry, found no output signal. Failed FOB – Replaced key FOB, programmed and retested ok
05/11/09	001967	*	29374	C/S Front right headlight assembly loose / Send to Body Shop – Check headlamps installation, ok C/S Headlights aimed too low / Send to Body Shop – Checked headlamp aim – Headlamps aimed correctly
08/17/09	007969	7	34514	C/S Both remote FOBS are inoperative / Checked FOBS with Keyless entry tester, no output signal. Also no communication with RCDLR. Checked voltage, ground and low speed LAN, ok. Internal failure at RCDLR – Replaced RCDLR and programmed. Replaced 2 Key FOBS and programmed 2. Test ok C/S The home link is inoperative / See Line 1 (above) 1-day rental internal. JW Rental – customer put in 08/17/09. Svc Mgr, Mike White, JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE – states 7 days -- customer did not pick-up vehicle until Monday 08/24/09 (over weekend).
08/31/09	008843	*	35413	C/S The home link for garage door opener is inop and remote key FOBS stopped working at the same time. When system is working radio has a lot of static. When not working, static goes away / Found RKE/XM/DVD/UGD fuse open. Circuit 1240 shorted to ground – Repaired short and replaced fuse. Test ok

HVAC

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/23/08	737560	2	21849	C/S The re-circulate button only works with AC on re-circulate, feature working as designed. After floor setting re-circulate door will open to allow fresh outside air in case for defrost and by level settings. Re-circulate door clouds only when face or feet settings are in place, with or without AC on – NPF (no problem found). No work performed at this time. Checked system operation and codes all ok 1-day courtesy transportation provided – confirmed in GMVIS

Paint

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/29/08	689751	N/A	11078	C/S That under passenger side door on the frame is damaged and scratched / SOP part
05/01/08	690302	N/A	11079	Reference RO# 689751: Send SOP part to Body Shop / Paint SOP part to match vehicle – Painted molding – Install painted part. Replaced right rocker panel
04/26/09	001071	N/A	28796	C/S Vehicle makes a loud creaking/rattling noise when hitting bumps / Road tested and only heard front grill rattling due to damage – Sublet required for repair

04/27/09 001213 N/A 28801 Sent to Body Shop to repair front bumper areas that are marked / Approved by Will Jameson – Work perform by Robert Cook. Repaired front bumper

(Note: 4 days rental provided)

Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/20/09	757417	2	28641	C/S Vehicle makes a loud creaking/rattling noise when hitting bumps / Verified. Instilled chassis ears to isolate and traced to left front strut – Replaced left front strut and aligned and retested, okay J W rental provided – customer put in 4/20/09 at 9:14 am – customer to return rental by 4/21-09 by 7 PM
05/07/09	001770	2	28878	C/S Hears squeak from right front of vehicle while driving / Verified, right strut noisy – Replaced right front strut and aligned to specifications. Retested, ok C/S Hears clunking noise from front right of vehicle while driving / Verified. Traced to calipers, insufficient lubrication – Lubes caliper pins and retested, ok C/S Hears clunk from left front of vehicle while driving, going over bumps / Verified, traced to left front upper mount – Replaced left front upper mount and retested, ok 1-day rental. Customer put in J W Rental, put in 5/7/09 at 9 AM Note: Quality control check: Quality control by Mike White, Svc Mgr and Shop Foreman to verify repairs done to customer satisfaction
08/17/09	007969	*	34514	C/S There is a loud noise heard in the front end when going over bumps / Road tested and did not duplicate concern – Test drove with Shop Foreman. Unable to duplicate
08/31/09	008843	3	35413	C/S There is an unusual hissing sound from the front shocks when going over bumps / Verified, traced to front shocks – Replaced front shocks and aligned to specifications. Also was necessary to replace left front strut mount (damaged)

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/17/09	007969	*	34514	C/S Car still pulls left / Performed alignment check, in specifications - Performed pull analysis and tire cross rotation. Vehicle test drove, ok
9/30/09	10568	7	37262	Customer request diagnosis braking concern Cust sts when hard braking veh pulls to the right Verified, swapped front tires side to side and pull changed to the left Customer declined tire.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/16/07	631187	*	5720	Multi-point vehicle inspection performed

04/16/08	687236	*	10670	Perform multi-point vehicle inspection
12/29/08	738288	*	21952	Courtesy exterior wash / Completed
04/20/09	757417	*	28641	Perform multi-point vehicle inspection / Complete Courtesy exterior wash / Completed
05/07/09	001770	*	28878	Customer request multi-point inspection

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) Yes
 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)?
 Minor accident - put front bumper. Specific concern - rattle issues, brakes and shaft- front bumper
 in fact the dealer replaced the fascia -which was caused by minor accident. They also have done
 some GW

Are the RO's attached if the vehicle was in an accident? (Y or N) Yes
 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.

None

Have you confirmed modification with the dealership? (Y or N)

Yes

PERTINENT FACTS FROM ALL SR's RELATED TO THIS VIN:

Concern: [Vin scan found no other SR's](#)

Date & Offer/Result: [NA](#)

Concern:

Date & Offer/Result: [NA](#)

Concern:

Date & Offer/Result: [NA](#)

BBB PROGRAM SUMMARY ASSESSMENT:

*This section for ADR cases only

What State is BBB Case Filed In? [{State}](#)

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:
[{Eligibility Detail}](#)

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
[{Eligibility Detail}](#)

Customer/Plaintiff Seeks:

Repurchase of vehicle

Cited Tx Deceptive Trade Practices, Federal Mag
Moss, State LL and UCC

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.

CAC note 8/31/09 Cust sts:

I am having on going issues with the veh, first they lied to us when they sold the veh to us, they said that it was a demo, but it wasn't. And I am having multiple issues with the veh, I had to take the veh back to them 4 times because the dash was rattling so bad, then after that I had to take it back in for the brakes, it was squealing so bad, then I had to take it back again for the shocks, or the struts, it is noisy, I had to take it back to them several times and I am still having the issues with it. Then they forgot to attach the bumper all the way up, I had to take it back to them for that, then last week I took the veh to them because the key fob is not working and the homelink is not working, and I had to take it back to them this Saturday because it quit working again.

9/1/09 Cust st when is enough, enough. The Dlr keeps repairing the same things and nothing is fixed. They have service the veh on the noise concern 6 times and the home link about 2 times and cust is still having the same issue. Cust st that she wants to get out of the veh and does not want to be \$8,000 upside down on the veh

9/4/09 DS st that we spoke with the Dlr and was informed that the veh had been repaired and asked if the repair was up to the cust satisfaction

Cust st no, it still is not

DS asked the cust what the current issue was

Cust st what does it matter, what are you going to do about

DS st that if there is still a issue we would like to assist if you would allow us to do so.

Cust st that she has retained a attorney and hung up

***This Section to be completed for legal cases only**

Is Lemon Law Pled/Alleged?:

Yes

Under what State? Tx

Claimed Presumptive? No

Does Purchase Qualify? Yes

If not, why? NA

State Presumption Is:

# of Visits for a Non-Conformity?	4 (2 in 12,000 and 2 in 24,000)	# of Days out of Service?	30
# of visits for a Safety Complaint?	2	# of Visits Total?	4
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	24 months or 24,000 miles		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	3	# of Days out of Service?	7
# of visits for a Safety Complaint?	0	# of Visits Total?	6
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

Does History appear Presumptive:

No

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	4	# of Days out of Service?	24
# of visits for a Safety Complaint?	0	# of Visits Total?	12
Must Complaint Continue to Exist?	NA	Final Repair or Arbitration Req'd?	NA

Related Repairs beyond NVLW:

Customer Pay?	NA
Additional Days out of Service?	NA

No

If no, identify responsible party:	NA
Additional # of Repair Visits?	NA

Other Considerations:

Outcome/Findings of Arb/Final Repair:	NA
Prior Goodwill/reimbursement:	NA
Out of Pocket Expenses:	NA

No

NA
NA
NA

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:

DVM previously requested demand letter to be sent. Emailed request to TL D Solimine - authorization not received.

Email response default acknowledged

*If a response is not received within 48 hours the default assumption will option "B".

" B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement."

CAC Note

9/1/09 Todd Nelson DVM/DSM st- Even in a perfect world, say that the cust filed with the BBB and won and say that they made GM repurchase the veh and we had to pay \$14,000 and the cust still owes \$18,000, the cust would still owe \$4,000 to the lender and if she had the money she would have done that already. The cust is in a financial situation she cant get out of, we would not be able to repurchase or buy back the veh. This Dlr is one of the best and I'm sure that they have tried to bend over backwards to help this cust. I'll will contact the Svc Mgr and see if we can make this a priority to get resolved and if you want to offer her a Smart Care to show we care, that would be fine.

Pertinent vehicle information provided by dealer Service Manager:

CAC NOTE 8/31/09 Spoke with Svc Mgr Mike White

DS asked the Svc Mgr what was the situation with the veh

Svc Mgr st that about 2 weeks ago they put 2 transmitters and a RKE receiver in it for the Key Fob concern, Cust st that it was working but then it went out and the cust brought the veh back in today. Cust was also having a issue with the noise and we compared it to another veh and it was making the same noise, just not as bad

DS asked if this is a normal characteristic of the veh

Svc Mgr st yes, it seems to be that way

DS asked if TAC had been contacted

Svc Mgr st no, its kinda heard for them to help with a noise concern

DS asked if the veh was currently at the Dlr or with the cust

Svc Mgr st that the veh is here, cust brought it back due to the key fobs not working properly but we are still in the diagnosis stage

Identify at least three main strengths of the customer's case?

Many varied issues with vehicle.

Identify at least three main weaknesses of the customer's case?

Does not meet presumption.

Does not meet Mag Moss requirements.

Does not meet Tx Deceptive Trade Practices requirements.

Are there any considerations to be made under other applicable laws? (Explain in detail)

None

Recommendation:

CRS recommends cash settlement up to \$3,500

MSRP: \$23,592

10% \$2,359 15% \$3,538 20% \$4,718

10/16/09 CRS recommends cash settlement of \$4,500

Rationale:

Vehicle is a 2007 with 36,037 miles at last visit. Vehicle is currently out of B to B warranty, however it does have a 36/45 GMPP major guard good thru 4/2012 or 73,641 miles. During presumptive period there were no non-conformities over 3 X's or meet the requirements for Tx LL. During B to B warranty there are no non-conformities over 3 X's. Days out during presumption are 7 and 24 total days out. Vehicle does have a long list of minor issues. CRS recommends cash settlement up to \$3,500 for goodwill.

Non conformities: 4 brake (3 squeals, 1 vibration) 3 Steering (2 popping noises and pulls to rt) Various body and trim, 3 FOB issues, 2 Headlight, 1 HVAC, Suspension (3 Loud noise, 1 Hissing)

10/16/09 CRS recommends cash settlement of \$4,500 due to long repair history of vehicle and PC counterdemand of \$4,900.

Settlement/Defense Strategy:

Case settlement for goodwill.

HISTORY OF SETTLEMENT DISCUSSIONS – 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: \$NA/\$NA Inclusive Offer: \$NA Repurchase	Settlement Type: NA Date: NA	Countered
CRS Intial Offer: Amount to Plaintiff/Atty: \$NA/\$NA Inclusive Offer: \$1,500.00	Settlement Type: NA Date: NA	Countered
Plaintiff Counter:: Amount to Plaintiff/Atty: \$NA/NA Inclusive Offer: \$5,500	Settlement Type: NA Date: NA	Countered
CRS Counter: Amount to Plaintiff/Atty: \$NA/\$NA Inclusive Offer: \$2,500	Settlement Type: NA Date: NA	Countered
PLAINTIFF Counter: Amount to Plaintiff/Atty: \$NA/\$N/A Inclusive Offer: \$5,000	Settlement Type: NA Date: NA	Countered
CRS Counter: Amount to Plaintiff/Atty: \$NA/\$NA Inclusive Offer: \$3,500	Settlement Type: NA Date: NA	Countered
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \$NA/\$NA Inclusive Offer: \$4,900	Settlement Type: NA Date: NA	Accepted
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 – 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: {GW/Repurchase/Repair}	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}
Recommendation of Field: Settlement Type: {GW/Repurchase/Repair}	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}
Final Decision: Settlement Type: {GW/Repurchase Repair}	Arbitrate case: <input 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.

Fax Server

9/15/2009 2:58:28 PM PAGE 1/003 Fax Server

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

To: Mr. Mike White, Service Manager
Company: JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE
Fax: 9403499605
Phone:

From: Nita DeHoyos
Fax: 1.866.255.3730
Phone: 1.866.790.5600 Ext 11285
E-mail:

CC:

NOTES:****FOR IMMEDIATE DELIVERY****

Dear Mr. White,

Please accept our apologies as we know how busy your day can be. Sending you this notice to advise we have not received the documents outlined in our letter of September 11, 2009 for the referenced client.

Your immediate assistance is greatly appreciated.

Information contained in this transmission is privileged and confidential. It is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this communication is strictly prohibited. If you have received this communication in error, please notify the writer by telephone immediately. Thank you.

CUSTOMER No. 129427	ADVISOR CHRIS STOLP	TAG No. 321 4391	INVOICE DATE 01/29/08	INVOICE No. VCCS671913
LABOR RATE	LICENSE No.	MILEAGE 6,801	COLOR DARK BLUE M	STOCKING 172162
YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940		
VEHICLE I.D. No. 1G1ZU57N57F	SELLING DEALER NO. 100	PRODUCTION DATE		
F. T. E. No.	P.O. No.	01/29/08		
COMMENTS				

J# 1 61CVZ MAKE: READY DEPT TECH(S):373 INTERNAL
 SPECIALTIES//THERE ARE HARLINE SCRATCHES ALL AROUND AND A NICK ON THE PASSENGER'S OUTER DOOR HANDLE./INT NEW CARS
CUST WOULD LIKE IT BACK BEFORE NOON.....
 LIGHT BUFF
 COMPLETE

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 1 04 NEW CAR POLICY/GOODWILL INTERNAL
 TOTAL - MISC 0.00

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

COMMENTS-----
 SEND TO SPECIALTIES/ CHARGE TO NEW CARS PER ROBERT C.

TOTALS-----
 # CASH () CHECK () CK# () MASTER CD/VISA () # TOTAL LABOR.... 0.00
 # DISCOVER () AMERICAN EXP.() FLEET SERVICE () # TOTAL PARTS.... 0.00
 # CHARGE() CONTROL# () CASHIER INITIALS () # TOTAL SUBLET... 0.00
 # FOR YOUR CHILD'S SAFETY # TOTAL G.O.G.... 0.00
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT # TOTAL MISC CHG. 0.00
 # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. # TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE



POSTED



671913

JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

671913

RECOMMENDED SERVICES

Table with columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL

SERVICE HISTORY

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION

SALESPERSON NO. 661 ROBERT CAPESTANY

SERVICE

STATE REG# 3

Service form containing vehicle details: YEAR/MAKE/MODEL (07/CHEVROLET/MALIBU/4D SEDAN LT), CUSTOMER NO (129427), SERVICE CONTRACT, DELIVERY DATE (01/17/08), MILEAGE (6,801), ADVISOR NO (321), ALVISOR (CHRIS STOLP)

Table with columns: ORIGINAL CUSTOMER ESTIMATE, PARTS, LABOR, TOTAL

COMMENTS: SEND TO SPECIALTIES/ CHARGE TO NEW CARS PER ROBERT C. MAKE READY DEPT SPECIALTIES/THERE ARE HARLINE SCRATCHES ALL AROUND AND A NICK ON THE PAENGER'S OUTER DOOR HANDLE. INT NEW CARS CUST WOULD LIKE IT BACK BEFORE NOON

DONE Light Buff \$100.00

4.3

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK, OTHER HRS, SIGNATURE

CUSTOMER No. 129427		ADVISOR WILL JAMESON	TAG No. 562 2189	INVOICE DATE 04/16/08	INVOICE No. VCCS687236
[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE 10,670	COLOR DARK BLUE M
SHADY SHORES, TX		YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			STOCK No. 172162
[REDACTED]		VEHICLE I.D. No. 1G12U57N57F [REDACTED]			DELIVERY DATE 01/17/08
[REDACTED]		F. T. E. No.	P.O. No.	SELLING DEALER NO. 100	DELIVERY MILLS 5,940
[REDACTED]		COMMENTS			PRODUCTION DATE
[REDACTED]		[REDACTED]			04/16/08

LABOR & PARTS

J# 1 03CVZ FRONT END TECH(S): 737 WARRANTY
 WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING
 CUSTOMER TO RESCHEDULE
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 13CVZ TRIM-MISC TECH(S): 204 WARRANTY
 WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW MAKES A SQUEELING NOISE WHEN GOING UP OR DOWN AT TIMES
 CHECK SYSTEM FOUND CHANEL LOOSE & BINDING GLASS R&r & ALIGN & RESECURE CHANEL
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 14CVZ BRAKES-MISC TECH(S): 737 WARRANTY
 WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES
 CUSTOMER TO RESCHEDULE.
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 01CVZ VEH INSPECT MULTI-POINT VEH INSP TECH(S): 204 0.00
 PERFORM MULTI-POINT VEHICLE INSPECTION.
 COMPLETE
 JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 16CVZE FREE EXTERIOR WASH TECH(S): 508 0.00
 COURTESY EXTERIOR WASH.
 HAND WASH.....
 COMPLETED.
 JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 21CVZ RENTAL RENTAL VEHICLE TECH(S): 937 INTERNAL
 JAMES WOOD RENTAL #5 CUSTOMER PUT IN RENTAL 4-16-08
 AT 8:14AM CONTRACT #63207 42.00 15A TO PAY FOR RENTAL
 CUST TO RETURN RENTAL 4-17-08 BY NOON
 JOB # 6 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
 JOB # 6 1.0 RENTAL CAR @ /UNIT INTERNAL
 TOTAL - GOG 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 6 RCP RENTAL CAR POLICY EXP INTERNAL
 JOB # 6 04 NEW CAR POLICY/GOODWILL INTERNAL
 TOTAL - MISC 0.00

POSTED

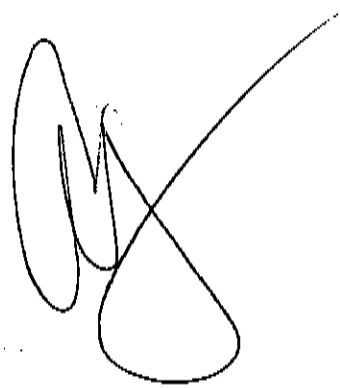
CUSTOMER No. 129427		ADVISOR WILL JAMESON	TAG No. 562 2189	INVOICE DATE 04/16/08	INVOICE No. VCCS687236
[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE 10,670	COLOR DARK BLUE M
SHADY SHORES, TX [REDACTED]		YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU / 4D SEDAN LT	VEHICLE ID No. 1G1ZU57N57F [REDACTED]	DELIVERY DATE 01/17/08	STOCK No. 172162
[REDACTED]		F. T. E. No.	P. O. No.	SELLING DEALER NO. 100	DELIVERY MILES 5,940
[REDACTED]		COMMENTS		PRODUCTION DATE 04/16/08	

CASH () CHECK () CK# () MASTER CD/VISA () #
 # DISCOVER () AMERICAN EXP. () FLEET SERVICE () #
 # CHARGE () CONTROL# () CASHIER INITIALS () #
 # _____
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #

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 (*) MAY INDICATE LIFETIME
 GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR
 SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE



129427

[REDACTED]
SHADY SHORES, TX [REDACTED]
[REDACTED] [REDACTED]

WILL JAMESON 562 2189 04/17/08 VCWS687236
10,670 DARK BLUE M 172162
07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940
1 G 1 Z U 5 7 N 5 7 F [REDACTED] 100
04/16/08

LABOR & PARTS
J# 1 03CVZ FRONT END HOURS: 0.70 TECH(S): 737 0.00
WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN
TURNING
CUSTOMER TO RESCHEDULE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 13CVZ TRIM-MISC HOURS: 0.70 TECH(S): 204 57.84
WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW MAKES A
SQUEELING NOISE WHEN GOING UP OR DOWN AT TIMES
CHECK SYSTEM FOUND CHANEL LOOSE & BINDING GLASS
R&R & ALIGN & RESECURE CHANEL

JOB # 2 TOTAL LABOR & PARTS 57.84

J# 3 14CVZ BRAKES-MISC HOURS: 0.70 TECH(S): 737 0.00
WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES
CUSTOMER TO RESCHEDULE.

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC - CODE - DESCRIPTION - CONTROL NO -
JOB # 1 SHUT COURTESY SHUTTLE
TOTAL - MISC 10.00
10.00
R/O TAX 0.00
R/O TOTALS 67.84

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL
[REDACTED] 67.84
CLAIM TOTALS 67.84

APPROVED BY SIGNATURE _____

129427

[REDACTED]
SHADY SHORES, TX [REDACTED]

WILL JAMESON 562 2189 04/17/08 VCWS687236
10,670 DARK BLUE M 172162
07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940
1 G 1 Z U 5 7 N 5 7 F [REDACTED] 100
04/16/08

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.952
04/17/2008 1637 WARRANTY NEW CLAIM
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
687236 04/16/2008 1G1ZU57N57F [REDACTED] 3 07090 10670 [REDACTED]

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: M
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	02	NS					2P	C0143	.7			57.84
LN-TOT:					TECH SSN: [REDACTED]			AUTH CODE:				AUTH. AUTHOR.:
2	01	MJ					98	Z7911				10.00
LN-TOT:					TECH SSN:			AUTH CODE:				AUTH. AUTHOR.:
R.O. TOTAL:											67.84	



687236

JAMES WOOD AUTO PARK, INC.
 3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
 DENTON (940) 591-9663 • METRO (972) 434-1515

687236

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CVZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/08	671913	6801	321	373	I	61CVZ	MAKE READY DEPT
01/17/08	669934	5940	778	734	I	61CVZ01	NC STATE INSPECTION
				133	I	60CVZZ131	CLEAN FOR DELIVERY
				133	I	60CVZZ16D	CLAY&BUFF(FALL OUT)
09/12/07	644266	5747	956	945	I	02CVZ00	MAINTENANCE
07/16/07	631130	5719	778	808	I	61CVZ08	RE PDI DEALER TRADE

SALESPERSON NO. 661 ROBERT CAPESTANY **S E R V I C E** STATE REG# 3

VIN: 1G1ZU57N57F		YEAR/MAKE/MODEL: 07/CHEVROLET/MALIBU/4D SEDAN LT		PRODUCTION DATE: 01/17/08	STOCK NO.: 172162	LICENSE NO.:	R. O. NO.: 687236
CUSTOMER NO.: 129427		SERVICE CONTRACT:		DELIVERY DATE: 01/17/08	DELIVERY MILES: 5,940	SELLING DEALER NO.: 100	R. O. DATE: 04/16/08
ADDRESS: SHADY SHORES, TX		COLOR: DARK BLUE MET/EBO		CONTRACT NO.:	EXPIRATION DATE:	EXPIRATION MILES:	TAG NO.: 2189
RESIDENCE PHONE:		TURBO: CVZZ		AIR COND.:	P. S.:	TRANS:	MILEAGE: 10,670
BUSINESS PHONE:		ADVISOR NO.: 562		ADVISOR: WILL JAMESON			
TIME RECEIVED: 08:12am	DATE/TIME PROMISED: 04/16/08 05:00pm	PRIORITY: 3		NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE CHECK OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.			
APPOINTMENT: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE:		SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT:				

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	TECH #	TIME	LABOR OPP.	TIME CLOCK
X				737	N/C		OFF ON
W* 03CVZ FRONT END				OTHER HRS.		SIGNATURE	
WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING						TIME CLOCK	
<i>Customer to reshock.</i>						OFF ON	
				IN _____		OUT _____	
				204	7:00-4:30		OFF ON
				OTHER HRS.		SIGNATURE	
						2855 APR 16 AM 10:00	
				IN _____		OUT _____	
						2855 APR 16 AM 9:00	
				OTHER HRS.		SIGNATURE	
						OFF ON	
				IN _____		OUT _____	

E-mail and Records: ERALZAN@E.GARSON.COM (410)2

041708



687236

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

687236

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02CTZ, LOF SERVICE, MI, 32.68

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Rows include dates 01/29/08, 01/17/08, 09/12/07, 07/16/07 and descriptions like MAKE READY DEPT, NC STATE INSPECTION, CLEAN FOR DELIVERY, CLAY&BUFF(FALL OUT), MAINTENANCE, RE PDI DEALER TRADE.

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

Vehicle Information Form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No. (100), H. O. No. (687236), Customer No. (129427), Service Contract, Delivery Date, Delivery Miles (5,940), Selling Dealer No., R. O. Date (04/16/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Tag No. (2189), Turbo (CVZZ), Air Cond., P. S., Trans, Mileage (10,670), Advisor No. (562), Advisor (WILL JAMESON). Includes a disclaimer: '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...' and appointment details (08:12am, 04/16/08, 05:00pm, Priority 3).

3) W 14CVZ BRAKES-MISC
WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES
Customer to reschedule

Time Clock table with columns: TECH #, TIME, LABOR OPP., TIME CLOCK. Row 1: 131, M/C, [Signature], OFF/ON. Includes IN/OUT boxes.

4) C 01CVZVEHINSPECT MULTI-POINT VEH INSP
PERFORM MULTI-POINT VEHICLE INSPECTION.

Time Clock table with columns: TECH #, TIME, LABOR OPP., TIME CLOCK. Row 1: 201, [Signature], [Signature], OFF/ON. Includes IN/OUT boxes.

Reynolds and Reynolds ERMZTRV02E 04/06/01 10 (11/02)



687236

JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

687236

RECOMMENDED SERVICES

Table with columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL

SERVICE HISTORY

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION

SALESPERSON NO. 661 ROBERT CAPESTANY

SERVICE

STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date, Stock No., License No., R.O. No., Customer No., Service Contract, Delivery Date, Delivery Miles, Selling Dealer No., R.O. Date, Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Tag No., Turbo, M/MC, Air Cond., P.S., Trans, Mileage, Advisor No., Advisor (WILL JAMESON)

NOTICE PURSUANT TO 870.001, 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...

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

16CVZE FREE EXTERIOR WASH
COURTESY EXTERIOR WASH.
.....HAND WASH.....

Comp.

RENT CAR
DATE TIME

CALLER CUST. RETURN BY: 4/17@noon

#5
842
15A.

Time clock table with columns: TECH #, TIME, LABOR OPP., TIME CLOCK. Includes handwritten entry for Tech # 508, Time 1.0.

CUSTOMER No. 186477		ADVISOR WILL JAMESON	562	TAG No. 2190	INVOICE DATE 04/16/08	INVOICE No. TCCS687239
DENTON, TX		LABOR RATE	LICENSE No.	MILEAGE 33,343	COLOR BLACK/	STOCK No.
		YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOO	VEHICLE ID No. 1 G N D S 1 3 S 1 6 2		DELIVERY DATE	DELIVERY MILES
BUSINESS PHONE		F. T. E. No.	P.O. No.		04/16/08	PRODUCTION DATE
COMMENTS						

LABOR & PARTS

J# 1 08CVZ LIGHT LINE-MISC TECH(S): 230 WARRANTY
 WARR/CUST STATES THAT VEH MAKES A BEARING TYPE NOISE UNDER THE HOOD THAT GETS LOUDER ON ACCELL
 DIAGNOSED AND FOUND ALTERNATOR HAS NOISY BRUSHES INTERNALLY
 REPLACED ALTERNATOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 1 15200110 *GENERATOR 2.275	WARRANTY
	JOB # 1 TOTAL PARTS 0.00
	JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZ VEH INSPECT MULTI-POINT VEH INSP TECH(S): 230 0.00
 PERFORM MULTI-POINT VEHICLE INSPECTION.
 COMPLETE

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

J# 3 16CVZE FREE EXTERIOR WASH TECH(S): 508 0.00
 COURTESY EXTERIOR WASH.
HAND WASH ONLY.....
 COMPLETED.

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

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

CUSTOMER No. 186477	ADVISOR WILL JAMESON	562	TAG No. 2190	INVOICE DATE 04/16/08	INVOICE No. TCCS687239
[REDACTED] DENTON, TX	LABOR RATE	LICENSE No.	MILEAGE 33,343	COLOR BLACK/	STOCK No.
	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOO	DELIVERY DATE		DELIVERY MILES	
	VEHICLE I.D. No. 1 G N D S 1 3 S 1 6 2	SELLING DEALER NO.		PRODUCTION DATE	
	F. T. E. No.	P.O. No.	04/16/08		
BUSINESS PHONE	COMMENTS				

TOTALS

CASH () CHECK () CK# () MASTER-GO ADVISOR #
 # DISCOVER () AMERICAN EXP.() FLEET SERVICE #
 # CHARGE () CONTROL# () CASHIER INITIALS () #
 # FOR YOUR CHILD'S SAFETY #
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #

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 (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.

THANK YOU FOR YOUR BUSINESS!!!!

CUSTOMER SIGNATURE



687239

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

687239

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02CZ, LOF SERVICE, MI, 32.68

SERVICE HISTORY

Table with 7 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 7

Customer information form including VIN (1GND513S162), Year/Make/Model (06/CHEVROLET TRUCK/TRAILBLAZER/4 DO), Production Date, Stock No., License No., Customer No. (186477), Service Contract, Delivery Date, Delivery Miles, Selling Dealer No., R. D. No. (04/16/08), Contract No., Expiration Date, Expiration Miles, Tag No. (2190), Turbo (CVZZ), Mileage (33,343), Advisor (WILL JAMESON), and a notice regarding the repair agreement.

Job summary table with columns: ORIGINAL CUSTOMER ESTIMATE, PARTS, LABOR, TOTAL. Values: 0.00, 0.00, 0.00

Job description: W 08CVZ LIGHT LINE-MISC WARR/CUST STATES THAT VEH MAKES A BEARING TYPE NOISE UNDER THE HOOD THAT GETS LOUDER ON ACCELL. Diagnosis: found alternator noisy brushes & base. Bearing noise - fixed alternator & told good.

Job description: C 01CVZ VEH INSPECT MULTI-POINT VEH INSP PERFORM MULTI-POINT VEHICLE INSPECTION. Completed

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes handwritten time 1:55 and signature.

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes handwritten time 2:30 and signature.

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes handwritten time 2:30 and signature.

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes handwritten time 2:30 and signature.

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes handwritten time 2:30 and signature.

2055 APR 16 AM 10:31

15 APR 15 74

041708

687239

Keynotes and Reynolds ERA JRM/202 GM5051 Q (11/02)



687239

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

687239

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02CTZ, LOF SERVICE, MI, 32.68

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 7

Vehicle information form including VIN (1GND513S162), Year/Make/Model (06/CHEVROLET TRUCK/TRAILBLAZER/4 DO), Customer No. (186477), Mileage (33,343), and Advisor (WILL JAMESON).

Service order form for 'FREE EXTERIOR WASH' and 'COURTESY EXTERIOR WASH'. Includes technician # 508, time 1.0, and labor rate. Includes handwritten signature 'COMPR' and time clock entries.

Keybank and Keynotes EPALZANOE GA9381 Q (1/1/02)

CUSTOMER No. 129427	ADVISOR ALEX RUVALCABA	276	TAG No. 3374	INVOICE DATE 07/23/08	INVOICE No. VCCS690302
[REDACTED] SHADY SHORES, TX [REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 11,079	COLOR DARK BLUE M	STOCK No. 172162
	YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU / 4D SEDAN LT	VEHICLE ID No. 1G1ZU57N57F [REDACTED]		DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
	F. T. E. No.	P. O. No.	SELLING DEALER NO. 100		PRODUCTION DATE 05/01/08
COMMENTS					

LABOR & PARTS

J# 1 51CVZ BODY SHOP-MISC TECH(S):546 INTERNAL
PAINT SOP PART TO MATCH VEH
PAINTED MOLDING

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

J# 2 01CVZ VEH INSPCT MULTI-POINT VEH INSP TECH(S):562 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION.
NO WORK DONE. PERFORMED ON 4/29/08

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

J# 3+07CVZ ELECTRICAL-MISC TECH(S):179 WARRANTY
CUSTOMER STATES KEY FOB IS INOP.
CHECKED FOB WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL.
FAILED FOB.
REPLACED 1 KEY FOB AND PROGRAMMED 2. TEST OK

PARTS-----	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	2	22733524	TRANSMITT 10.485		WARRANTY 0.00
					JOB # 3 TOTAL PARTS 0.00
					JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+13CVZ TRIM-MISC TECH(S):179 INTERNAL
INSTALL PAINTED PART,
REPLACED RIGHT ROCKER PANEL.

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

G.O.G. & SUPPLIES
JOB # 1 1.0 PAINT AND MATERIALS @ /UNIT INTERNAL
TOTAL - GOG 0.00

COMMENTS
SENE SOP PART TO BODY SHOP

129427

ALEX RUVALCABA 276 3374 07/26/08 VCWS690302

11,079 DARK BLUE M 172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940

1 G 1 Z U 5 7 N 5 7 F 100

05/01/08

LABOR & PARTS

JOB # 3 07CVZ ELECTRICAL MISC HOURS 0.40 TECH(S) 179 33.05

CUSTOMER STATES KEY FOB IS INOP.
CHECKED FOB WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL.
FAILED FOB.
REPLACED 1 KEY FOB AND PROGRAMMED 2. TEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 3	2	22733524	TRANSMITT	10.485	62.53	125.06 87.54
				JOB # 3 COST TOTAL	125.06	
				JOB # 3 TOTAL PARTS	175.08	
				JOB # 3 TOTAL LABOR & PARTS	208.13	

COMMENTS
SENE SOP PART TO BODY SHOP

R/O TAX 0.00
R/O TOTALS 208.13

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
208.13	208.13
CLAIM TOTALS	208.13

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.451
07/26/2008 1024 WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
05/01/2008 1G1ZU57N57F 3 07090 11079

CUSTOMER NAME: FIRST: MIDDLE: M
LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	03		OJ	2	22733524	175.08	6C	R4490	.4			33.05
LN-TOT:					208.13	TECH SSN:		AUTH CODE:			AUTH. AUTHOR.:	

R.O. TOTAL: 208.13

CUSTOMER No. 129427	ADVISOR ALEX RUVALCABA	276	TAG No. 3374	INVOICE DATE 07/23/08	INVOICE No. VCCS690302
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 11,079	COLOR DARK BLUE M	STOCK No. 172162
SHADY SHORES, TX	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			DELIVERY DATE 01/17/08	DELIVERY MILES 3,940
	VEHICLE ID No. 1G1ZU57N57F			SELLING DEALER NO. 100	PRODUCTION DATE
	F. T. E. No.	P.O. No.		05/01/08	
	COMMENTS				

TOTALS

CASH () CHECK () CK# () MASTER CD/VISA () #
 # DISCOVER () AMERICAN EXP.() FLEET SERVICE () #
 # CHARGE () CONTROL# () CASHIER INITIALS () #
 # FOR YOUR CHILD'S SAFETY #
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENEED FOR REPAIR PURPOSES. #

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 (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!
 THIS VEHICLE WAS RELEASED TO A

CUSTOMER SIGNATURE

Jami Kello

POSTED



690302

JAMES WOOD AUTO PARK, INC.
 3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
 DENTON (940) 591-9663 • METRO (972) 434-1515

690302

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY RECOMMENDATIONS FROM RO# 689751 15880632 RH ROCKER MOLD===189.32 ===INT PRICE

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/29/08	689751	11078	562	WAIT	W C E W I C	03CVZ02 13CVZ 13CVZ03 01CVZVEHINSPECT	FRONT END FRONT END BRAKES-MISC TRIM-MISC EXTERIOR TRIM MULTI-POINT VEH INSP

SALESPERSON NO. 661 ROBERT CAPESTANY

SERVICE

STATE REG#3

1G1ZU57N57F	07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
		01/17/08	172162		690302
129427	129427	DELIVERY DATE	DELIVERY MILFS	SELLING DEALER NO.	R. O. DATE
		01/17/08	5,940	100	05/01/08
SHADY SHORES, TX		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILFS	TAG NO.
				3314	MS
TURBO	CVZZ	AIR COND.	P. S.	TRANS	MILEAGE
					11,079
ADVISOR NO.	ADVISOR	NOTICE PURSUANT TO §70.001, Texas Business 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 THIS REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSESSION IN ACCORDANCE WITH § 9.003, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.			
562	WILL JAMESON				
APPOINTMENT	LABOR RATE	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT			
<input checked="" type="checkbox"/> Yes					
<input type="checkbox"/> No					

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

Car gone

WAITER

COMMENTS : SENE SOP PART TO BODY SHOP

51CVZ BODY SHOP MISC
 PAINT SOP PART TO MATCH VEH
Painted

2 C* 01CVZVEHINSPECT MULTI-POINT VEH INSP
 PERFORM MULTI-POINT VEHICLE INSPECTION.

TECH #	TIME	LABOR OPP.	TIME CLOCK
562	1.7		OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON

PART RECEIVED IN _____

DATE _____ 2055 JUL 23 AM 9:00

SIGNATURE _____

TECH #	TIME	LABOR OPP.	TIME CLOCK
179	.2	24490	ON
			OFF
OTHER HRS.	SIGNATURE		TIME CLOCK
179	.4		ON
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
179	1.0		ON
			OFF
			ON

add line in ok W James 7-23-08

Work cust states key fob in bag checked fob with keyless entry no output signal. Failed fob. Replaced programmed & tested.

Ins fall painted part replaced right rocker panel molding.

WAITER

CUSTOMER COPY

Reprints and Reprovals EVALUATION GM 959510 (11/02)

082608

690302

CUSTOMER No. 129427	ADVISOR WILL JAMESON	562	TAG No. 2063	INVOICE DATE 04/29/08	INVOICE No. VCCS689751
SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 11,078	COLOR DARK BLUE M	STOCK No. 172162
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	VEHICLE ID No. 1G1ZU57N57F		DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
	F. T. E. No.	P. O. No.	SELLING DEALER NO. 100		PRODUCTION DATE
			04/29/08		
COMMENTS					

LABOR & PARTS

J# 1 03CVZ FRONT END TECH(S):36 WARRANTY
 WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING VERIFIED. I-SHAFT NOISE. LUBED I-SHAFT PER GM BULLETIN AND RETESTED. O.K.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 1 26098237 LUBE KIT 8.800	
	JOB # 1 TOTAL PARTS 0.00
	JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 03CVZ02 FRONT END TECH(S):36 0.00
 WARR/CUST STATES THAT STEERING WHEEL IS NOT STRAIGHTADVISE SEE LINE 9.

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

J# 3 14CVZ BRAKES-MISC TECH(S):36 0.00
 WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES ROAD TESTED AND DID NOT DUPLICATE. INSPECTED BRAKES. O.K. SOME BRAKE NOISE IS ACCEPTABLE DUE TO SEMI-METALLIC PADS.

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

J# 4 13CVZ TRIM-MISC TECH(S):204 WARRANTY
 WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW SQUEEKS WHEN GOING UP AND DOWN AT TIMES WINDOW CHANEL LOOSE & BINDING GLASS R&R CHANEL & ALIGN & RESECURE TO FREE UP GLASS & STOP NOISE/TEST SYSTEM ALL OK

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

J# 5 13CVZ03 EXTERIOR TRIM TECH(S):204 INTERNAL
 CUST STATES THAT UNDER PASS SIDE DOOR ON THE FRAME IS DAMAGED AND SCRATCHED.....ADVISE SOP PART

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 5 0 15880632 MOLDING 8.304	INTERNAL
PART ON SPECIAL ORDER	
** QUANTITY 1 IS SPECIAL ORDERED **	

CUSTOMER No. 129427	ADVISOR WILL JAMESON	562	TAG No. 2063	INVOICE DATE 04/29/08	INVOICE No. VCCS689751
[REDACTED] SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 11,078	COLOR DARK BLUE M	STOCK NO. 172162
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
	VEHICLE ID No. 1G1ZU57N57F			SELLING DEALER NO. 100	PRODUCTION DATE
	F. T. E. No.		P.O. No.		04/29/08
COMMENTS					

JOB # 5 TOTAL PARTS		0.00	
JOB # 5 TOTAL LABOR & PARTS		0.00	
J# 6:01CVZVEHINSPECT MULTI-POINT VEH INSP	TECH(S):204	0.00	
PERFORM MULTI-POINT VEHICLE INSPECTION. COMPLETE			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-		
JOB # 6 TOTAL PARTS		0.00	
JOB # 6 TOTAL LABOR & PARTS		0.00	
J# 7:16CVZE	TECH(S):508	0.00	
FREE EXTERIOR WASH COURTESY EXTERIOR WASH. HAND WASH..... COMPLETED.			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-		
JOB # 7 TOTAL PARTS		0.00	
JOB # 7 TOTAL LABOR & PARTS		0.00	
J# 8:21CVZRENTAL	TECH(S):937	INTERNAL	
RENTAL VEHICLE JAMES WOOD RENTAL #2 CUSTOMER PUT IN RENTAL 4-29-08 AT 8:50AM CONTRACT #63350 42.00 15A TO PAY FOR RENTAL E E E E VEHICLE IS NOT DRIVABLE ALTERNATE TRANSPORTATION PROVIDED PER GM COURTESY TRANSPORTATION. CUSTOMER SATISFACTION			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-		
JOB # 8 TOTAL PARTS		0.00	
JOB # 8 TOTAL LABOR & PARTS		0.00	
J# 9:02CVZALIGN	TECH(S):36	INTERNAL	
ALIGN FRONT/REAR ENDS. DOES NOT INCLUDE CORVETTES OR DINALI PICKUPS ROUTINE MAINTENANCE ALIGNED FRT/REAR SUSPENSION			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-		
JOB # 9 TOTAL PARTS		0.00	
JOB # 9 TOTAL LABOR & PARTS		0.00	
MISC-----CODE-----DESCRIPTION-----	CONTROL NO-----		
JOB # 9	04	NEW CAR POLICY/GOODWILL	INTERNAL
TOTAL - MISC		0.00	

X

CUSTOMER No. 129427	ADVISOR WILL JAMESON	562	TAG No. 2063	INVOICE DATE 04/29/08	INVOICE No. VCCS689751
[REDACTED] SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 11,078	COLOR DARK BLUE M	STOCK # 172162
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
	VEHICLE I.D. No. 1G1ZU57N57F [REDACTED]			SELLING DEALER No. 100	PRODUCTION DATE
	F. T. E. No.	P.O. No.		04/29/08	
COMMENTS					

RECOMMENDATIONS

15880632 RH ROCKER MOLD=189.32 ---INT PRICE
HAVE ORDER FROM GM
KB

TOTALS

CASH () CHECK () CK# () MASTER CD/VISA () #
 # DISCOVER () AMERICAN EXP.() FLEET SERVICE () #
 # CHARGE() CONTROL# () CASHIER INITIALS () #
 # **FOR YOUR CHILD'S SAFETY** #
 # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #
 # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #

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

x rentals

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME
GUARANTEE. SEE YOUR SALES REPRESENTATIVE FOR DETAILS.
SERVICES ARE PROVIDED BY THE SALES REPRESENTATIVE.
THIS IS A SERVICE ONLY. SEE YOUR SALES REPRESENTATIVE FOR DETAILS.
I N E S S !!!!!!!!!!!

CUSTOMER SIGNATURE

PAID

129427

WILL JAMESON 562 2063 04/30/08 VCWS689751

11,078 DARK BLUE M 172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940

1 G 1 Z U 5 7 N 5 7 F 100

04/29/08

LABOR & PARTS

J# 1 03CVZ FRONT END HOURS: 0.30 TECH(S): 36 24.79

WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING

VERIFIED, I-SHAFT NOISE. LUBED I-SHAFT PER GM BULLETIN AND RETESTED, O.K.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	26098237	LUBE KIT 8.800	7.36	7.36	10.30	10.30
			JOB # 1 COST TOTAL	7.36			
			JOB # 1 TOTAL PARTS				10.30

JOB # 1 TOTAL LABOR & PARTS 35.09

J# 4 13CVZ TRIM MISC HOURS: 1.00 TECH(S): 204 82.63

WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW SQUEEKS WHEN GOING UP AND DOWN AT TIMES WINDOW CHANEL LOOSE & BINDING GLASS R&R CHANEL & ALIGN & RESECURE TO FREE UP GLASS & STOP NOISE/TEST SYSTEM ALL OK

JOB # 4 TOTAL LABOR & PARTS 82.63

RECOMMENDATIONS

15880632 RH ROCKER MOLD 189.32 INT PRICE HAVE ORDER FROM GM KB

R/O TAX 0.00 R/O TOTALS 117.72

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	117.72
CLAIM TOTALS	117.72

APPROVED BY SIGNATURE



689751

JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

689751

RECOMMENDED SERVICES

Table with columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02C1Z, LOF SERVICE, MI, 32.68

SERVICE HISTORY

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Row 1: 04/16/08, 687236, 10670, 562, 737, 204, 737, 204, 508, 937, W, W, W, C, C, I, 03CVZ, 13CVZ, 14CVZ, 01CVZVEHINSPECT, 16CVZE, 21CVZRENTAL, FRONT END TRIM-MISC BRAKES-MISC MULTI-POINT VEH INSP FREE EXTERIOR WASH RENTAL VEHICLE

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (72162), License No. (689751), Customer No. (129427), Service Contract, Delivery Date (01/17/08), Delivery Miles (5,940), Selling Dealer No. (100), R.O. Date (04/29/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Tag No. (2063), UHDO (CVZZ), Air Cond., P.S., Trans, Mileage (11,078), Advisor No. (562), Advisor (WILL JAMESON). Includes a signature line for the person responsible for payment.

Job description area with handwritten notes. Includes 'ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL' and two job entries: 1. W*03CVZ FRONT END WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING. VERIFIED, I-SHAFT NOISE. LUBED I-SHAFT PER BULLETIN & RETESTED O.K. 2. W*03CVZ02 FRONT END WARR/CUST STATES THAT STEERING WHEEL IS NOT STRAIGHT. ADVISE SEE LINE 9.

Time clock and signature section. Includes columns for TECH #, TIME, LABOR OPP., and TIME CLOCK. Contains handwritten signatures and time entries for two technicians (36 and 36) and a signature line for OTHER HRS.

Vertical text on the left margin: Repro and Reprods. EPA/NOISE 618361 0 (11/02)

Vertical text on the right margin: 043008



689751

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

689751

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02CTZ, LOP SERVICE, MI, 32.68

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Row 1: 04/16/08, 687236, 10670, 562, 737, 204, 737, 204, 508, 937, W, W, W, C, C, I, 03CVZ, 13CVZ, 14CVZ, 01CVZVEHINSPECT, 16CVZE, 21CVZRENTAL, FRONT END TRIM-MISC BRAKES-MISC MULTI-POINT VEH INSP FREE EXTERIOR WASH RENTAL VEHICLE

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

Vehicle Information Form including fields for VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No., R.O. No. (689751), Delivery Date (04/29/08), Mileage (5,940), Selling Dealer No. (100), R.O. Date (04/29/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Tag No. (2063), Turbo (CVZZ), M/MC, Air Cond., P.S., Trans, Mileage (11,078), Advisor No. (562), Advisor (WILL JAMESON). Includes a signature line for the person responsible for payment.

Work Order Form with multiple sections for labor and time tracking. Includes handwritten notes: 'WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES NTF.', 'WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW SQUEEKS WHEN GOING UP AND DOWN AT TIMES WINDOW CHANNEL DOG IS 2 BINDING GLASS 2 REAR CHANNEL & ALIGN 2 REAR CHANNEL TO FREE UP GLASS & STOP NOISE TEST SYSTEM ALL OK'. Includes time clock entries for TECH # 36, 204, and 2055.

Keywords and Keywords REALTRAC 04/29/08 11:02



689751

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689751

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02CTZ, LOF SERVICE, MI, 32.68

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Row 1: 04/16/08, 687236, 10670, 562, 737, 204, 737, 204, 508, 937, W, W, W, C, C, I, 03CVZ, 13CVZ, 14CVZ, 01CVZVEHINSPECT, 16CVZE, 21CVZRENTAL, FRONT END TRIM-MISC, BRAKES-MISC, MULTI-POINT VEH INSP, FREE EXTERIOR WASH, RENTAL VEHICLE

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No. (689751), Customer No. (129427), Service Contract, Delivery Date (01/17/08), Delivery Miles (5,940), Selling Dealer No. (100), R.O. Date (04/29/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Tag No. (2063), UHUU (CVZZ), Air Cond., P.S., Trans, Mileage (11,078), Advisor No. (562), Advisor (WILL JAMESON). Includes a notice regarding Texas Property Code § 70.001.

Work order details for 13CVZ03 EXTERIOR TRIM. Description: 'CUST STATES THAT UNDER PASS SIDE DOOR ON THE FRAME IS DAMAGED AND SCRATCHED.....ADVISE'. Includes handwritten notes: '238.06', '189.32', 'Paint 60.00', '343.00'. Technician: 204. Includes time clock and signature sections.

Keywords and Reynolds ETAL ZFW02E GK9651Q (11/02)



689751

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DENTON (940) 591-9663 • METRO (972) 434-1515

689751

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/16/08	687236	10670	562	737 204 737 204 508 937	W W W C C I	03CVZ 13CVZ 14CVZ 01CVZVEHINSPECT 16CVZE 21CVZRENTAL	FRONT END TRIM-MISC BRAKES-MISC MULTI-POINT VEH INSP FREE EXTERIOR WASH RENTAL VEHICLE

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE VIN 1G1ZU57N57F	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE 01/17/08	STOCK NO. 172162	LIC/RFID NO. 689751
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO. 100
COLOR DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	H.O. DATE 04/29/08
TURBO CVZZ	M/MC	AIR COND.	P.S.	TAB NO. 2063
TRANS	MILEAGE 11,078	ADVISOR NO. 562	ADVISOR WILL JAMESON	

NOTICE PURSUANT TO 470.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.303, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED DUE TO INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

APPOINTMENT
 Yes
 No

LABOR RATE

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

7 **16CVZE FREE EXTERIOR WASH**
COURTESY EXTERIOR WASH.
.....HAND WASH.....

8 **21CVZRENTAL RENTAL VEHICLE**
COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED

RENT CAR
DATE TIME

CALLER
CUST. _____
RETURN BY: _____

715A Per Kevin Harvill
ALIGNMENT (4 WHEEL)
comp.

TECH #	TIME	LABOR OPP.	TIME CLOCK
508	1:05		OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____ OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____ OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
36	2:0		OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____ OUT _____			

Reynolds and Reynolds ERMZFWOCE 07/29/08 0 (11/02)

CUSTOMER No. 129427	ADVISOR TAMMY LEON	TAG No. 641 8734	INVOICE DATE 12/24/08	INVOICE No. VCCS737560
	LABOR RATE	LICENSE No.	MILEAGE 21,849	COLOR DARK BLUE M
SHADY SHORES, TX	YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU / 4D SEDAN LT		DELIVERY DATE 01/17/08	STOCK No. 172162
	VEHICLE I.D. No. 1G1ZU57N57F		DELIVERY MILES 5,940	PRODUCTION DATE
	F. T. E. No.	P.O. No.	SELLING DEALER NO. 100	
	COMMENTS		12/25/08	

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	0	12346575	PAINT 8.800	14.17	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

*Krental**

#6 16CVZE FREE EXTERIOR WASH TECH(S):937 0.00
 COURTESY EXTERIOR WASH. COMPLETED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 6 TOTAL PARTS	0.00
				JOB # 6 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES					
JOB # 3	1.0	RENTAL CAR	@	/UNIT	WARRANTY
				TOTAL - GOG	0.00

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

# CASH () CHECK () CK# () MASTER CD/VISA () #	TOTAL LABOR....	0.00
# DISCOVER () AMERICAN EXP.() FLEET SERVICE () #	TOTAL PARTS....	0.00
# CHARGE() CONTROL# () CASHIER INITIALS () #	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 (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE

POSTED
[Handwritten signature]

129427

TAMMY LEON

641

8734

12/31/08

VCWS737560

21,849 DARK BLUE M 172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT

01/17/08

5,940

1 G I Z U 5 7 N 5 7 F

100

12/23/08

LABOR & PARTS

~~J# 1 13CVZ TRIM MISC HOURS 0.00 TECH(S) 217 0.00~~
 C/S THE RECIRCULATE BUTTON ONLY WORKS WITH AC ON
 RECIRCULATE FEATURE WORKING AS DESIGN. AFTER FLOOR
 SETTING RECIRC DOOR WILL OPEN TO ALLOW FRESH OUTSIDE AIR
 IN CASE FOR DEFFROST AND BY LEVEL SETTINGS. RECIRC DOOR CLOS
 ONLY WHEN FACE OR FEET SETTINGS ARE IN PLACE. WITH OR WITHOU
 AC ON.
 NO WORK PERFORM AT THIS TIME. CHECKED SYSTEM OPERATION
 AND CODES ALL OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

~~J# 2 13CVZ TRIM WORK HOURS 0.90 TECH(S) 217 74.37~~
 C/S THE DEFFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC
 OR OR HEAT IS ON CENTER DASH VENTS
 DASH PAD ON RIGHT SIDE RATTLES.
 REMOVED REPOSITION AND RETEST OK.

JOB # 2 TOTAL LABOR & PARTS 74.37

~~J# 4 03CVZ FRONT END HOURS 0.80 TECH(S) 36 66.10~~
 C/S THE BRAKES SQUEAL
 VERIFIED. BULLETIN#00-05-22-002K APPLIES.
 DEGLAZED FRONT PADS. APPLIED ANTI-SQUEAK TO PAD AND SILICONE
 TO BACK OF PAD. RETESTED. O.K.

JOB # 4 TOTAL LABOR & PARTS 66.10

G.O.G. & SUPPLIES

JOB # 3 1.0 RENTAL CAR @ 42.000 /UNIT 42.00
 TOTAL - GOG 42.00
 R/O TAX 0.00
 R/O TOTALS 182.47

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL.....
 182.47
 CLAIM TOTALS 182.47

APPROVED BY SIGNATURE

129427

TAMMY LEON

641

8734

12/31/08

VCWS737560

21,849 DARK BLUE M 172162

07/CHEVROLET/MALIBU/4D SEDAN LT

01/17/08

5,940

1 G I Z U 5 7 N 5 7 F

100

12/23/08

SHADY SHORES, TX

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.462

12/31/2008

WARRANTY NEW CLAIM

1823

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
737560 12/23/2008 1G1ZU57N57F 3 07090 21849

CUSTOMER NAME: FIRST: MIDDLE: M

LAST: PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		NO				ZW	C2500	.9			74.37
LN-TOT: 74.37 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		NV				01R01	H0042	.8			66.10
LN-TOT: 66.10 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		MJ				98	Z7901				42.00
LN-TOT: 42.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: 1G4HD57258U

R.O. TOTAL: 182.47 **C968**



737560

JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH - P.O. BOX 50779 - DENTON, TEXAS 76206
DENTON (940) 591-9663 - METRO (972) 434-1515

737560

RECOMMENDED SERVICES

Table with columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Row 1: 02LTZ, LOF SERVICE, MI, 32.68.

SERVICE HISTORY

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Row 1: 05/01/08, 690302, 11079, 276, 546, 562, 51CVZ, BODY SHOP-MISC.

SALESPERSON NO. 661 ROBERT CAPESTANY

SERVICE

STATE REG# 3

Vehicle information form including VIN (1G1ZU57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/4D SEDAN LT), Production Date (01/17/08), Stock No. (172162), License No. (737560), Customer No. (129427), Service Contract, Delivery Date (01/17/08), Delivery Miles (5,940), Selling Dealer No. (100), R.O. Date (12/23/08), Color (DARK BLUE MET/EBO), Contract No., Expiration Date, Expiration Miles, Turb (CVZZ), Mileage (21,849), Advisor No. (641), Advisor (TAMMY LEON).

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...

Table with columns: ORIGINAL CUSTOMER ESTIMATE, PARTS, LABOR, TOTAL. Row 1: 0.00, 0.00, 0.00.

WY 13CVZ TRIM-MISC
C/S THE RECIRCULATE BUTTON ONLY WORKS WITH AC ON
Set by [unclear] as [unclear] per [unclear] from [unclear] shop to all [unclear].
NPF

WY 13CVZ TRIM WORK
C/S THE DEFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC OR OR HEAT IS ON CENTER DASH VENTS
Ratt [unclear] [unclear] [unclear]

Time clock table with columns: TECH #, TIME, LABOR OPP, TIME CLOCK. Includes handwritten entries for Tech # 217, Time 1.9, Labor Opp 02500.



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737560

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CVZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/08	690302	11079	276	546 562 179	I C W	51CVZ 01CVZVEHINSPECT 07CVZ	BODY SHOP-MISC MULTI-POINT VEH INSP ELECTRICAL-MISC
04/29/08	689751	11078	562	36 36	I W C	13CVZ 03CVZ 03CVZ02	TRIM-MISC FRONT END FRONT END

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

1G1ZU57N57F		YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.	
[REDACTED]		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	EXP. DATE	
SHADY SHORES, TX		129427		01/17/08	5,940	100	12/23/08	
[REDACTED]		COLOR DARK BLUE MET/EBO		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAX NO.	
[REDACTED]		TURBO M/MC AIR COND. H.S. TRANS		MILEAGE	ADVISOR NO.	ADVISOR		
[REDACTED]		CVZZ		21,849	641	TAMMY LEON		
NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.603, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER, OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.								
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE				SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT
<input checked="" type="checkbox"/> Yes	08:41am	12/23/08 07:00pm	3					

JOB	TECH #	TIME	LABOR OPP.	TIME CLOCK
3	21CVZRENTAL	RENTAL VEHICLE		
COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED				
RENT CAR DATE TIME 12-23-08				
CALLED CUST RETURN BY [Signature]				
IN _____ OUT _____				
4	W 03CVZ	FRONT END		
C/S THE BRAKES SQUEAL				
VERIFIED, BULLETIN # 00-05-22-002K APPLIES. DEGLAZED FRONT PADS APPLIED, ANTI-SQUEAK TO PADS SILICONE TO BACK OF PAD. RE-TESTED, O.K.				
IN _____ OUT _____				
5	C 02CVZ00	MAINTENANCE		
CUSTOMER IS REQUESTING A BOTTLE OF TOUCH UP PAINT				
IN _____ OUT _____				

Reynolds and Reynolds EPALZTR002E 01/08/01 Q 11/00/01



737560

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737560

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/08	690302	11079	276	546 562 179	I C W	51CVZ 01CVZVEHINSPECT 07CVZ	BODY SHOP-MISC MULTI-POINT VEH INSP ELECTRICAL-MISC
04/29/08	689751	11078	562	179 36 36	I W C	13CVZ 03CVZ 03CVZ02	TRIM-MISC FRONT END FRONT END

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE ID NO. 1G1ZU57N57F	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE 01/17/08	STOCK NO. 172162	LICENSE NO. 737560	H. O. NO. 737560
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO. 100	R.O. DATE 12/23/08
CDI OR DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8734	
TURBO CVZZ	AIR COND.	P.S.	TRANS	MILEAGE 21,849	ADVISOR NO. 641
				ADVISOR TAMMY LEON	

NOTICE PURSUANT TO §70.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.502, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

APPOINTMENT: Yes No

LABOR RATE:

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

6 CVZZ FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	TECH #	TIME	LABOR OPP.	TIME CLOCK
				OFF
				ON
	OTHER HRS.	SIGNATURE		TIME CLOCK
				OFF
				ON
	IN _____			
	OUT _____			
	TECH #	TIME	LABOR OPP.	TIME CLOCK
				OFF
				ON
	OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF	
			ON	
IN _____				
OUT _____				

Reprints and Reproduction: ERWZ3561 0 (11/02)

CUSTOMER No. 129427	ADVISOR TAMMY LEON	TAG No. 641 8004	INVOICE DATE 12/29/08	INVOICE No. VCCS738288
[REDACTED] SHADY SHORES, TX [REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 21,952	COLOR DARK BLUE M
	YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU / 4D SEDAN LT	VEHICLE I.D. No. 1G1ZU57N57F [REDACTED]	DELIVERY DATE 01/17/08	STOCK No. 172162
[REDACTED]	F. T. E. No.	P.O. No.	SELLING DEALER NO. 100	DELIVERY MILES 5,940
COMMENTS			PRODUCTION DATE 12/29/08	

LABOR & PARTS

J# 1 13CVZ TRIM-MISC TECH(S):217 0.00
 C/S THERE IS A RATTLE SOUND FROM THE DEFROST VENT ON THE TOP OF THE DASH PAD ON THE PASSENGER SIDE NEXT TO THE WINDSHIELD THIS NOISE GOES AWAY IF YOU TURN DEFROSTER ON HIGH-ADVISE COWLING VIBRATING DUE TO CROSS WINDS RESEAL COWLING AND RETEST OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 21CVZ RENTAL-RENTAL-VEHICLE TECH(S):937 INTERNAL
 JAMES WOOD RENTAL #8 CUSTOMER PUT IN RENTAL 12-29-08 AT 11:14AM CONTRACT# 76719 42.00 64D TO PAY
 CUSTOMER TO RETURN RENTAL BY 12-30 BY NOON

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 16CVZE FREE EXTERIOR WASH TECH(S):937 0.00
 COURTESY EXTERIOR WASH. COMPLETED.

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 75CVZ QUALITY CONTROL TECH(S):673 0.00
 Q.C. COMPLETE

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
 JOB # 2 1.0 RENTAL CAR @ 7UNIT TOTAL - GOG INTERNAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 2 RCP RENTAL CAR POLICY EXP INTERNAL 0.00
 TOTAL - MISC 0.00

COMMENTS-----
 SEE HISTORY-HERE LAST WEEK FOR THIS

CUSTOMER No.	129427		ADVISOR	TAMMY LEON		TAG No.	641	8004	INVOICE DATE	12/29/08	INVOICE No.	VCCS738288
	[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE	21,952	COLOR	DARK BLUE M	STOCK No.	172162		
	SHADY SHORES, TX		YEAR / MAKE / MODEL	07 / CHEVROLET / MALIBU / 4D SEDAN LT			DELIVERY DATE	01/17/08	DELIVERY MILES	5,940		
	[REDACTED]		VEHICLE I.D. No.	1 G 1 2 U 5 7 N 5 7 F			SELLING DEALER NO.	100	PRODUCTION DATE			
	[REDACTED]		F.T.E. No.	[REDACTED]			P.O. No.	12/29/08				
	[REDACTED]		COMMENTS									

TOTALS

CASH () CHECK () CK# () MASTER CD/VISA ()

DISCOVER () AMERICAN EXP. () FLEET SERVICE ()

CHARGE () CONTROL# () CASHIER INITIALS ()

FOR YOUR CHILD'S SAFETY

PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT

MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES.

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.

THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!

THIS VEHICLE HAS BEEN REPAIRED

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





738288

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

738288

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/23/08	737560	21849	641	217	W	13CVZ	TRIM-MISC
				217	W	13CVZ11	TRIM WORK
				937	I	21CVZRENTAL	RENTAL VEHICLE
				36	W	03CVZ	FRONT END
				641	C	02CVZ00	MAINTENANCE
				937	C	16CVZE	FREE EXTERIOR WASH

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE ID NO. 1G1ZU57N57F	YEAR/MAKE/MODLL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE	STOCK NO. 72162	LICENSE NO.	R. O. NO. 738288
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO. 100	R. O. DATE 12/29/08
CO./OR SHADY SHORES, TX	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8004	
TURBO	M/MI	AIR COND.	P. S.	TRANS	MILEAGE 21,952
	CVZZ				ADVISOR NO. 641
					ADVISOR TAMMY LEON
BUSINESS PHONE 214-718-7704 x1	NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.				
TIME RECEIVED 11:53am	DATE/TIME PROMISED 12/29/08 07:00pm	PRIORITY 1	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT		

APPOINTMENT
 Yes
 No

LABOR RATE

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

COMMENTS : SEE HISTORY-HERE LAST WEEK FOR THIS

1. W* 13CVZ TRIM-MISC
C/S THERE IS A RATTLE SOUND FROM THE DEFROST VENT ON THE TOP OF THE DASH PAD ON THE PASSENGER SIDE NEXT TO THE WINDSHIELD THIS NOISE GOES AWAY IF YOU TURN DEFROSTER ON HIGH-ADVISE

*Cowboy Vehicle. Reseal
Cowboy Exhaust*

2. 21CVZRENTAL RENTAL VEHICLE
COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED

10/8

RENT CAR
DATE TIME

CALLER
CUST
RETURN
BY

TECH #	TIME	LABOR OPP.	TIME CLOCK
217	N/A		OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____ OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____ OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____ OUT _____			

Reynolds and Reynolds ERAZTW02E GAS2651Q (11/08)



738288

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738288

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/23/08	737560	21849	641	217 217 937 36 641 937	W W I W C C	13CVZ 13CVZ11 21CVZRENTAL 03CVZ 02CVZ00 16CVZE	TRIM-MISC TRIM WORK RENTAL VEHICLE FRONT END MAINTENANCE FREE EXTERIOR WASH

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE NO. 1G1ZU57N57F	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE	STOCK NO. 172162	LICENSL. NO.	R. O. NO. 738288
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO. 100	R. O. DATE 12/29/08
COLOR DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8004	
TURBO CVZZ	AIR COND.	P. S.	TRANS.	MILLAGE 21,952	ADVISOR NO. 641
				ADVISOR TAMMY LEON	

APPOINTMENT: Yes No

LABOR RATE: _____

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT: _____

JOB	TECH #	TIME	LABOR OPP.	TIME CLOCK
3	C	16CVZE	FREE EXTERIOR WASH	OFF
				ON
				OTHER HRS. SIGNATURE TIME CLOCK
4	QC	QC OK	[Signature]	OFF
				ON
				OTHER HRS. SIGNATURE TIME CLOCK
5	[Signature]	[Signature]	[Signature]	OFF
				ON
				OTHER HRS. SIGNATURE TIME CLOCK
6	[Signature]	[Signature]	[Signature]	OFF
				ON
				OTHER HRS. SIGNATURE TIME CLOCK

IN _____
OUT _____

IN _____
OUT _____

IN _____
OUT _____

Reynolds and Reynolds EVAL27HO08 GM355610 (11/02)

129427

LUCAS RICHMOND 808 2214 04/22/09 VCWS757417
 28,641 DARK BLUE M 172162
 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940
 1 G 1 Z U 5 7 N 5 7 F 100
 04/20/09

SHADY SHORES, TX

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.459
 04/22/2009 WARRANTY NEW CLAIM
 1838
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 757417 04/20/2009 1G1ZU57N57F 3 07090 28641

CUSTOMER NAME: FIRST: MIDDLE: M
 LAST: PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		NQ	1	19180745	108.07	11	E3851	1.8	.6		207.67
LN-TOT: 315.74 TECH SSN: AUTH CODE: E AUTH. AUTHOR.: 0090												
COMMENTS: OLH TO USE CHASSIS EAR TO ISOLATE NOISE												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	05		MJ				98	Z7911				15.00
LN-TOT: 15.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	06		VP				3A	B5400	.3			25.96
LN-TOT: 25.96 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE TRUNK OUT OF ALIGNMENT. ALIGNED TR												
UNK.												

R.O. TOTAL: 356.70 C999

129427

LUCAS RICHMOND 808 2214 04/22/09 VCWS757417

28,641 DARK BLUE M 172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940

1 G 1 Z U 5 7 N 5 7 F 100

04/20/09

LABOR & PARTS

J# 1 03CVZ FRONT END HOURS: 2.40 TECH(S): 36 207.67

CUST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS VERIFIED INSTILLED CHASSIS EARS TO ISOLATE AND TRACED TO LEFT FRONT STRTU REPLACED LF STRUT AND ALIGNED AND RETESTED OKAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	19180745	*ABSORBER	7.345	77.19	108.07	108.07
			JOB # 1 COST TOTAL		77.19		
			JOB # 1 TOTAL PARTS				108.07
			JOB # 1 TOTAL LABOR & PARTS				315.74

J# 2 13CVZ TRIM-MISC HOURS: TECH(S): 80 0.00

CUST STS INSIDE OF TRUNK WAS WET AFTER RAINING WATER TEST FOR 1 HOUR. NO LEAK INTO TRUNK WAS FOUND. JOB # 2 TOTAL LABOR & PARTS 0.00

J# 5 21CVZ RENTAL RENTAL VEHICLE HOURS: 0.00 TECH(S): 937 0.00

1G6DF577690 J W RENTAL #C20 CUST PUT IN 4-20-09 AT 9:14AM CONTRACT #73726 45.00 263 TO PAY

CUSTOMER TO RETURN RENTAL BY 4-21 BY 7PM JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 13CVZ03 EXTERIOR TRIM HOURS: 0.30 TECH(S): 801 25.96

CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE TRUNK OUT OF ALIGNMENT. ALIGNED TRUNK. JOB # 6 TOTAL LABOR & PARTS 25.96

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 5	BSHUT	COURTESY SHUTTLE		15.00
			TOTAL - MISC	15.00
			R/O TAX	0.00
			R/O TOTALS	356.70

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	356.70
CLAIM TOTALS	356.70

APPROVED BY SIGNATURE

129427

LUCAS RICHMOND 808 2214 04/22/09 VCIS757417

28,641 DARK BLUE M 172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5,940

I G I Z U 5 7 N 5 7 F 100

04/20/09

LABOR & PARTS

J# 3 01CVZVEHINSPECT MULTI-POINT VEH INSP HOURS: 0.00 TECH(S):801 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION.
COMPLETE

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 16CVZE FREE EXTERIOR WASH HOURS: 0.00 TECH(S):937 0.00
COURTESY EXTERIOR WASH.
COMPLETED.

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES

JOB # 5 1.0 RENTAL CAR @ 35.00 /UNIT TOTAL - GOG 35.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 5 RCP RENTAL CAR POLICY EXP -35.00
JOB # 5 BSHUT COURTESY SHUTTLE WARRANTY -35.00
TOTAL - MISC -35.00

TOTALS

CONTROL# ACCOUNT NUMBER AMOUNT.. TOTAL LABOR.... 0.00
172162 TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 35.00
TOTAL MISC.CHG. 0.00
TOTAL MISC.DISC -35.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

APPROVED BY SIGNATURE

CUSTOMER No. 129427		ADVISOR LUCAS RICHMOND	TAG No. 808 2214	INVOICE DATE 04/21/09	INVOICE No. VCCS757417
[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE 28,641	COLOR DARK BLUE M
SHADY SHORES, TX		YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			STOCK NO. 172162
[REDACTED]		VEHICLE I.D. No. 1G1ZU57N57F [REDACTED]			DELIVERY DATE 01/17/08
[REDACTED]		F. T. E. No.	P.O. No.	SELLING DEALER NO. 100	
[REDACTED]		COMMENTS			
[REDACTED]		DATE 04/20/09			

LABOR & PARTS

J# 1 03CVZ FRONT END TECH(S):36 WARRANTY
 CUST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS
 VERIFIED INSTALLED CHASSIS EARS TO ISOLATE AND TRACED TO LEFT FRONT STRTU
 REPLACED LF STRUT AND ALIGNED AND RETESTED OKAY

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
JOB # 1	1	19180745	*ABSORBER 7.345		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 13CVZ TRIM/MISC TECH(S):801 WARRANTY
 CUST STS INSIDE OF TRUNK WAS WET AFTER RAINING
 WATER TEST FOR 1 HOUR. NO LEAK INTO TRUNK WAS FOUND.

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

J# 3 01CVZ VEH INSPECT MULTI-POINT VEH INSP TECH(S):801 INTERNAL
 PERFORM MULTI-POINT VEHICLE INSPECTION.
 COMPLETE

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

J# 4 16CVZE FREE EXTERIOR WASH TECH(S):937 INTERNAL
 COURTESY EXTERIOR WASH.
 COMPLETED.

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

J# 5 21CVZ RENTAL RENTAL VEHICLE TECH(S):937 WARRANTY
 166DF577690 [REDACTED] J W RENTAL #C20 CUST PUT IN 4-20-09
 AT 9:14AM CONTRACT #73726 45.00 263 TO PAY
 CUSTOMER TO RETURN RENTAL BY 4-21 BY 7PM

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

J# 6 13CVZ03 EXTERIOR TRIM TECH(S):801 WARRANTY
 CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE
 TRUNK OUT OF ALIGNMENT.

CUSTOMER No. 129427	ADVISOR LUCAS RICHMOND	808	TAG No. 2214	INVOICE DATE 04/21/09	INVOICE No. VCCS757417
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 28,641	COLOR DARK BLUE M	STOCK # 172162
SHADY SHORES, TX	YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU / 4D SEDAN LT		DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	
	VEHICLE I.D. No. 1G1ZU57N57F		SELLING DEALER NO. 100	PRODUCTION DATE	
	F.T.E. No.	P.O. No.	04/20/09		
	COMMENTS				

ALIGNED TRUNK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 6 TOTAL PARTS	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES				
JOB # 5	1.0		RENTAL CAR @ /UNIT	WARRANTY 0.00
TOTAL - GOG				0.00

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

# CASH () CHECK () CK# () MASTER CARD VISA () #	TOTAL LABOR....	0.00
# DISCOVER () AMERICAN EXP. () FLEET SERVICE () #	TOTAL PARTS....	0.00
# CHARGE () CONTROL# () CASHIER INITIALS () #	TOTAL SUBLET....	0.00
# FOR YOUR CHILD'S SAFETY #	TOTAL G.O.G....	0.00
# PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #	TOTAL MISC CHG.	0.00
# MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE





AT THE WASH

757417

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

757417

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/29/08	738288	21952	641	217 937 937	C I C	13CVZ 21CVZRENTAL 16CVZE	TRIM-MISC RENTAL VEHICLE
12/23/08	737560	21849	641	673 217 217	C W W	75CVZ 13CVZ 13CVZ11	FREE EXTERIOR WASH QUALITY CONTROL TRIM-MISC TRIM WORK

SALESPERSON NO. 661

ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

1G1ZU57N57F	YLAH/MARK/MOULL	07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. D. NO.
				172162		757417
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. D. DATE
	129427		01/17/08	5,940	100	04/20/09
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
	DARK BLUE MET/EBO				2214	
	TURNED	M/MC	AIR COND.	P. S.	TRANS	MILEAGE
	CVZZ					28,641
	ADVISOR NO.	ADVISOR				
	808	LUCAS RICHMOND				

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APPOINTMENT: Yes No

LABOR RATE: _____

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT: _____

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	TECH #	TIME	LABOR OPP.	TIME CLOCK
X		0.00	0.00	0.00	36	.9	E3851	OFF
1	W* 03CVZ FRONT-END CUST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS VERIFIED INSTALLED CHASSIS EARS TO ISOLATE & TRACED TO LF STRUT. REPLACED LF STRUT; RETESTED RETESTED, O.K.					.5	ADD	20 APR 17-10
						.2	NQ	OFF
						.2	IS	ON
							Chassis	
2	W* 13CVZ TRIM-MISC CUST STS INSIDE OF TRUNK WAS WET AFTER RAINING Water seeps from fuel no water in trunk after hours of rain.				801	1.0	chassis	ON
							4-20-09	OFF
							2009 APR 20 AM 9:22	ON

AUTHORIZATION

DATE IN _____

AUTH. REP B.G. _____

(CIRCLE ONE) 2009 APR 20 AM 10:21

TECH # _____ TIME _____ LABOR OPP. _____ TIME CLOCK _____

SIGNATURE _____

OTHER HRS. _____ SIGNATURE _____ TIME CLOCK _____

IN _____

OUT _____

Reprints and Reproduction: 614-8851-0000



757417

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757417

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/29/08	738288	21952	641	217	C	13CVZ	TRIM-MISC
				937	I	21CVZ	RENTAL VEHICLE
				937	C	16CVZE	FREE EXTERIOR WASH
12/23/08	737560	21849	641	673	C	75CVZ	QUALITY CONTROL
				217	W	13CVZ	TRIM-MISC
				217	W	13CVZ11	TRIM WORK

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VIN: 1G1ZU57N57F	YEAR/MAKE/MODEL: 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE: 01/17/08	STOCK NO.: 172162	LICENSE NO.: 100	PL. U. NO.: 757417
CUSTOMER NO.: 129427	SERVICE CONTRACT	DELIVERY DATE: 01/17/08	DELIVERY MILES: 5,940	SELLING DEALER NO.: 100	PL. O. DATE: 04/20/09
ADDRESS: SHADY SHORES, TX	COLOR: DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.: 2214
TYPE: CVZZ	AIR COND.	P. S.	TRANS.	MILEAGE: 28,641	ADVISOR NO.: 808
					ADVISOR: LUCAS RICHMOND

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APPOINTMENT: Yes No

LABOR RATE: _____

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT: _____

JOB #	DESCRIPTION	TECH #	TIME	LABOR OPP.	TIME CLOCK
3	01CVZVEHINSPECT MULTI-POINT VEH INSP PERFORM MULTI-POINT VEHICLE INSPECTION.	801			OFF ON
		OTHER HRS.	SIGNATURE		TIME CLOCK
					OFF ON
		IN _____ OUT _____			
4	16CVZE FREE EXTERIOR WASH COURTESY EXTERIOR WASH.				OFF ON
		OTHER HRS.	SIGNATURE		TIME CLOCK
					OFF ON
		IN _____ OUT _____			
5	W* 21CVZRENTAL RENTAL VEHICLE COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED				OFF ON
		OTHER HRS.	SIGNATURE		TIME CLOCK
					OFF ON
		IN _____ OUT _____			

RENT CAR
DATE _____ TIME _____

1 day 6 hr

2 way \$1500

CALLER CUST RETURN BY _____

Reynolds and Reynolds ERM/LTR/VOZE GX3058 (10/11/02)



757417

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757417

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/29/08	738288	21952	641	217 937	C I C	13CVZ 21CVZ RENTAL 16CVZE	TRIM-MISC RENTAL VEHICLE FREE EXTERIOR WASH
12/23/08	737560	21849	641	673 217 217	C W W	75CVZ 13CVZ 13CVZ11	QUALITY CONTROL TRIM-MISC TRIM WORK

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VIN: 1G1ZU57N57F	YEAR/MAKE/MODEL: 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE	STOCK NO. 172162	LICENSE NO.	R. O. NO. 757417
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILFS 5,940	SELLING DEALER NO. 100	H. O. DATE 04/20/09
ADDRESS: SHADY SHORES, TX	COLOR: DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2214
TURBO CVZZ	AIR COND.	P. S.	TRANS	MILEAGE 28,641	ADVISOR NO. 808
ADVISOR LUCAS RICHMOND					
<p>NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.</p>					
APPOINTMENT	TIME RECEIVED: 08:57am	DATE/TIME PROMISED: 04/20/09 05:00pm	PRIORITY: 3	LABOR RATE	
<input checked="" type="checkbox"/> Yes	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT				

JOB 6 W-13CV203 EXTERIOR TRIM CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE <i>Trunk lid out of alignment</i> <i>Align trunk</i>	TECH #	TIME	LABOR OPP.	TIME CLOCK
	891	.3	15400	ON
	OTHER HRS.	SIGNATURE		TIME CLOCK
		VP JA		2009 APR 20 am 10:24
IN _____ OUT _____				
TECH #	TIME	LABOR OPP.	TIME CLOCK	2009 APR 20 am 11:00
				OFF
				ON
OTHER HRS.	SIGNATURE		TIME CLOCK	
				OFF
				ON
IN _____ OUT _____				
TECH #	TIME	LABOR OPP.	TIME CLOCK	
				OFF
				ON
OTHER HRS.	SIGNATURE		TIME CLOCK	
				OFF
				ON
IN _____ OUT _____				

Keywords and Repairs: ERWLTW02E GMS0210 (1/2/00)

CUSTOMER No. 129427	ADVISOR TAMMY LEON	641	TAG No. 8734	INVOICE DATE 12/24/08	INVOICE No. VCCS737560
[REDACTED] SHADY SHORES, TX	LABOR RATE	LICENSE No.	MILEAGE 21,849	COLOR DARK BLUE M	STOCK No. 172162
	YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU / 4D SEDAN LT	VEHICLE I.D. No. 1G12U57N57F [REDACTED]		DELIVERY DATE 01/17/08	DELIVERY MILES 5,940
[REDACTED]	F. T. C. No.	P.O. No.	SELLING DEALER NO. 100		PRODUCTION DATE 12/23/08
COMMENTS					

LABOR & PARTS

J# 1 13CVZ TRIM-MISC TECH(S):217 WARRANTY

C/S THE RECIRCULATE BUTTON ONLY WORKS WITH AC ON
 RECIRCULATE FEATURE WORKING AS DESIGN. AFTER FLOOR
 SETTING RECIRC DOOR WILL OPEN TO ALLOW FRESH OUTSIDE AIR
 IN CASE FOR DEFFROST AND BY LEVEL SETTINGS. RECIRC DOOR CLOS
 ONLY WHEN FACE OR FEET SETTINGS ARE IN PLACE. WITH OR WITHOU
 AC ON.
 NO WORK PERFORM AT THIS TIME. CHECKED SYSTEM OPERATION
 AND CODES ALL OK.

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

J# 2 13CVZ11 TRIM-WORK TECH(S):217 WARRANTY

C/S THE DEFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC
 OR OR HEAT IS ON CENTER DASH VENTS
 DASH PAD ON RIGHT SIDE RATTLES.
 REMOVED REPOSITION AND RETEST OK.

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

J# 3 21CVZRENTAL RENTAL VEHICLE TECH(S):937 INTERNAL

JAMES WOOD RENTAL #6 CUSTOMER PUT IN RENTAL12-23-08
 AT 8:23AM CONTRACT# 76692 42.00 15A TO PAY
 CUSTOMER TO RETURN RENTAL BY 12-24 BY 7PM

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

J# 4 03CVZ FRONT-END TECH(S):36 WARRANTY

C/S THE BRAKES SQUEAL
 VERIFIED, BULLETIN#00-05-22-002K APPLIES.
 DEGLAZED FRONT PADS. APPLIED ANTI-SQUEAK TO PAD AND SILICONE
 TO BACK OF PAD. RETESTED, O.K.

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

J# 5 02CVZ00 MAINTENANCE TECH(S):641

CUSTOMER IS REQUESTING A BOTTLE OF TOUCH UP PAINT
 ADVISOR TO HANDLE.

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

CUSTOMER No. 129427	ADVISOR TAMMY LEON	TAG No. 641 8734	INVOICE DATE 12/24/08	INVOICE No. VCCS737560
SHADY SHORES, TX	LABOR RATE	LICENS# No.	MILEAGE 21,849	COLOR DARK BLUE M
	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT			STOCK NO. 172162
	VEHICLE I.D. No. 1G1ZU57N57F			DELIVERY MILES 5,940
	F. T. E. No.	P.O. No.	SELLING DEALER NO. 100	PRODUCTION DATE
	COMMENTS		12/23/08	

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	0	12346575	PAINT 8.800	14.17	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

*Krental**

J# 6-16CVZE FREE EXTERIOR WASH TECH(S):937 0.00
 COURTESY EXTERIOR WASH. COMPLETED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES					
JOB # 3	1.0	RENTAL CAR	@	/UNIT	WARRANTY
TOTAL - GOG					0.00

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

# CASH () CHECK () CK# () MASTER CD/VISA () #	TOTAL LABOR....	0.00
# DISCOVER () AMERICAN EXP.() FLEET SERVICE () #	TOTAL PARTS....	0.00
# CHARGE() CONTROL# () CASHIER INITIALS () #	TOTAL SUBLET...	0.00
# FOR YOUR CHILD'S SAFETY #	TOTAL G.O.G....	0.00
# PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTALLATION. IT #	TOTAL MISC CHG.	0.00
# MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PURPOSES. #	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

POSTED
[Handwritten signature]

PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDICATE LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.
 THANK YOU FOR YOUR BUSINESS !!!!!!!!!!!
 THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE

129427

TAMMY LEON

641

8734

12/31/08

VCWS737560

21,849

DARK BLUE M

172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT

01/17/08

5,940

1 G 1 Z U 5 7 N 5 7 F

100

12/23/08

LABOR & PARTS

J# 1 13CVZ TRIM MISC HOURS 0:21 TECH(S) 217 0:00

C/S THE RECIRCULATE BUTTON ONLY WORKS WITH AC ON RECIRCULATE FEATURE WORKING AS DESIGN. AFTER FLOOR SETTING RECIRC DOOR WILL OPEN TO ALLOW FRESH OUTSIDE AIR IN CASE FOR DEFFROST AND BY LEVEL SETTINGS. RECIRC DOOR CLOS ONLY WHEN FACE OR FEET SETTINGS ARE IN PLACE. WITH OR WITHOUT AC ON. NO WORK PERFORM AT THIS TIME. CHECKED SYSTEM OPERATION AND CODES ALL OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 13CVZ TRIM WORK HOURS 0:90 TECH(S) 217 74.37

C/S THE DEFFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC OR OR HEAT IS ON CENTER DASH VENTS DASH PAD ON RIGHT SIDE RATTLES. REMOVED REPOSITION AND RETEST OK.

JOB # 2 TOTAL LABOR & PARTS 74.37

J# 4 03CVZ FRONT END HOURS 0:80 TECH(S) 36 66.10

C/S THE BRAKES SQUEAL VERIFIED, BULLETIN#00-05-22-002K APPLIES. DEGLAZED FRONT PADS. APPLIED ANTI-SQUEAK TO PAD AND SILICONE TO BACK OF PAD. RETESTED, O.K.

JOB # 4 TOTAL LABOR & PARTS 66.10

G.O.G. & SUPPLIES

JOB # 3 1.0 RENTAL CAR @ 42.000 /UNIT 42.00 TOTAL - GOG 42.00 R/O TAX 0.00 R/O TOTALS 182.47

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL 182.47 CLAIM TOTALS 182.47

APPROVED BY SIGNATURE

129427

TAMMY LEON

641

8734

12/31/08

VCWS737560

21,849

DARK BLUE M

172162

SHADY SHORES, TX

07/CHEVROLET/MALIBU/4D SEDAN LT

01/17/08

5,940

1 G 1 Z U 5 7 N 5 7 F

100

12/23/08

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.462

12/31/2008

WARRANTY NEW CLAIM

1823

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
737560 12/23/2008 1G1ZU57N57F 3 07090 21849

CUSTOMER NAME: FIRST:

MIDDLE: M

LAST:

PHONE:WORK:

HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		NO				2W	C2500	.9			74.37
LN-TOT: 74.37 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		NV				01R01	H0042	.8			66.10
LN-TOT: 66.10 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		MJ				98	Z7901			42.00	42.00
LN-TOT: 42.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: 1G4HD57258U

R.O. TOTAL: 182.47 C968



737560

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

737560

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/08	690302	11079	276	546 562 179	I C W	51CVZ 01CVZVEHINSPECT	BODY SHOP-MISC MULTI-POINT VEH INSP
04/29/08	689751	11078	562	179 36 36	I W C	07CVZ 13CVZ 03CVZ 03CVZ02	ELECTRICAL-MISC TRIM-MISC FRONT END FRONT END

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE VIN TG1ZU57N57F	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE 01/17/08	STOCK NO. 172162	LICENSE NO. 100	PL. O. NO. 737560
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO.	S. D. DATE 12/23/08
ADDRESS SHADY SHORES, TX	COLOR DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8734
TURBO CVZZ	M/MC	AIR COND.	P. S.	TRANS	MILEAGE 21,849
RE	ADVISOR NO. 641	ADVISOR TAMMY LEON	NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.		
TIME RECEIVED 08:41 am	DATE/TIME COMPLETED 12/23/08 07:00 pm	PRIORITY 3	SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT		

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X		0.00	0.00	0.00
1	W* 13CVZ TRIM-MISC			
	C/S THE RECIRCULATE BUTTON ONLY WORKS WITH AC ON			
	<i>per Jeff - Sept. 07/08 heard click Set by Bob as above. press floor pan then change to dth. Fasten it. NPF</i>			
2	W* 13CVZ11 TRIM-WORK			
	C/S THE DEFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC OR OR HEAT IS ON CENTER DASH VENTS			
	<i>Recheck R/F. Reason pay for work</i>			

TECH #	TIME	LABOR OPP.	TIME CLOCK
217	<i>N/A</i>		OFF
OTHER HRS.		SIGNATURE	TIME CLOCK
			OFF
			ON
IN _____ OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
217	19	<i>CZ500</i>	ON
OTHER HRS.		SIGNATURE	TIME CLOCK
			OFF
			ON
IN _____ OUT _____			
TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.		SIGNATURE	TIME CLOCK
			OFF
			ON
IN _____ OUT _____			

Raymond and Reynolds ERAZTRW02E GM35681 Q (11/02)



737560

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3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

737560

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/08	690302	11079	276	546 562 179	I C W	51CVZ 01CVZVEHINSPECT 07CVZ	BODY SHOP-MISC MULTI-POINT VEH INSP ELECTRICAL-MISC
04/29/08	689751	11078	562	179 36 36	I W C	13CVZ 03CVZ 03CVZ02	TRIM-MISC FRONT END FRONT END

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

1G1ZU57N57F	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE 172162	STOCK NO. 172162	LICENSE NO.	R. D. NO. 737560
SHADY SHORES, TX	CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO. 100
	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8734	
	TURBO CVZZ	M/MG	AIR COND.	P. S.	TRANS
	MILEAGE 21,849	ADVISOR NO. 641	ADVISOR TAMMY LEON		
08:41am	12/23/08	07:00pm	3		

NOTICE PURSUANT TO §70.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 8.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

APPOINTMENT Yes No

LABOR RATE

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

JOB	TECH #	TIME	LABOR OPP.	TIME CLOCK
3 21CVZRENTAL RENTAL VEHICLE COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED RENT CAR DATE TIME 12-24-08 CALLED CUST RETURN BY JWS				OFF ON
	OTHER HRS.	SIGNATURE		TIME CLOCK OFF ON
	IN _____ OUT _____			
4 W 03CVZ FRONT END C/S THE BRAKES SQUEAL VERIFIED, BULLETIN # 00-05-22-002K APPLIES. DEGLAZED FRONT PADS APPLIED, ANTI-SQUEAK TO PAD & SILICONE TO BACK OF PAD. RE-TESTED, O.K.	36	.8	H0042	OFF ON
	OTHER HRS.	SIGNATURE		TIME CLOCK OFF ON
	IN _____ OUT _____			
5 C 02CVZ00 MAINTENANCE CUSTOMER IS REQUESTING A BOTTLE OF TOUCH UP PAINT				OFF ON
	OTHER HRS.	SIGNATURE		TIME CLOCK OFF ON
	IN _____ OUT _____			

Reynolds and Reynolds ESALZRN00CE 01/03/01 Q (11/02)



737560

JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206
DENTON (940) 591-9663 • METRO (972) 434-1515

737560

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/08	690302	11079	276	546 562 179	I C W	51CVZ 01CVZVEHINSPECT	BODY SHOP-MISC MULTI-POINT VEH INSP
04/29/08	689751	11078	562	179 36 36	I W C	07CVZ 13CVZ 03CVZ 03CVZ02	ELECTRICAL-MISC TRIM-MISC FRONT END FRONT END

SALESPERSON NO. 661 ROBERT CAPESTANY

S E R V I C E

STATE REG# 3

VEHICLE VIN# 1G1ZU57N57F	YEAR/MAKE/MODLL 07/CHEVROLET/MALIBU/4D SEDAN LT	PRODUCTION DATE 01/17/08	STOCK NO. 172162	LICENSE NO. 100	R. O. NO. 737560
CUSTOMER NO. 129427	SERVICE CONTRACT	DELIVERY DATE 01/17/08	DELIVERY MILES 5,940	SELLING DEALER NO.	R. O. DATE 12/23/08
ADDRESS SHADY SHORES, TX	COLOR DARK BLUE MET/EBO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 8734
TURNED	M/M/C CVZZ	AIR COND.	F. S.	TRANS	MILEAGE 21,849
ADVISOR NO. 641	ADVISOR TAMMY LEON	NOTICE PURSUANT TO §70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.			
TIME RECEIVED 08:41am	DATE/TIME PROMISED 12/23/08 07:00pm	PRIORITY 3	LABOR RATE		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	SIGNATURE OF PERSON RESPONSIBLE FOR PAYMENT				

JOB	TECH #	TIME	LABOR OPP.	TIME CLOCK
6 C 16CVZE FREE EXTERIOR WASH COURTESY EXTERIOR WASH.				OFF
				ON
	OTHER HRS.	SIGNATURE		TIME CLOCK
				OFF
				ON
	IN _____			
	OUT _____			
				OFF
				ON
	OTHER HRS.	SIGNATURE		TIME CLOCK
				OFF
				ON
IN _____				
OUT _____				

TECH #	TIME	LABOR OPP.	TIME CLOCK
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			
			OFF
			ON
OTHER HRS.	SIGNATURE		TIME CLOCK
			OFF
			ON
IN _____			
OUT _____			

Reynolds and Reynolds EPALZRW02E GM38SE1 Q (11/02)

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
				4/27/09	62001213
			Work Phone	Time Received	Time Promiscd
				16:12	4/29 17:00
			Key Tag #	Current Mileage	Mileage Out
			2032	28801	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	MALIBU	4D SEDAN LT		LUKE RICHMO
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZU57N57F		DARK BLUE		1/17/08	
172162					

#1 - 51CVZ: BODY SHOP REPAIR OR REPLACE
 SEND TO BODY SHOP TO REPAIR FRONT BUMPER AREAS THA **87001046**
 T ARE MARKED..APPROVED BY WILL JAMESON

Estimate: 20.00 1860.00

Original Estimate: 20.00 1860.00

73772
Call Law @ 3:31pm
4-0046 6410
W.J.

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
JR1	757417	4/20/09	28641	LUKE RICHMOND			356.70
				W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END	36	.40	
				W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	801	.40	
				I 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POI	801	.40	
				I 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	.40	
				W 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	.40	
				W 13CVZ03: EXTERIOR TRIM	801	.40	
JR1	738288	12/29/08	21952	TAMMY LEON			.00
				C 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	217	1.20	
				I 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	1.20	
				C 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	1.20	
				C 75CVZ: QUALITY CONTROL	673	1.20	
JR1	737560	12/23/08	21849	TAMMY LEON			182.47
				W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	217	1.00	
				W 13CVZ11: TRIM WORK	217	1.00	
				I 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	1.00	
				W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END	36	1.00	
				C 02CVZ00: MAINTENANCE	641	1.00	
				C 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	1.00	
JR1	690302	5/01/08	11079	ALEX RUVLCABA			208.13
				I 51CVZ: BODY SHOP METAL REPAIR OR REPLACE	546	1.20	
				C 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POI	562	1.20	
				W 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCE	179	1.20	
				I 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	179	1.20	
JR1	689751	4/29/08	11078	WILL JAMESON			117.72
				W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END	36	1.00	
				C 03CVZ02: FRONT END	36	1.00	
				C 14CVZ: CUSTOMER REQUEST DIAGNOSIS BRAKING CONCERN	36	1.00	
				W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	204	1.00	
				I 13CVZ03: EXTERIOR TRIM	204	1.00	
				C 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POI	204	1.00	
				C 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	508	1.00	
				I 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	1.00	
				I 02CVZALIGN: ALIGN FRT END ALIGN FRONT END, ADD 90.	36	1.00	
JR1	687236	4/16/08	10670	WILL JAMESON			67.84
				W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END	737	.30	
				W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN		.00	

*** MORE HISTORY AVAILABLE ***

1860.00

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss of damage to vehicle or articles left in the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An accurate mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products and hereby are those made by the manufacturer. The above hereby expressly disclaims all warranties, 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 any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Signature



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number
4/27/09	62001213/1
R/O Close Date	Status
5/06/09	Pre-Invoice
Mileage In	Mileage Out
28801	28801
Service Advisor/Tag#	
LUKE RICHMOND/2032	
Vehicle Identification Number	
1G1ZU57N57F	
Delivery Date	In-Service Date
1/17/08	
License Number	

SHADY SHORES, TX		
Year	Make	Model
2007	CHEVROLET	MALIBU
172162		Body
		4D SEDAN LT
		Color
		DARK BLUE

Work Phone	
Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 51CVZ: BODY SHOP REPAIR OR REPLACE SEND TO BODY SHOP TO REPAIR FRONT BUMPER AREAS THAT ARE MARKED. APPROVED BY WILL JAMESON Work performed by ROBERT COOK (671) REPAIRED FRONT BUMPER Sub Total: Labor: .00 Parts:.00 Total: .00	
#2 - 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR Work performed by 1000 : 73772 Labor: Work performed by 1000 : 73772 Parts:	Internal Internal
Please Note: 2G1WT57K691148993 J W RETNAL #8 CUST PUT IN 4-27-09 AT 4:05PM CONTRACT #73772 42.00 64D TO PAY	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any liability contained herein does not apply where prohibited by law.

[Redacted Signature Area]

ORDER

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

WARRANTY REPAIR ORDER

SHADY SHORES, TX

Year	Make	Model
2007	CHEVROLET	MALIBU
Vehicle Identification Number	Color	
1G1ZU57N57F	DARK BLUE	

Work Phone	R/O Open Date	R/O Number
	4/26/09	62001071/1
Home Phone	R/O Close Date	Cross Reference
	4/27/09	Original
Body	Mileage In	Mileage Out
4D SEDAN LT	28796	28796
License Number	Service Advisor	
	LUKE RICHMOND 2894	
Delivery Date		In-Service Date
1/17/08		

172162

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#1 - MR 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH MAKES A LOUD CREAKING/RATTLING NOISE WHEN HITTING BUMPS-SEE HISTORY Tech: 36/0193 0.00hrs @ .00 ROAD TESTED AND ONLY HEARD FRONT GRILL RATTLING DUE TO DAMAGE.		.00

#4 * MR 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR

As Of	1	4/27/09	Tech 36	Start	7:58	End	8:00	Hours	.03
As Of	1	4/27/09	Tech 36	Start	8:32	End	8:32	Hours	.00

ACCOUNT #	LABOR	.00
METHOD	PARTS	.00
RECEIPT #	SUBLET	.00
	SHOP SUPPLIES	.00
	SALES TAX OR TAX I.D.	.00
	DEDUCTIBLE	.00
	TOTAL DUE	.00



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number				
4/26/09	62001071/1				
R/O Close Date	Status				
4/27/09	Final				
Mileage In	Mileage Out				
28796	28796				
Service Advisor/Reg					
LUKE RICHMOND/2017*W*					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date					
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

SHADY SHORES, TX [REDACTED]

Work Phone [REDACTED]

Home Phone [REDACTED]

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH MAKES A LOUD CREAKING/RATTLING NOISE WHEN HITTING BUMPS-SEE HISTORY Work performed by JOSE CARRILLO (36) ROAD TESTED AND ONLY HEARD FRONT GRILL RATTLING DUE TO DAMAGE.	Warranty
#2 - 16CVZ: SUBLET REQUIRED FOR REPAIR COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED. Caused by 2G1WT57K691 [REDACTED] #8 CUST PUT IN RENTAL ON 4/24/09 AT 1:00PM ON ACCT #73758 263 TO PAY VEHICLE NOT DRIVEABLE Work performed by WAYNE SMITH (937) Work performed by 1000 : ALTERNATE TRANSPORTATION BEING PROVIDED PER GM COURTESY TRANSPORTATION. CUSTOMER SATISFACTION	Internal Internal
#3 - 01CVZ1: FREE EXTERNAL CAR WASH COURTESY EXTERIOR WASH Work performed by WAYNE SMITH (937) Sub Total: Labor: .00 Parts:.00 Total: .00	
#4 * 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR	
Please Note: J W RENTAL #8 CUST PUT IN 4-24-09 AT 1PM CONTRACT #73758 42.00 263 TO PAY	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	4/26/09	62001071
			Key Tag #	Time Received	Time Promiscd
			2017	16:25	4/27 17:00
Year Make Model			Current Mileage	Mileage Out	
			2007 CHEVROLET MALIBU	28796	
Vehicle Identification Number			Body	Engine Code	Service Advisor
			1G1ZU57N57F	4D SEDAN LT	
172162			License Number	Delivery Date	In-Service Date
				1/17/08	

- #1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN
 34 CUST STS VEH MAKES A LOUD CREAKING/RATTLING NOISE WHEN HITTING BUMPS-SEE HISTORY W
W
W
W
 - #2 - 16CVZ: SUBLET REQUIRED FOR REPAIR
 937 COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED. W
W
W
 - #3 - 01CVZ1: FREE EXTERNAL CAR WASH.
 937 COURTESY EXTERIOR WASH C
C
- Estimate: .20 .00
- Original Estimate: .20 .00

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
JR1	757417	4/20/09	28641	LUKE RICHMOND			356.70
				W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END	36	.40	
				W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	801	.40	
				I 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POI	801	.40	
				I 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	.40	
				W 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	.40	
				W 13CVZ03: EXTERIOR TRIM	801	.40	
JR1	738288	12/29/08	21952	TAMMY LEON			.00
				C 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	217	1.20	
				I 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	1.20	
				C 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	1.20	
				C 75CVZ: QUALITY CONTROL	673	1.20	
JR1	737560	12/23/08	21849	TAMMY LEON			182.47
				W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	217	1.00	
				W 13CVZ11: TRIM WORK	217	1.00	
				I 21CVZRENTA: RENTAL VEHICLE COURTESY TRANSPORTATION	937	1.00	
				W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END	36	1.00	
				C 02CVZ00: MAINTENANCE	641	1.00	
				C 16CVZE: FREE EXTERIOR WASH COURTESY EXTERIOR WASH.	937	1.00	
JR1	690302	5/01/08	11079	ALEX RUVLCABA			208.13
				I 51CVZ: BODY SHOP METAL REPAIR OR REPLACE	546	1.20	
				C 01CVZVEHIN: MULTI-POINT VEH INSP PERFORM MULTI-POI	562	1.20	
				W 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCE	179	1.20	
				I 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN	179	1.20	

*** MORE HISTORY AVAILABLE ***

I hereby authorize the repair work above 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 the 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 distributor. I hereby grant you 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Signature

WARRANTY REPAIR ORDER

Work Phone		R/O Open Date	R/O Number
[REDACTED]		5/07/09	62001770/1
R/O Close Date		Cross Reference #	
[REDACTED]		[REDACTED]	
SHADY SHORES, TX		Body	Mileage In
[REDACTED]		4D SEDAN LT	28878
[REDACTED]		Mileage Out	28885
Year	Make	Model	License Number
2007	CHEVROLET	MALIBU	[REDACTED]
Vehicle Identification Number		Color	Service Advisor
1G1ZU57N57F [REDACTED]		DARK BLUE	MICHAEL PAYNE
172162		Delivery Date	In-Service Date
[REDACTED]		1/17/08	[REDACTED]

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN WARR//CUST STS HEARS SQUEAK FROM RIGHT FRONT OF VEH WHILE DRIVING...SEE HISTORY Cause: VERIFIED, RF STRUT NOISY. Tech: 36/0193 1.80hrs @ 86.53 41.33 155.75 Part: 19180746:*STRUT KIT (07345-PC) 1 74.71 104.59 REPLACED RF STRUT AND ALIGNED TO SPECS. RE-TESTED, O.K. Sub-Total Labor: 41.33 155.75 Sub-Total Parts: 74.71 104.59 Sub-Total: 116.04 260.34		

#2 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS HEARS CLUNKING NOISE FROM FRONT RIGHT OF VEH WHILE DRIVING SEE HISTORY Cause: VERIFIED, TRACED TO CLAIPERS, INSUFFICIENT LUBRICATION. Tech: 36/0193 0.00hrs @ .00 .00 Part: 15836873:MOUNT (07395-PC) 1 64.48 90.27 LUBED CALIPER PINS AND RETESTED, O.K. Sub-Total Parts: 64.48 90.27		
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Line	1	5/08/09	Tech 36	Start	10:43	End	10:43	Hours	.00
Line	1	5/08/09	Tech 36	Start	10:45	End	10:45	Hours	.00
Line	2	5/08/09	Tech 36	Start	10:44	End	10:44	Hours	.00

ACCOUNT #	LABOR	41.33	155.75
METHOD	PARTS	139.19	194.86
	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	180.52	350.61



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number
5/07/09	62001770/2
R/O Close Date	Status
5/08/09	Pre-Invoice
Mileage In	Mileage Out
28878	28885
Service Advisor / Tag #	
MICHAEL PAYNE/4224	
Vehicle Identification Number	
1G1ZU57N57F	
Delivery Date	In-Service Date
1/17/08	
Color	License Number
DARK BLUE	

SHADY SHORES, TX			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	MALIBU	4D SEDAN LT	
172162				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 - 20CVZ: CUSTOMER REQUEST MULI-POINT INSPECTION Work performed by WAYNE SMITH (937) DONE ON RO 757417 Sub Total: Labor: .00 Parts:.00 Total: .00	
#6 - 99CVZ: QUALITY CONTROL CHECK QUALITY CONTROL BY MIKE WHITE AND SHOP FOREMAN TO VERIFY REPAIRS DONE TO CUSTOMER SATISFACTION	
#7 - 16CVZ: SUBLET REQUIRED FOR REPAIR CUST REQUESTS COURTESY TRANSPORTATION WHILE WORK IS BEING PERFORMED 1GKFC36059J [REDACTED] JWRENTAL #11 CUST PUT IN 5-7-09 AT 9AM CONTRACT #73841 42.00 64D TO PAY Work performed by 1000 : 73841	SRV POLICY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

SPECIAL ORDERS

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	5/07/09	R/O Number	62001770/
R/O Close Date	5/08/09	Status	Pre-Invoice
Mileage In	28878	Mileage Out	28885
Service Advisor / Tag #		MICHAEL PAYNE/4224	
Vehicle Identification Number		1G1ZU57N57F	
Delivery Date	1/17/08	In-Service Date	
Color	DARK BLUE	License Number	

SHADY SHORES, TX

Year: 2007 Make: CHEVROLET Model: MALIBU

Work Phone: Home Phone: Body: 4D SEDAN LT

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN WARR//CUST STS HEARS SQUEAK FROM RIGHT FRONT OF VEH WHILE DRIVING...SEE HISTORY Caused by VERIFIED, RF STRUT NOISY. Work performed by JOSE CARRILLO (36) Installed 19180746 :*STRUT KIT (07345-PC) REPLACED RF STRUT AND ALIGNED TO SPECS. RE-TESTED, O.K. Qty: 1	Warranty Warranty
#2 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS HEARS CLUNKING NOISE FROM FRONT RIGHT OF VEH WHILE DRIVING SEE HISTORY Caused by VERIFIED, TRACED TO CLAIPEERS, INSUFFICIENT LUBRICATION. Work performed by JOSE CARRILLO (36) Installed 15836873 :MOUNT (07395-PC) LUBED CALIPER PINS AND RETESTED, O.K. Qty: 1	Warranty Warranty
#3 - Customer Reports: WAR//CUST STS HEARS CLUNK FROM LEFT FRONT OF VEH WHILE DRIVING-GOING OVER BUMPS SEE HISTORY Caused by VERIFIED, TRACED TO LF UPPER MOUNT. Work performed by JOSE CARRILLO (36) REPLACED LF UPPER MOUNT.	SRV POLICY
#4 - 01CVZ1: FREE EXTERNAL CAR WASH Sub Total: Labor: .00 Parts:.00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither represents nor authorizes any other person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	5/07/09	62001770
			Key Tag #	Time Received	Time Promised
			4224	9:40	5/07 17:00
			Body	Current Mileage	Mileage Out
			4D SEDAN LT	28878	
Year	Make	Model	Engine Code	Service Advisor	
2007	CHEVROLET	MALIBU		MICHAEL PAY	
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1G1ZU57N57F				1/17/08	
172162					

- #1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN
WARR//CUST STS HEARS SQUEAK FROM RIGHT FRONT OF VEH WHILE DRIVING...SEE HISTORY
VERIFIED, TRACED TO R-F STRUT. REPLACED R-F STRUT, ALIGNED TO SPECS.
RETESTED, O.K. 1.9
.5
.2 (1.8)
NU
- #2 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION
WARR//CUST STS HEARS CLUNKING NOISE FROM FRONT RIGHT OF VEH WHILE DRIVING SEE HISTORY
VERIFIED, TRACED TO CALIPERS. LUBED CALIPERS, RETESTED, GOOD. E3850
ADD
64003C
64003
NE
ZN
1.2
- #3 - Customer Reports: WAR//CUST STS HEARS CLUNK FROM LEFT FRONT OF VEH WHILE DRIVING-GOING OVER BUMPS SEE HISTORY
VERIFIED, LF STRUT MOUNT NOISY. REPLACED LF STRUT MOUNT.
RETESTED, O.K. C7D
Mant
High
NE
ZE
- #4 - 01CVZ1: FREE EXTERNAL CAR WASH
- #5 - 20CVZ: CUSTOMER REQUEST MULI-POINT INSPECTION
- #6 - 99CVZ: QUALITY CONTROL CHECK
QUALITY CONTROL BY MIKE WHITE AND SHOP FOREMAN TO VERIFY REPAIRS DONE TO CUSTOMER SATISFACTION
- #7 - 16CVZ: SUBLET REQUIRED FOR REPAIR
CUST REQUESTS COURTESY TRANSPORTATION WHILE WORK IS BEING PERFORMED 73841
1 day 64D
Mintwub

AUTHORIZATION
DATE .30 27.97
AUTH. A E P B G
(CIRCLE ONE)
SIGNATURE
Estimate: .30 27.97

Original Estimate: .60 55.94

757417

I hereby authorize the repair work above 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 the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or repair. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said product. Any limitation contained herein does not apply where prohibited by law.

Customer Signature 55.94



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
5/11/09	62001967/1				
R/O Close Date	Status				
5/13/09	Pre-Invoice				
Mileage-In	Mileage Out				
29374	29374				
Service Advisor / Tag #					
MICHAEL PAYNE/4743					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

SHADY SHORES, TX		Work Phone
		Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS FRONT BUMPER IS LOOSE Work performed by BARNET SMITH (976) SEND TO BODY SHOP CHECK ALL BOLTS IN BUMPER	Internal
#2 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS FRONT RIGHT HEADLIGHT ASSEMBLY LOOSE Work performed by BARNET SMITH (976) SEND TO BODY SHOP CHECK HEADLAMPS INSTALLATION , OK	Internal
#3 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS HEADLIGHTS AIMED TOO LOW Work performed by BARNET SMITH (976) SEND TO BODY SHOP CHECKED HEADLAMP AIM . HEADLAMPS AIMED CORRECTLY	Internal
#4 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS PASS FRONT DOOR CATCHES WHEN CLOSING Caused by DOOR MISSALIGNED Work performed by ROYCE DANIELL (204) ALIGN DOOR	Warranty
#5 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH PULLS TO RIGHT WHEN DRIVING...SEE HISTORY..ADVISE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR FLUIDS...
[Redacted]



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number				
5/11/09	62001967/2				
R/O Close Date	Status				
5/13/09	Pre-Invoice				
Mileage In	Mileage Out				
29374	29374				
Service Advisor / Tag #					
MICHAEL PAYNE/4743					
Vehicle Identification Number					
1G1ZU57N57F					
Delivery Date	In-Service Date				
1/17/08					
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

SHADY SHORES, TX		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by JOSE CARRILLO (36) SET TOE TO SPECS. AND RETESTED, GOOD.	Internal
#6 - 16CVZ: SUBLET REQUIRED FOR REPAIR 1G6DF577290 JWRENTAL C1 CUST PUT IT 5/11/09 @ 10:30 AM CONTRACT 73867 45.00 64D TO PAY Work performed by 1000 : 73867	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SHADY SHORES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	5/11/09	62001967
			Key Tag #	Time Received	Time Promised
			4743	10:43	5/11 17:00
			Body	Current Mileage	Mileage Out
			4D SEDAN LT	29374	
Year	Make	Model	License Number	Engine Code	Service Advisor
2007	CHEVROLET	MALIBU			MICHAEL PAY
Vehicle Identification Number		Color	Delivery Date	In-Service Date	
1G1ZU57N57F		DARK BLUE	1/17/08		
172162					

#1 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN
 CUST STS FRONT BUMPER IS LOOSE
 POSTED
 Body Shop HIST
 Check all bolts in front bumper

2009 MAY 11 AM 11:00

#2 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN
 CUST STS FRONT RIGHT HEADLIGHT ASSEMBLY
 LOOSE
 POSTED
 Body Shop HIST
 Tighten R headlamp

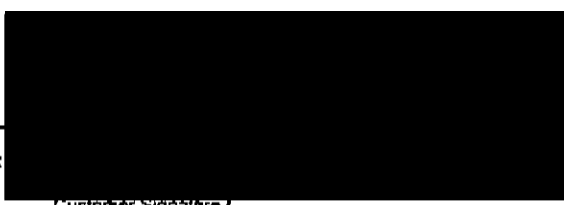
#3 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN
 CUST STS HEADLIGHTS AIMED TOO LOW
 POSTED
 Body Shop HIST
 Check headlamp aim

#4 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN
 CUST STS PASS FRONT DOOR CATCHES WHEN CLOSING
 204
 Door misaligned
 Body Shop HIST
 04000
 DG-3A
 2009 MAY 11 AM 11:12

#5 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR
 SUSPENSION CONCERN
 CUST STS VEH PULLS TO RIGHT WHEN DRIVING...SEE
 HISTORY..ADVISE
 VERIFIED, SET TOE & RETESTED,
 GOOD.
 Original Estimate: .00

2 day work - Mike White 73867

I hereby authorize the repair work above to be done along with the necessary repairs and agree that you are not responsible for loss or damage to vehicle or contents left in the 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 or your employees permission to operate the vehicle herein described on streets, highways, or other areas 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
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Customer Signature



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number
5/11/09	62001967/1
R/O Close Date	Status
5/19/09	Reprint
Mileage In	Mileage Out
29374	29374
Service Advisor / Tag #	
MICHAEL PAYNE/4743	
Vehicle Identification Number	
1G1ZU57N57F	
Delivery Date	In-Service Date
1/17/08	
Color	License Number
DARK BLUE	

[REDACTED]
SHADY SHORES, TX [REDACTED]

Work Phone [REDACTED]
Home Phone [REDACTED]

Year	Make	Model	Body
2007	CHEVROLET	MALIBU	4D SEDAN LT

Color	License Number
DARK BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS FRONT BUMPER IS LOOSE Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECK ALL BOLTS IN BUMPER	Internal
#2 - MR 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS FRONT RIGHT HEADLIGHT ASSEMBLY LOOSE Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECK HEADLAMPS INSTALLATION , OK	Internal
#3 - MR 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS HEADLIGHTS AIMED TOO LOW Work performed by BARRHET SMITH (976) SEND TO BODY SHOP CHECKED HEADLAMP AIM . HEADLAMPS AIMED CORRECTLY	Internal
#4 - MR 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS PASS FRONT DOOR CATCHES WHEN CLOSING Caused by DOOR MISSALIGNED Corrected by B4000: (OG) (3A) Work performed by ROYCE DANIELL (204) ALIGN DOOR	Warranty
#5 - MR 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN CUST STS VEH PULLS TO RIGHT WHEN DRIVING...SEE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number
5/11/09	62001967/2
R/O Close Date	Status
5/19/09	Reprint
Mileage In	Mileage Out
29374	29374
Service Advisor / Tag #	
MICHAEL PAYNE/4743	
Vehicle Identification Number	
1G1ZU57N57F	
Delivery Date	In-Service Date
1/17/08	
Color	License Number
DARK BLUE	

[Redacted]		Work Phone	
SHADY SHORES, TX		[Redacted]	
[Redacted]		Home Phone	
[Redacted]		[Redacted]	
Year	Make	Model	Body
2007	CHEVROLET	MALIBU	4D SEDAN LT
172162			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
HISTORY..ADVISE Work performed by JOSE CARRILLO (36) SET TOE TO SPECS. AND RETESTED, GOOD.	Internal
#6 - MR 16CVZ: SUBLET REQUIRED FOR REPAIR 1G6DF577290 [Redacted] JWRENTAL C1 CUST PUT IT 5/11/09 @ 10:30 AM CONTRACT 73867 45.00 64D TO PAY Work performed by 1000 : 73867	RENTAL POL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

WARRANTY REPAIR ORDER

SHADY SHORES, TX			Work Phone	R/O Open Date	R/O Number
			Home Phone	R/O Close Date	Cross Reference #
			Body	Mileage In	Mileage Out
			4D SEDAN LT	34514	34514
Year	Make	Model	License Number	Service Advisor	
2007	CHEVROLET	MALIBU		MIKE BELEW	4050
Vehicle Identification Number				Delivery Date	In-Service Date
1G1ZU57N57F				1/17/08	
172162					

DESCRIPTION OF SERVICE AND PARTS COST AMOUNT

#1 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN
 WARR//CUST STS BOTH REMOTE FOBS ARE INOPERATIVE
 Cause: CHECKED FOBS WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL. ALSO NO COMMUNICATION WITH RCDLR. CHECKED VOLTAGE, GROUND AND LOW SPEED LAN-OK. INTERNAL FAIL- URE AT RCDLR.
 Op: R4480: (OJ) (6F)
 Tech: 179/8875 0.90hrs @ 86.5 20.85 77.88
 Part: 22733524:TRANSMITT (10485-BPC) 2 130.00 182.00
 REPLACED RCDLR AND PROGRAMMED. REPLACED 2 KEY FOBS AND PROGRAMMED 2. TEST OK
 Sub-Total Labor: 20.85 77.88
 Sub-Total Parts: 130.00 182.00
 Sub-Total: 150.85 259.88

#2 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN
 WARR//CUST STS THE HOMELINK IS INOPERATIVE
 Tech: 179/8875 0.00hrs @ .0 .00
 Part: 15912630:RECEIVER (10485-PC) 1591 1 59.00 82.60
 SEE LINE 1
 Sub-Total Parts: 59.00 82.60

#3 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION
 WARR//CUST STS THERE IS A LOUD NOISE HEARD IN THE FRONT END WHEN GOING OVER BUMPS, SEE HISTORY
 Cause: ROAD TESTED AND DID NOT DUPLICATE CONCERN.
 Tech: 36/0193 0.00hrs @ .00 .00
 TEST DROVE WITH SHOP FOREMAN. UNABLE TO DUPLICATE.

Line	1	8/17/09	Tech 179	Start 13:45	End 13:45	Hours	.00
Line	1	8/20/09	Tech 179	Start 15:15	End 15:15	Hours	.00
Line	1	8/20/09	Tech 179	Start 15:27	End 15:27	Hours	.00
Line	2	8/17/09	Tech 179	Start 13:45	End 13:45	Hours	.00
Line	2	8/20/09	Tech 179	Start 15:15	End 15:15	Hours	.00
Line	3	8/17/09	Tech 36	Start 10:21	End 10:37	Hours	.27
Line	3	8/17/09	Tech 36	Start 16:04	End 16:05	Hours	.02

ACCOUNT#	LABOR	20.85	77.88
METHOD	PARTS	189.00	264.60
	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT	DEDUCTIBLE		.00
	TOTAL DUE	209.85	342.48



3906 I-35E South
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(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O: Open Date	8/17/09	R/O Number	62007969/1
R/O: Close Date	8/21/09	Pre-Invoice	
Mileage In	34514	Mileage Out	34514
Service Advisor / Tech	MIKE BELEW / 5773		
Vehicle Identification Number	1G1ZU57N57F		
Delivery Date	1/17/08	In-Service Date	
Year	2007	Make	CHEVROLET
Model	MALIBU	Body	4D SEDAN LT
Color	DARK BLUE		
License Number	172162		

SHADY SHORES, TX [REDACTED]

Work Phone [REDACTED]

Home Phone [REDACTED]

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	172162

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS BOTH REMOTE FOBS ARE INOPERATIVE Caused by CHECKED FOBS WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL. ALSO NO COMMUNICATION WITH RCDLR. CHECKED VOLTAGE, GROUND AND LOW SPEED LAN-OK. INTERNAL FAIL- URE AT RCDLR. Corrected by R4480: (OJ) (6F) Work performed by JAYSON GARCIA (179) Installed 22733524 :TRANSMITT (10485-BPC) Qty: 2 REPLACED RCDLR AND PROGRAMMED. REPLACED 2 KEY FOBS AND PROGRAMMED 2. TEST OK	Warranty Warranty
#2 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS THE HOMELINK IS INOPERATIVE Work performed by JAYSON GARCIA (179) Installed 15912630 :RECEIVER (10485-PC) 15912 Qty: 1 SEE LINE 1	Warranty Warranty
#3 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS THERE IS A LOUD NOISE HEARD IN THE FRONT END WHEN GOING OVER BUMPS, SEE HISTORY Caused by ROAD TESTED AND DID NOT DUPLICATE CONCERN. Work performed by JOSE CARRILLO (36) TEST DROVE WITH SHOP FOREMAN. UNABLE TO DUPLICATE.	Warranty
#4 - 13CVZ1: CUSTOMER REQUEST REPAIR TRIM CONCERN WARR//CUST STS THE RIGHT SIDE OF THE FRONT BUMPER KEEPS POPPING OUT Work performed by JAYSON GARCIA (179)	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

[REDACTED]

SPECIAL ORDERS

X



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	8/17/09	R/O Number	62007969/2
R/O Close Date	8/21/09	Status	Pre-Invoice
Mileage In	34514	Mileage Out	34514
Service Advisor / Tag #		MIKE BELEW/5773	
Vehicle Identification Number		1G1ZU57N57F	
Delivery Date	1/17/08	In-Service Date	
Year	2007	Make	CHEVROLET
Model	MALIBU	Body	4D SEDAN LT
Color	DARK BLUE	License Number	172162

SHADY SHORES, TX

Work Phone
Home Phone

Year	2007	Make	CHEVROLET	Model	MALIBU	Body	4D SEDAN LT	Color	DARK BLUE	License Number	172162
------	------	------	-----------	-------	--------	------	-------------	-------	-----------	----------------	--------

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
DECLINED Sub Total: Labor: .00 Parts:.00 Total: .00	
#5 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION CUST STS THE CAR STILL PULLS LEFT Work performed by JOSE CARRILLO (36) PERFORMED ALIGNMENT CHECK - IN SPECS. PERFORMED PULL ANALYSIS AND TIRE CROSS ROTATION. VEHICLE TEST DROVE OK.	Internal
#6 - 16RENTCAR: RENTAL SERVICE CHARGE 1G6DF577X90 [REDACTED] WRENTALC63 CUST PUT IN 8-17-09 AT 9AM CONTRACT 62706 35.00 64D 1ST DAY Work performed by ROBERT COOK (671) 1 DAY RENTAL INTERNAL	RENTAL POL
#7 - 01CVZ1: FREE EXTERNAL CAR WASH HAND WASH Sub Total: Labor: .00 Parts:.00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SHADY SPORES, TX			Home Phone	R/O Open Date	R/O Number
			WORK PHONE	8/17/09	62007969
			Key Tag #	Time Received	Time Promised
			5773	9:09	8/17 17:00
Year	Make	Model	Body	Current Mileage	Mileage Out
2007	CHEVROLET	MALIBU	4D SEDAN LT	34514	
Vehicle Identification Number		Color	License Number	Engine Code	Service Advisor
1G1ZU57N57F		DARK BLUE			MIKE BELEW
172162				Delivery Date	In-Service Date
				1/17/08	

179 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS BOTH REMOTE FOBS ARE INOPERATIVE
 tested fobs with the test entry tester - no output signal - fobs also no comm. with RCOR. Checked for voltage, ground & low speed CAN - Intermittent failure at RCOR.
 R4480 .3
 R4490 .3
 A .3
 (9)
 AUG 17 AM 10:57
 W

179 - 07CVZ01: CUSTOMER REQUEST REPAIR ELECTRICAL CONCERN WARR//CUST STS THE HOMELINK IS INOPERATIVE
 See line 1.
 2 fobs programmed.
 treat ok -
 AUG 17 AM 9:11
 W

30 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION WARR//CUST STS THERE IS A LOUD NOISE HEARD IN THE FRONT END WHEN GOING OVER BUMPS, SEE HISTORY
 2 opps D.K
 3 1 day Mitec
 NTF.

AUTHORIZATION
 DATE
 AUTH. A E P G
 (CIRCLE ONE)
 Signature
 SIGNATURE

179 - 13CVZ1: CUSTOMER REQUEST REPAIR TRIM CONCERN WARR//CUST STS THE RIGHT SIDE OF THE FRONT BUMPER KEEPS POPPING OUT
 Replaced.

30 - 03CTZ01: CUSTOMER REQUESTS REPAIR STEERING OR SUSPENSION CUST STS THE CAR STILL PULLS LEFT
 Alignment checks ok performed pull analysis + cross fire rotation. Test drive ok.
 (36) .5
 1 day Mitec

16 - 16RENTCAR: RENTAL SERVICE CHARGE #C-63 8/17/09 @ 9:00am
 1 day 448 Mitec
 Original Estimate: .00

hard wash
 O.C. O.K.
 J.B.B.

PART RECEIVED
 DATE 8-16-09
 SIGNATURE

7-8/32
 J.B.B.

Customer Signature

I hereby authorize the repair work above 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 the 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 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 make any such warranty in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
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SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	8/31/09	R/O Number	62008843/1
R/O Close Date	9/02/09	Pre-Invoice	
Mileage	35413	Mileage	35413
Service Advisor / Tag		TAMMY LEON/8607	
Vehicle Identification Number		1G1ZU57N57F	
Delivery Date	1/17/08	In-Service Date	
Year	2007	Make	CHEVROLET
Model	MALIBU	Body	4D SEDAN LT
Color	DARK BLUE	License Number	172162

SHADY SHORES, TX

Work Phone
Home Phone

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN C/S THERE IS AN UNUSUAL HISSING SOUND FROM THE FRONT SHOCKS WHEN GOING OVER BUMPS-SEE BRANDON STOLPT Caused by VERIFIED, TRACED TO FRONT SHOCKS. Corrected by E3850: (NI) (1J) Work performed by JOSE CARRILLO (36) Installed 19180745 :*ABSORBER (07345-PC) Qty: 1 Installed 19180746 :*STRUT KIT (07345-PC) Qty: 1 Installed 15836873 :MOUNT (07395-PC) Qty: 1 REPLACED FRONT SHOCKS AND ALIGNED TO SPECS. ASLO W AS NECESSARY TO REPLACE LF STRUT MOUNT (DAMAGED).</p>	<p>Warranty Warranty Warranty Warranty</p>
<p>#2 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN C/S THE HOMELINK FOR GARAGE DOOR OPENER IS INOP AND REMOTE KEY FOBS STOPPED WORKING AT THE SAME TIME WHEN SYSTEM IS WORKING RADIO HAS ALOT OF STATIC WHEN NOT WORKING STATIC GOES AWAY Caused by FOUND RKE/XM/DVD/UGD FUSE OPEN.CKT 1240 SHORTED TO GROUND. Work performed by JAYSON GARCIA (179) REPAIRED SHORT AND REPLACED FUSE.TEST OK</p>	<p>Warranty</p>
<p>#3 - 16RENTCAR: RENTAL SERVICE CHARGE 1G1ZH57B09F JWRENTAL14 CUST PUT IN 8-31-09 AT 12PM CONTRACT 62808 35.00 64D OR 42.00 FOR 263 TO PAY Work performed by WAYNE SMITH (937)</p>	<p>RENTAL POL</p>

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

RDERS -

WARRANTY REPAIR ORDER

SHADY SHORES, TX

Work Phone	R/O Open Date	R/S Number
Home Phone	R/O Close Date	Cross Reference
Body	Mileage In	Mileage Out
4D SEDAN LT	35413	35413
License Number	Service Advisor	
	TAMMY LEON	9901
	Delivery Date	In-Service Date
	1/17/08	

Year	Make	Model
2007	CHEVROLET	MALIBU
Vehicle Identification Number		Color
1G1ZU57N57F		DARK BLUE

172162

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN C/S THERE IS AN UNUSUAL HISSING SOUND FROM THE FRONT SHOCKS WHEN GOING OVER BUMPS-SEE BRANDON STOLPT Cause: VERIFIED, TRACED TO FRONT SHOCKS. Op: E3850: (NI) (1J) Tech: 36/0193 3.50hrs @ 86.53	80.36	302.86
Part: 19180745:*ABSORBER (07345-PC) 1	77.19	108.07
Part: 19180746:*STRUT KIT (07345-PC) 1	74.71	104.59
Part: 15836873:MOUNT (07395-PC) 1	64.48	90.27
REPLACED FRONT SHOCKS AND ALIGNED TO SPECS. ASLO W AS NECESSARY TO REPLACE LF STRUT MOUNT (DAMAGED).		
Sub-Total Labor: 80.36 302.86		
Sub-Total Parts: 216.38 302.93		
Sub-Total: 296.74 605.79		

#2 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN C/S THE HOMELINK FOR GARAGE DOOR OPENER IS INOP AND REMOTE KEY FOBS STOPPED WORKING AT THE SAME TIME WHEN SYSTEM IS WORKING RADIO HAS ALOT OF STATIC WHEN NOT WORKING STATIC GOES AWAY Cause: FOUND RKE/XM/DVD/UGD FUSE OPEN.CKT 1240 SHORTED TO GROUND. Tech: 179/8875 0.00hrs @ .0	.00	.00
REPAIRED SHORT AND REPLACED FUSE.TEST OK		

Line 1	8/31/09	Tech 36	Start 18:09	End 18:10	Hours	.02
Line 2	9/01/09	Tech 179	Start 15:03	End 15:03	Hours	.00

ACCOUNT #	LABOR	80.36	302.86
	PARTS	216.38	302.93
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	296.74	605.79



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	R/O Number
8/31/09	62008843/
R/O Close Date	Status
9/02/09	Pre-Invoice
Mileage In	Mileage Out
35413	35413
Service Advisor / Tag #	
TAMMY LEON/8607	
Vehicle Identification Number	
1G1ZU57N57F	
Delivery Date	In-Service Date
1/17/08	
Color	License Number
DARK BLUE	

[Redacted]			Home Phone
SHADY SHORES, TX			[Redacted]
Year	Make	Model	
2007	CHEVROLET	MALIBU	4D SEDAN LT
172162			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - 99CVZ: QUALITY CONTROL CHECK	
#5 - 01CVZ1: FREE EXTERNAL CAR WASH	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto."

CLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither makes nor authorizes any other person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

SHADY_SHORES, TX			Home Phone	R/O Open Date	R/O Number
			Work Phone	8/31/09	62008843
			Key Tag #	Time Received	Time Promised
			8607	12:18	8/31 17:00
			Body	Current Mileage	Mileage Out
			4D SEDAN LT	35413	
Year	Make	Model	License Number	Engine Code	Service Advisor
2007	CHEVROLET	MALIBU			TAMMY LEON
Vehicle Identification Number		Color	Delivery Date	In-Service Date	
1G1ZU57N57F		DARK BLUE	1/17/08		
172162					

36 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR SUSPENSION CONCERN
 C/S THERE IS AN UNUSUAL HISSING SOUND FROM THE FRONT SHOCKS WHEN GOING OVER BUMPS-SEE BRANDON STOLPT VERIFIED, TRACED TO STRUTS. REPLACED FRONT STRUTS & ALIGNED. WAS NECESSARY TO REPLACE LF MOUNT (DAMAGED).
 79 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN
 C/S THE HOMELINK FOR GARAGE DOOR OPENER IS INOP AND REMOTE KEY FOBS STOPPED WORKING AT THE SAME TIME WHEN SYSTEM IS WORKING RADIO HAS ALOT OF STATIC WHEN NOT WORKING STATIC GOES AWAY.
 Found RKE/XM/PVD/UGD fuse open. CKT 1240 shorted to ground. Replaced short & replaced fuse.
 #3 - 16RENTCAR: RENTAL SERVICE CHARGE

36 : 9 E3850
 : 9 53851
 : 5 ADD
 NI : 8 1 J
 : 2 1 J
 : 2

W
W
W
W
W
W
W
I

79pp ok
 [Signature]
 N/C

Original Estimate AUTHORIZATION DATE: .00

AUTH. A E P B G (CIRCLE ONE)

SIGNATURE

RO # 62001770
 Right Front Strut
 RO # 757417
 Left Front Strut

4. QC Brandon Stolpt
 complete
 [Signature]

ext wash

I hereby authorize the repair work above 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 the 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. Thereby grant you 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Signature

FORM ENR-CDR-43 (10/95) Reproduction and Distribution: CHRYSLER FCA, FREE: 1-877-344-0000 FAX: 1-800-351-1155



3906 I-35E South
Denton, TX 76205
(940) 591-9663

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

R/O Open Date	9/11/09	R/O Number	62009500/1
R/O Close Date	9/11/09	Status	Pre-Invoice
Mileage In	36037	Mileage Out	36037
Service Advisor / Tag #			
MIKE BELEW/5025**			
Vehicle Identification Number			
1G1ZU57N57E			
Delivery Date	1/17/08	In-Service Date	
Year	2007	Make	CHEVROLET
Model	MALIBU	Body	4D SEDAN LT
Color	DARK BLUE	License Number	

SHADY SHORES, TX

Work Phone
Home Phone

Year	2007	Make	CHEVROLET	Model	MALIBU	Body	4D SEDAN LT	Color	DARK BLUE	License Number	
------	------	------	-----------	-------	--------	------	-------------	-------	-----------	----------------	--

DESCRIPTION OF SERVICE AND PARTS

#1 - 14CVZ: CUSTOMER REQUEST DIAGNOSIS BRAKING CONCERN
CUST STS THERE IS A VIBRATION NOTICED WHEN BRAKING
...INTERNAL TO SERVICE PER MIKE W
Caused by VERIFIED, FRONT AND REAR ROTORS WARPED.
Work performed by JOSE CARRILLO (36)
RESURFACED FRONT & REAR ROTORS, RETESTED, O.K.

AMOUNT

SRV POLICY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

WATER

SHADY SHORES, TX

Home Phone			R/O Open Date	R/O Number
work phone			9/11/09	62009500
Key Tag #			Time Received	Time Promised
5025			10:56	Waiting
Body			Current Mileage	Mileage Out
4D SEDAN LT			36037	
Year	Make	Model	Engine Code	Service Advisor
2007	CHEVROLET	MALIBU		MIKE BELEW
Vehicle Identification Number		Color	License Number	Delivery Date
1G1ZU57N57F		DARK BLUE		1/17/08
172162				

#1 - 14CVZ: CUSTOMER REQUEST DIAGNOSIS BRAKING CONCERN
 CUST STS THERE IS A VIBRATION NOTICED WHEN BRAKING
 ...INTERNAL TO SERVICE PER MIKE W

VERIFIED, RESURFACED FRONT ROTORS 1.0
 REARS, RETESTED, GOOD. 1.6
 Original Estimate: 1.6 9/10.00

left labor
 1.0
 .6
 1.6
 140132
 1.0
 .6
 3.2

III

I hereby authorize the repair work above 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 the 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 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. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, 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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
 © 1998 ARROW, Inc. • Dealer and Approver Group (502) 946-1028

Customer Signature

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 2,500.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZU57N57F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____,
by [REDACTED]

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____


CC: File


LG0024
V6302006

**Request for Taxpayer
 Identification Number and Certification**


Give form to the
 requester. Do not
 send to the IRS.


Print or type
 See Specific instructions on page 2.


Name 

Business name (if different from above) 

Check appropriate box: Individual: Sole proprietor Corporation Partnership
 Limited liability company. Enter the tax classification (C=disregarded entity, S=corporation, P=partnership) Exempt payee
 Other (see instructions)

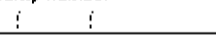

Address (number, street, and apt. or suite no.)  Requester's name and address (optional)

City, state, and ZIP code  Phoenix, AZ

List account number(s) (if optional) 

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name you use on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. 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 4.

Social security number

 or


Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II 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, and
- I am a U.S. citizen or other U.S. person (defined below).

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 1041 return, or real estate transactions, term 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person  Date 

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN)

to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued)
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your distributive share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen, or U.S. resident alien,
- A partnership, corporation, company, or other entity created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partner's share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that

a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

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

May 2, 2011

[REDACTED]
Perkiomenville, PA [REDACTED]

Dear [REDACTED]

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced.

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 performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reason (s) for this decision is:

- The repair that was performed is not the repair covered by the special coverage.
- The documentation provided did not substantiate the request.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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: 71-754628391

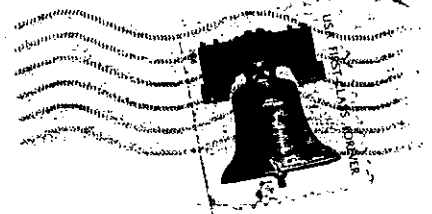


Perkiomenville, PA



BERNARD VALLEY PA 15001

21 AUG 2009 PM 4:17



08-25-09A08:27 RCVD

Reimbursement Department
P.O. Box 33190
Detroit, MI 48232-5170

48232+5170



8-21-09

Perkinsville VT

RE: Reimbursement
2005 Chevy Malibu
Vin# 1G1ZT64805F

To Whom It May Concern

On Monday, 8-3-09 I called
Quigley Chevrolet to complain about
my mother's car that the power
steering went and if she was covered
for this under warranty or whatever
and was told, no. I spoke to a
woman called Donna, in customer
service since she bought the car
their brand new. My Mom is 84 yrs
old and her memory is going. At
that time I brought it to them
Acres Auto enclosed the bill
and on the amount for reimbursement
the owner filled out the form
with his amount just for the

steering and also because he
did not have the GM code thing,
the power steering light would not
turn off and the wheel did not
lock when you turned the car
off, so he brought it to Buzzy
Chevrolet so they could use
their machine for the ~~code~~ codes,
well the power steering light is
off but the steering wheel does not
lock when you turn the car off,
so it has to go back again so
the bill from Buzzy's is enclosed.
The owner from Green Acres said
he called GM and they said to
fill out the Reimbursement form
and send it in that you guys
would reimburse for the part
labor and taxes. All is enclosed,
any questions please call our
home phone -

Thank you

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 8-21-09

17-Digit Vehicle Identification Number (VIN): 1G1ZT64805F [REDACTED]

Mileage at Time of Repair: 45901 Date of Repair: 8/07/09

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: PERKIOMENVILLE State: PA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 612.44 + 45.58 = 658.02
PLUS the amount charged by Cerco45 for reset.

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.

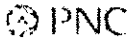
Claimant's Signature: [REDACTED]

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





[Redacted]		3011
PERKIOMENVILLE, PA [Redacted]	7/31/09	3-5/310 634
Pay to the Order of <i>Green Acres Bldg</i>	Date	\$1331.77
<i>Thirteen hundred and thirty-one</i>	<i>77/100</i>	Dollars
PNC BANK	[Redacted]	
PNC Bank, N.A. 020 Philadelphia, PA	[Redacted]	
For <i>Mom's Car</i>	[Redacted]	

Front

COPIES

FRONT ONLY

Back

**This is an image/copy of a check you wrote or deposited.
Please refer to your available balance since this item may not be credited to or debited from your account at this time.**

8/10

610-754-8750



2103 Little Road & 663 Perkiomenville, PA 18074

QTY.	PART NO. AND DESCRIPTION	PRICE
1	ELEC. STEERING MOTOR	422.63
1	REAR DISC PADS	87.98
2	REAR ROTORS	5000 10000
1	INNER TIE ROD	100.54
1	OUTER OUTER ROD	59.02

ORIGINAL

NAME	[REDACTED]	CUSTOMER'S ORDER NO.	DATE
ADDRESS	[REDACTED]	ORDER WRITTEN BY	PROMISED
CITY, STATE, ZIP	PERKIOMENVILLE PA.		A.M. P.M.
HOME PHONE		BUS. PHONE	EXT.
YEAR, MAKE AND MODEL	2005 CHEV. SDN		ODOMETER IN
SERIAL NO.	1G1ZT764805F	TERMS	45901

DESCRIPTION OF WORK	AMOUNT
<input type="checkbox"/> LUBE <input type="checkbox"/> CHANGE OIL <input type="checkbox"/> OIL FILTER <input type="checkbox"/> TUNE-UP <input type="checkbox"/> TRANS. <input type="checkbox"/> DIFF.	
PA INSPECTION	
PA STICKER NO. A19 6103474	57.55
EMISSION TEST IM9 5085981	
	240
REAR STEERING MOTOR, REAR BRAKES, ROTORS + RS INNER & OUTER TIE ROD	366.32
FEA	59.95

	LF	LR	RF	RR
TIRES	9	9	9	9
BRAKES	8B	11B	8B	11B

TOTAL PARTS	770.17
ACCESSORIES	
NATIONWIDE	
58 37 C 937947	9/2/09
TOTAL ACCESSORIES	

LITERS/GALS. OF GAS @		TOTAL LABOR	486.22
LITERS/QTS. OF OIL @		TOTAL PARTS	770.17
kg/LBS. OF GREASE @		ACCESSORIES	
		GAS, OIL AND GREASE	
		SUBLET REPAIRS	
I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss of damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.		EPA/WASTE DISPOSAL	
SAVE OLD PARTS? <input type="checkbox"/> YES <input type="checkbox"/> NO		TAX	1256.39 75.38
SIGNATURE		TOTAL	1331.77

Carlo Kessel

Thank You

CHEVROLET



WE'LL BE THERE

Bergey's

CHEVROLET OF ZIEGLERVILLE

1207 N. Gravel Pike (Routes 29 & 73), PO Box 276, Zieglerville, PA 19492

610-287-7895

www.bergeys.com



Goodwrench
Service
Plus

HOME PHONE NO.	CELL PHONE NO.	WORK PHONE NO.	PURCHASE ORDER NO.	DATE	INVOICE NO.	
				08/18/2009	RZ20721C	
YEAR	MAKE	MODEL	LICENSE NO. - STATE	COLOR	VEHICLE SERIAL NUMBER	
2005	CHEVROLET	MALIBU	1		1G1ZT54805E	
292440 - CASH Del. date: GREEN ACRES AUTOMOTIVE 2103 LITTLE RD PERKIOMENVILLE, PA 18074-9521				MILEAGE IN	SERV. ADVISOR	VEHICLE NO.
				46,750	3281	
				MILEAGE OUT	PARKING SPOT OUT	DUE DATE
				46,750		08/18/09

*** Repair order date: 08/18/2009

----- Job# 1 -----

LABOR:

Concern: RESET STEERING LIGHT MOTOR WAS JUST INSTALLED

Correction: RECONFIGURED PSCM

RECONFIGURED PSCM

43.00

TOTALS:

.....Total LABOR 43.00

.....Sales Tax 2.58

Please pay this amount: 45.58

Customer Signature

COPY

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 or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

GM GlobalConnect - Microsoft Internet Explorer

Address: https://www.autopartners.net/apps/naovb/naovb/delivervehicle/iv_09c.do?selectedtab=summary

Default Transaction Mode: Online

Vehicle Identifier		Customer Information	
Vehicle Category	GM Used	Plan Customer	Individual
Division	SATURN	Customer Type	Owner
VIN	108AJ55P072 [REDACTED]		
		Charleston, South Carolina, United States - 29417	
		Speaking Phone	
		Primary Language	English
		Secondary Language	

Sales Information	
Dealer Code	00288
Action	Add Protection Plan
Odometer	46000

Plan Lienholder	
Lienholder Type	Other
	Saturn
	P.O. Box 33173
	Detroit, Michigan - 48232

Protection Plans	
Plan Purchase Date	09/01/2009
In Service Date	01/31/2007
Schedule Type	Saturn Service Plan Used
Promotion Code	

Plan Type: Basic Care Used	
Term	12
Mileage Limit	10000
Destination	\$
Normal Type	Standard
Plan Price	\$ 0.00
Tax	\$ 0.00
Total	\$ 0.00

Buttons: BACK, CANCEL, SUBMIT

GM GlobalConnect - Microsoft Internet Explorer

Address: [REDACTED]

Global Connect

ORDERWORKBENCH

Report Vehicle GMPP: Vehicle and Information

Transaction Mode: Online

Vehicle Identifier

Vehicle Category: GM Used

Division: SATURN

VIN: 108AJ55P072 [REDACTED]

Dealer Identifier

Division: SATURN

Sales Information

Action: Add Protection Plan

Odometer: 46000

Delivery Date: 09/01/2009

Customer Information

Transaction Details

VIN: 108AJ55P072 [REDACTED] Status: Pending

Dealer Code: 00288 User ID: twd3pp

Transaction Date: 09/01/2009 User Role: Central Office Administrator

Transaction Type: GM Protection Plan Timestamp Date: 2009-09-08 08:38:15.210000

Transaction Messages: 1097 - GMPP sent to MIC

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May 2, 2011

[REDACTED]
Charleston, SC [REDACTED]

Dear [REDACTED]

Thank you for your support of Saturn. As we agreed, the necessary paperwork has been completed for the Saturn Basic Care Service Plan on your 2007 Saturn ION 2, Vehicle Identification Number 1G8AJ58F07Z [REDACTED]. The processing time will take approximately eight weeks.

You will be notified 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, simply bring this letter to your local Saturn dealership. Your complete satisfaction is very important to us at Saturn. We hope the issuance of this plan demonstrates our appreciation of you as a valued customer.

At Saturn, 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 Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number 71-754733794

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)**

Issued by:
Chevrolet

Certificate No. 1G1ZT58N07E [REDACTED]

Issue Date: May 2, 2011

Issued exclusively for: [REDACTED]

Myrtle Beach, SC [REDACTED]

Valid through: September 15, 2010

Amount: One Thousand Five Hundred Dollars and Zero Cents
******\$1,500.00******

May 2, 2011

[REDACTED]
Myrtle Beach, SC [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 2007 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: 71-756407230

[Redacted]

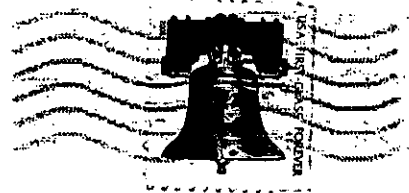
100
Saturn Customer Compliant Letter

[Redacted]

Birmingham, AL [Redacted]

BIRMINGHAM AL 352

26 OCT 2009 PM 4 T



Please Read
I need your
Help...
Saturn Problem

08-01-10A08:37 RCVD

Ms. Jill Lajdziak
Saturn General Manager - H.Q.
Saturn Corporation - P.O. Box 100
100 GM Renaissance Center
Detroit, Michigan 48205-1000

48243+1114

CP52

October 26, 2009

CAC

Ms. Jill Lajdziak
Saturn General Manager
Saturn Corporation
100 GM Renaissance Center
P.O. Box 100
Detroit, Michigan 48205-1000

Re: 2007 Saturn ION Vehicle Issues/car problems-serious/ VIN#: 1G8AJ55F47Z [REDACTED]

Greetings Ms. Lajdziak:

I too am sorry about the closing of Saturn. This was my first and second car dealing with this automotive service. I am writing to you because I need your help. I have been going back and forth with the Saturn dealership in Birmingham, Alabama, 3010 Columbiana Road, 35216, 205-588-4394, or 205-978-4123 service center. The GM at this particular dealership, I do not his name. I have been dealing with the service consultant at this branch.

My problem is my car has been back and forth to the service center for the same problems and it doesn't seem as if there is a resolution to repair these problems. The problems are as follows:

1) the steering column tightens (off/on) while either turning L/R. When trying to reverse out, you could hear it and it locks when trying to maneuver the car in a left/right turn. I have to strongly wrestle with the vehicle in order to REVERSE out and handle the car back into driving position. They replaced the steering column motor of this mechanism again, (this has been replaced over 4 times in a 6 months time period)...that is not good. AND before leaving the dealership, the problem was still apparent. Service consultant couldn't figure out what the problem was. He re-Drove the car and asked a mechanic to drive the car as well and they witness the problem. My request is to have Saturn keep the car for 2 days at least... and Drive the car and see if they can figure out the problems that I have listed with the car.

2)There is something that also rattles close to the driver side/steering column as if the BRAKE, front FENDER or something is loose under the hood/near the engine area, or the internal dash is not securely stable???? Saturn has yet to find the cause of that problem and the remaining issues that are listed. I know they told me that they cannot duplicate the problem, but Problems(1) and (4) are very NOTICEABLE. It is a common problem that I have to deal with daily with this car.

Page 2

October

Saturn

VIN#: 1G8AJ55F47Z

How can they NOT notice it! or duplicate it??!!! It is there; you can HEAR it and FEEL it!!

3) THEY have YET to figure out why the car smells as if rubber or oil is burning on the backside Left (driver side), in the trunk. I think it is the battery being in the trunk...part of the trunk area is warm to the touch (Left--driver side). This also is an off/on again problem. I have noticed this problem when the car is being driven more than usual and if the car is being driven over 40mph... I feel strongly that this is a safety hazard--a major costly problem down the road.

4) On the right side, occasionally, there is a knocking sound. I suggested they look into the 'suspension' another Saturn owner stated she had the same problem with that knocking and that was the problem with her vehicle.

I have numerous documentation where I have gone back to this particular dealership with the same problems. They repaired problems 1 and 4, but it is a continuous problem. It is never completely repaired? I have requested that this car be returned to the dealership, switched out if possible and that my balance and car payment be transferred to another same type of vehicle, but hopefully Saturn can repair the car since I have knowledge of what is mechanical wrong with my current vehicle. I just do not want to be stuck with another lemon and Saturn will no longer doing business in our State in the future, that concerns me to have this car and these problems are not finalized. I am concern that these mechanical problems would be a detriment to the safety of myself, to drive this vehicle as well as, the safety of my passengers. I had to retake this car back to the Saturn dealership for the very same problems within a 1 week period. (10/2/09 and 9/30/09). This is not acceptable. This makes my second Saturn, my very first Saturn was a 99-SL1 which was a superb, supreme just an awesome car...I had NO problems with this vehicle at all. NONE!! I was in a car accident and my 99-SL1 was hit and totaled, very unfortunate, that was a good made vehicle, one of Saturn's best!!! Had it not been for that accident, I wouldn't be going thru this... that car was for keeps!!!

With this second vehicle from 30 days after purchasing this vehicle, I noticed that something was not right with this car. I took the car back, time and time again doing that time frame, but the service center mechanics could not find the cause of the car problems. I had to be persistent in my concerns to them about this car and finally they noticed that the steering column was not properly working as it should. Yikes! They repaired it, but I was back with the same problem within 2 months of the first issue and have been doing so from that point onward.

Page 3
October

VIN#: 1G8AJ55F47Z [REDACTED]

Ms. Lajdziak, I am asking for your assistance to have this car thoroughly checked for the concerns that I have listed and that the car is either repaired or replaced. This particular vehicle (that I have now) came off the assembly line to quick--with to many mechanical errors that were missed during testing, and with the close of Saturn in the near short future, I feel strongly that I will be left holding the proverbial bag on this one. My car is a lemon.

My contact information is...

[REDACTED]
Birmingham, Alabama

email is: [REDACTED] or work email: [REDACTED]

day time contact phone: [REDACTED]

home number: [REDACTED]

Saturn 2007 ION customer

VIN#: 1G8AJ55F47Z [REDACTED]

I have been in contact with the Saturn Customer Service Assistance Center via phone conversations and emails. I normally speak with a Saturn rep first name is Alfred. I have asked for an arbitration meeting with the service manager or GM at this particular dealership before they close their doors for good. I need resolution with these issues. All of them are important to me in dealing with this car, but 1 and 4; I feel needs to be addressed just for safety purposes in operating this vehicle.

I have even asked that Saturn offer an extended continuation of my manufactured warranty to me on this car. I feel strongly that once my warranties expired (1/12/2010 and 8/16/2010), these problems that I have been going back and forth with them on will suddenly appear to the dealership and then the dealership will be ready to repair these problems at the expense of my wallet. So not fair! I look forward to hearing from you, Ms. Lajdziak, on my request for assistance that I seek regarding this vehicle that I have.

Thank you.

[REDACTED]

May 2, 2011

[REDACTED]
Birmingham, AL [REDACTED]

Service Request Number: 71-756881580

Dear [REDACTED]

Thank you for your support of Saturn. As we agreed, the necessary paperwork has been completed for the Saturn Extended Vehicle Service Plan on your 2007 Saturn ION 2, Vehicle Identification Number 1G8AJ55F47Z [REDACTED]. The processing time will take approximately eight weeks.

You will be notified 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, simply bring this letter to your local Saturn dealership. Your complete satisfaction is very important to us at Saturn. We hope the issuance of this plan demonstrates our appreciation of you as a valued customer.

At Saturn, 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

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.

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

Address: [REDACTED]

Default Transaction Mode: Online

Vehicle Identifier	Customer Information
Vehicle Category: GM Used	Plan Customer: Individual
Division: SATURN	Customer Type: Owner
VIN: 1GBA55F472 [REDACTED]	Birmingham, Alabama - United States [REDACTED]
	Evening Phone:
	Primary Language: English
	Secondary Language:

Sales Information

Dealer Code: 00298
 Action: Add Protection Plan
 Odometer: 7

Plan Lineholder

Lineholder Type: Other
 Saturn
 Saturn Customer Assistance Center
 PO Box 33173
 Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 05/05/2007
 In Service Date: 05/05/2007
 Schedule Type: Saturn Service Plan Used
 Formulation Code:

Plan Type: Extended Vehicle Coverage Used
 Term: 60
 Mileage Limit: 80000
 Deductible: 0
 Rental Type: Standard
 Plan Price: \$ 0.00
 Tax: \$ 0.00
 Total: \$ 0.00

Done

Start | Katina Lofton... | GMPP 1.19.10... | GMPP Assign... | GMPP TALL... | GM GlobalC... | Siebel Auto... | Document15... | 11:25 AM

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

Address: [REDACTED]

Global Connect

ORDER | MyWorkbench | Mark > Deliver Vehicles > Report

PLM & FORECAST | ORDER VEHICLES | MGA

Report Vehicle GMPP: Vehicle and C Information

Transaction Mode: Online

Vehicle Identifier

Vehicle Category: GM Used

Division: SATURN

VIN: 1GBA55F472 [REDACTED]

Dealer Identifier

Division: SATURN

Sales Information

Action: Add Protection Plan

Odometer: 7

OrderWORKBENCH

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: 1GBA55F472 [REDACTED]	Status: Pending
Dealer Code: 00298	User ID: 1nbap
Transaction Date: 05/05/2007	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2010-01-16-11:25:36.173000
Transaction Message: 1097 - GMPP sent to MIC	

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Done

Start | Katina Lofton... | GMPP 1.19... | GMPP Assi... | GMPP TA... | GM Global... | Siebel Auto... | https://ww... | Document1... | 11:25 AM

BBB AUTO LINE Customer Claim Form

Case number: CHV0945522
Contact Date: 09/25/09
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: Gallipolis	State: OH	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2006	Current mileage: 19750
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Lambert Buk-Pont, Cuyahoga Falls, OH			
Primary Servicing dealer/city/state: Smith Super Store 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: 09/01/07		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
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)

The customer would like the manufacturer to repair the vehicle and eliminate the problem.

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
Power steering unit malfunctioning- electronic unit		1		yes
shuts down while driving				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**



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ◆ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ◆ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ◆ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

Customer Responsibilities

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered per that state's lemon law. The customer will be responsible for turning over the vehicle as it existed at the time of sale, taking into account normal wear and tear, without any after-market equipment or accessories that were installed after the time of sale and without any abnormal wear or damage evident on the vehicle that is not caused by the nonconformity. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Certain warranty claims that do not meet all standards of the applicable lemon law may be eligible for arbitration if they meet certain conditions.

Time Period for Filing Claims

Claims seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R. The customer's vehicle must be:

- ◆ Owned or leased in the name of an individual;
- ◆ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ◆ Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ◆ **Repairs** to defects in material or workmanship. The arbitrator may not order a change in the vehicle's options or its design. The arbitrator may not order repairs to aftermarket parts or accessories that are not covered by the General Motors New Vehicle Limited Warranty. Further, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.
- ◆ **Reimbursement** for documented expenses the customer incurred to repair defects in material or workmanship. It is the customer's responsibility to provide copies of receipts for these repairs.

Customer Responsibilities

If repairs are awarded, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims not covered by the General Motors New Vehicle Limited Warranty.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving after-market equipment or accessories that interfere with General Motors’ ability to make repairs to the vehicle under warranty.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused (1) bodily injury or (2) an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state arbitration claim against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state’s minimum requirements.

The BBB will let the parties know if other restrictions apply.

STANDARDS OF THE OHIO LEMON LAW

The following is a brief explanation of most relevant provisions of the Ohio lemon law. The complete text of the lemon law can be found at Ohio Rev. Code Ann. Sec. 1345.71 *et seq.*

VEHICLES COVERED

The Ohio lemon law covers (1) a passenger car, (2) a noncommercial motor vehicle, or (3) those parts of any motor home that are not part of the permanently installed facilities used for cold storage, cooking, eating and sleeping.

A “passenger car” is any motor vehicle that is designed and used for carrying not more than nine persons and includes any motor vehicle that is designed and used for carrying not more than fifteen persons in a ridesharing arrangement. Guidance from the Attorney General’s Office indicates that a pick-up truck used exclusively for business purposes is not covered by the lemon law.

A “noncommercial motor vehicle” is any motor vehicle, including a farm truck, that is designed by the manufacturer to carry a load of no more than one ton and is used exclusively for purposes other than engaging in business for profit.

CONSUMERS COVERED

The lemon law covers the following “consumers”:

1. The purchaser, other than for purposes of resale, of a motor vehicle;
2. Any lessee of a motor vehicle for 30 days or more while title remains in the name of a person other than the user;
3. Any person to whom the vehicle is transferred during the duration of the manufacturer’s written vehicle warranty; and
4. Any other person entitled by the terms of the warranty to enforce the warranty.

The lemon law appears to cover a subsequent transferee if the vehicle is acquired during the warranty period.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

The lemon law covers any “nonconformity”, which it defines as a defect or condition that:

1. Substantially impairs the use, value, or safety of a motor vehicle to the consumer; and
2. Does not conform to the express written warranty of the manufacturer or distributor.

The lemon law provides the manufacturer an affirmative defense if the manufacturer can show that the nonconformity is the result of abuse, neglect, or unauthorized modification or alteration of the passenger motor vehicle by anyone other than the manufacturer, its agent or authorized dealer.

MANUFACTURER'S DUTY TO REPAIR

If a vehicle does not conform to the manufacturer's written new vehicle warranty and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the period of one year following the date of original delivery or during the first 18,000 miles of operation – whichever is earlier – the manufacturer, its agent or authorized dealer must make any repairs necessary to conform the vehicle to the warranty. Repairs must be made even after the expiration of the one year or 18,000 mile period.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or dealer is unable to conform the vehicle to the manufacturer's written vehicle warranty by repairing or correcting any nonconformity after a *reasonable number of repair attempts*, the manufacturer must (at the consumer's option) replace the vehicle with a new vehicle acceptable to the consumer or repurchase the vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The lemon law establishes a presumption for determining whether the manufacturer had a reasonable number of attempts to repair. Case law¹ interprets the lemon law's presumption as establishing a definition that a reasonable number of repair attempts has been made if, during the period of one year following the date of original delivery or during the first 18,000 miles of operation, whichever is earlier, any of the following occurs:

1. Substantially the same nonconformity has been subject to repair three or more times and either continues to exist or recurs;
2. The vehicle is out of service by reason of repair for a cumulative total of thirty or more calendar days;
3. There have been eight or more attempts to repair any nonconformity; or
4. There has been at least one attempt to repair a nonconformity that results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven, and the nonconformity either continues to exist or recurs.

DISPUTE RESOLUTION

The lemon law provisions authorizing a civil action under the lemon law do not apply to a consumer who has not first used an informal dispute settlement mechanism if:

¹ *Royster v. Toyota Motor Sales, U.S.A., Inc.*, 92 Ohio St. 327, 750 N.E.2d 531 (2001); *Temple v. Fleetwood Enterprises, Inc.*, 133 Fed. Appx. 254, 2005 U.S. App. LEXIS 9992 (6th Cir. 2005).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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1. The mechanism qualifies under rules promulgated by the Attorney General; and
2. The consumer receives timely notification, in writing, of the availability of the mechanism, along with a description of its operation and effect.

If a qualified mechanism does not exist, if the consumer is dissatisfied with the decision produced by a qualified mechanism, or if the manufacturer, its agent or authorized dealer fails to promptly fulfill the decision, the consumer may bring a civil action in court.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within five years of the date of the vehicle's original delivery (to the consumer²). The statute of limitations does not run for the period beginning on the date that a complaint is filed with an informal dispute settlement mechanism and ending on the date of the mechanism's decision.

² *Curl v. Volkswagen of America, Inc.*, 2005 Ohio 6420 (Ohio Ct. App. 2005).

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REMEDIES UNDER THE OHIO LEMON LAW

REPURCHASE OF OWNED VEHICLE

The Ohio lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. The contract price for the motor vehicle, including charges for transportation, undercoating, dealer-installed options and accessories, dealer services, dealer preparation and delivery charges;
2. All finance, credit insurance, warranty and service contract charges incurred by the consumer;
3. All sales tax, license and registration fees, and similar government charges;
4. All incidental damages, including but not limited to
 - any reasonable fees charged by the lender for making or canceling the loan; and
 - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made to the consumer, or jointly to the consumer and any lienholder that appears on the face of the certificate of title. The lienholder may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the loan.

REPURCHASE OF LEASED VEHICLES

The Ohio lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

1. Capitalized cost reduction, security deposit, taxes, title fees, all monthly lease payments, the residual value of the vehicle, and all finance, credit insurance, warranty, and service contract charges incurred by the consumer; and
2. All incidental damages, including but not limited to
 - any reasonable fees charged by the lessor for making or canceling the lease; and
 - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made jointly to the consumer and lessor. The lessor may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the lease.

REPLACEMENT

When replacing a vehicle under the Ohio lemon law, the manufacturer must replace the vehicle with a new vehicle acceptable to the consumer.

The manufacturer must notify any lienholder noted on the certificate of title or the lessor. If both the lienholder or lessor and the consumer consent to finance or lease the replacement motor vehicle, the lienholder or lessor must release the lien on or surrender title to the motor vehicle being replaced after it has obtained a lien on or title to the replacement motor vehicle. If the existing lienholder or lessor does not finance or lease the replacement motor vehicle, it has no obligation to discharge the note or cancel the lien on or surrender the title to the motor vehicle being replaced until the original indebtedness or the lease terms are satisfied.

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

February 4, 2011

[REDACTED]
Crestview Hills, KY [REDACTED]

Service Request: 71-593591240
Customer Relationship Specialist: Jim Goldberg

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. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$582.62.

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

North American Operations

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



CHECK No. [REDACTED] 50-937
 213

DATE
 01/22/08

*****582 DOLLARS

****62 CENTS

AMOUNT
 *****582.62

PAY
 TO THE
 ORDER
 OF

[REDACTED]
 CRESTVIEW HILLS KY [REDACTED]
 [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Rachel [Signature]
 SIGNATURE

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

AUDIT

[REDACTED]

VENDOR
 DUNS NO. BB 000000150 1
 VENDOR NAME [REDACTED]

North American Operations

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

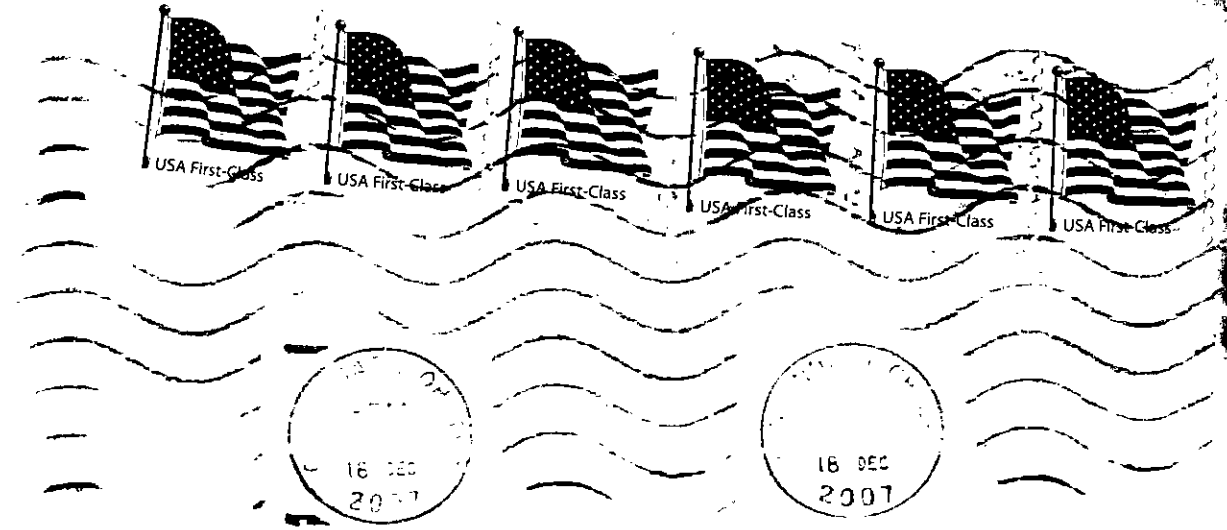
DETACH BEFORE DEPOSITING CHECK

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

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1612S52F55F [REDACTED]	01/18/08 71-593591	VH 1-9TKM99 240.1-9TKM99	00.0000	582.62	.00	582.62
				M3		
TOTAL				582.62	.00	582.62

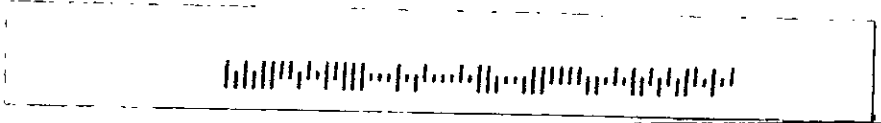
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
 REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

██████████
GRESTVIEW HILLS, MI ██████████



DEC 2, 2007

REIMBURSEMENT DEPT.
PO. BOX 33170
DETROIT, MI. 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): 1G1Z552F55A XXXXXXXXXX

Mileage at Time of Repair: 41128 Date of Repair: 20 July 07

Claimant Name (please print): XXXXXXXXXXXXXXXXXXXX

Street Address or PO Box Number: XXXXXXXXXXXXXXXXXXXX

City: CRESTVIEW HILLS State: KY. ZIP Code: XXXXXX

Daytime Telephone Number (include Area Code): XXXXXXXXXX

Evening Telephone Number (include Area Code): XXXXXXXXXX

Amount of Reimbursement Requested: \$ NOTOR 690.04 COLWM 549.00 = 1239.04

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: XXXXXXXXXXXXXXXXXXXX

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).



155986

146537

THE ROBKE CHEVROLET CO.

1051 DUDLEY PIKE
FT. WRIGHT, KENTUCKY 41017
(859) 431-3733
SERVICE LINE (859) 655-2848

ACCOUNTING

PAGE 1

CRESTVIEW HILLS, KY
HOME
CELL

BUS:

SERVICE ADVISOR: 4070 NOAH HARRISON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZS52F55E		41229/41244		
DEL. DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			17:00 24JUL07			CASH	26JUL07

R.O. OPENED READY OPTIONS: ENG:2.2 Liter_MFI_DOHC

09:40 24JUL07 08:30 26JUL07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A THE CUSTOMER STATES THE POWER STEERING WARNING LIGHT COMES ON WHEN DRIVING

SSB SEE STORY

637 CP 0.00 2.50 5125 19000 190.00 190.00

1 15926870 COLUMN 20463 35900 0 359.00 359.00 359.00

PICKUP CHGS DIFFERENCE

20.46 FROM

VERSION 1 (EMP# 5661,25JUL07 17:17): 41244 CHECKED CONCERN, FOUND STR WHEEL POSITION SENSOR BAD, NEEDS STR COLUMN REPLACED AND RECALIBRATED COLUMN, CHECKED GOOD

B MULTI POINT INSPECTION

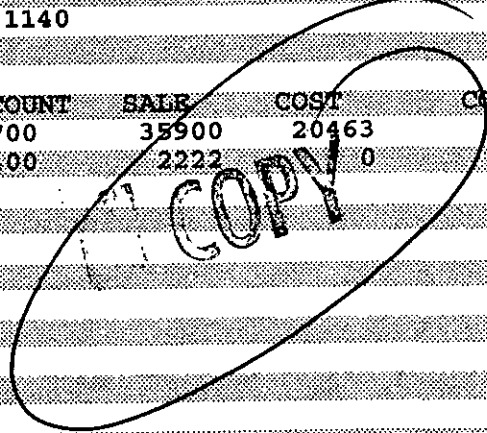
MP MULTI POINT INSPECTION

637 CP 0.00 0.20 410 0 0.00 0.00

ENVIRONMENTAL AND DISPOSAL FEE 0 1140 11.40

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	19000	5535		46700	35900	20463	
6104	1140	0		32400	2222	0	
22500	58262	*****					



COST, SALE, & COMP TOTALS 25998 56040 0

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.

PAY METHOD () CASH () CHECK () CREDIT CARD () OTHER

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

STATEMENT OF DISCLAIMER
THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE ROBKE CHEVROLET LET CO HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE ROBKE CHEVROLET CO. ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. WARRANTY INFORMATION AVAILABLE UPON REQUEST.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	11.40
TOTAL CHARGES	560.40
LESS INSURANCE	0.00
SALES TAX	22.22
PLEASE PAY THIS AMOUNT	582.62

155986

146410

THE ROBKE CHEVROLET CO.

1051 DUDLEY PIKE
FT. WRIGHT, KENTUCKY 41017
(859) 431-3733
SERVICE LINE (859) 655-2848

ACCOUNTING

PAGE 1

CRESTVIEW HILLS, KY

HOME BUS:
CELL

SERVICE ADVISOR: 4070 NOAH HARRISON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZS52F55F		41128/41132		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN05	IS		17:00 19JUL07			CASH	20JUL07
R.O OPENED	READY	OPTIONS: ENG:2.2 Liter MPI DOHC					
17:32 18JUL07	17:23 20JUL07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A THE CUSTOMER STATES THE POWER STEERING WARNING LIGHT IS ON											
SSB SEE STORY											
	5661	CP		0.00	4.50	11700	34200			342.00	342.00
1	25805894	MOTOR				21822	34804	0	348.04	348.04	348.04

VERSION 1 (EMP# 5661, 20JUL07 17:07): 41132 CHECKED CONCERN, FOUND DTC C0460. DIAGO LEAD TO BAD P/S CONTROL MODULE REPLACED AND PROGRAMMED P/S MODULE. CHECKED AND TEST DROVE GOOD

B THE CUSTOMER STATES THE REAR WHEELS ARE CHOPPING AND HAS ROAD NOISE

SSB SEE STORY											
	5661	CP		0.00	1.60	4160	12160			121.60	121.60
2	89049277	GY2056515				19200	23000	0	115.00	115.00	230.00
2	274119	STEM				400	500	0	2.50	2.50	5.00
2	TIRE	TIRE DISPOSAL				0	450	0	2.25	2.25	4.50

VERSION 1 (EMP# 5661, 20JUL07 17:09): 41132 CHECKED CONCERN, FOUND REAR TIRES BAD NEEDS ALIGNMENT CHECKED REPLACED REAR TIRES AND ALIGNED. CHECKED AND TEST DROVE GOOD

C MULTI POINT INSPECTION

MP MULTI POINT INSPECTION											
	5661	CP		0.00	0.20	520	0			0.00	0.00
VERSION 1 (EMP# 5661, 20JUL07 17:09): 41132 REQUESTS INSPECTION COMPLETED INSPECTION											
ENVIRONMENTAL AND DISPOSAL FEE						0	2500				25.00
*** NO RO PUNCH TIMES ON FILE ***											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	46360	16380		46700	35754	22222	
49000	23000	19200		6104	2500	0	
32400	3675	0		22500	111289	*****	

COST, SALE, & COMP TOTALS 57802 107614 0

DESCRIPTION		TOTALS
LABOR AMOUNT		463.60
PARTS AMOUNT		587.54
GAS, OIL, LUBE		0.00
SUBLET AMOUNT		0.00
MISC. CHARGES		25.00
TOTAL CHARGES		1076.14
LESS INSURANCE		0.00
SALES TAX		36.75
PLEASE PAY THIS AMOUNT		1112.89

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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PAY METHOD () CASH () CHECK () CREDIT CARD () OTHER
ID (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

History Report for Vehicle: 5F232056

Customer#: 155986

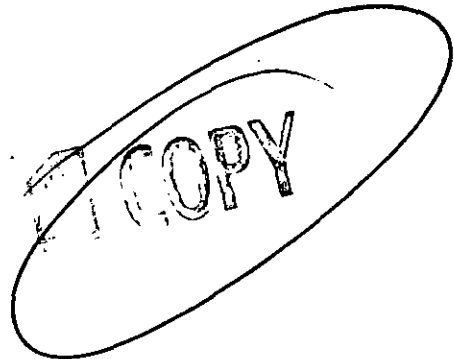
Customer Name: [REDACTED]

RO Number: 146410

Open Date: 07/18/07
Close Date: 07/20/07

Mileage: 41132 Service Logon: RCC-S
SA Number: 4070 Cashier: cashier3

Line Code: A Comeback: N Booker ID: 4070
Complaint: THE CUSTOMER STATES THE POWER STEERING WARNING LIGHT IS ON



Labor Type: CP Technician Number: 5661
Op Code: SSB Comeback RO Number:

Description: SEE STORY
Labor\$: 342.00
Parts\$: 348.04
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 4070
Complaint: THE CUSTOMER STATES THE REAR WHEELS ARE CHOPPING AND HAS ROAD NOISE

Labor Type: CP Technician Number: 5661
Op Code: SSB Comeback RO Number:

Description: SEE STORY
Labor\$: 121.60
Parts\$: 239.50
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 4070
Complaint: MP MULTI POINT INSPECTION

Labor Type: CP Technician Number: 5661
Op Code: MP Comeback RO Number:

Description: MULTI POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1

41132 CHECKED CONCERN, FOUND DTC C0460. DIAGNOSTIC LEAD TO BAD P/S CONTROL MODULE REPLACED AND PROGRAMMED P/S MODULE. CHECKED AND TEST DROVE GOOD

Story for Line B, Version Number 1

41132 CHECKED CONCERN, FOUND REAR TIRES BAD NEEDS ALIGNMENT CHECKED REPLACED REAR TIRES AND ALIGNED. CHECKED AND TEST DROVE GOOD

Story for Line C, Version Number 1

41132 REQUESTS INSPECTION COMPLETED INSPECTION

Customer#: 155986
Customer Name: [REDACTED]

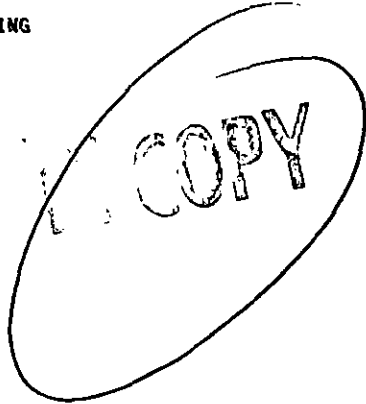
RO Number: 146537

Open Date: 07/24/07 Mileage: 41244 Service Logon: RCC-S
Close Date: 07/26/07 SA Number: 4070 Cashier: cashier3

Line Code: A Comeback: N Booker ID: 4070
Complaint: THE CUSTOMER STATES THE POWER STEERING WARNING LIGHT COMES ON WHEN DRIVING

Labor Type: CP
Op Code: SSB
Description: SEE STORY
Labor\$: 190.00
Parts\$: 359.00
Miscellaneous\$: 0.00

Technician Number: 637
Comeback RO Number:



Line Code: B Comeback: N Booker ID: 4070
Complaint: MP MULTI POINT INSPECTION

Labor Type: CP
Op Code: MP
Description: MULTI POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Technician Number: 637
Comeback RO Number:

Story for Line A, Version Number 1
41244 CHECKED CONCERN, FOUND STR WHEEL POSITION SENSOR BAD, NEEDS STR COLUMN REPLACED AND RECALIBRATED COLUMN, CHECKED GOOD

NALC MASTERCARD STATEMENT



- Valued Cardmember Since 2007

Page 1 of 4

ACCOUNT SUMMARY		PAYMENT SUMMARY		BALANCE SUMMARY	
ACCOUNT NUMBER	[REDACTED]	MINIMUM PAYMENT*	\$83.00	PREVIOUS BALANCE	\$36.33
TOTAL CREDIT LIMIT	\$15,000	CURRENT PAYMENT DUE*	\$83.00	PAYMENTS/CREDITS	- \$36.33
TOTAL CREDIT LIMIT AVAILABLE	\$6,747	PAYMENT DUE DATE	09/04/07	PURCHASES/DEBITS	+ \$8,252.42
CASH CREDIT LIMIT †	\$7,500			FINANCE CHARGE	+ \$0.00
CASH LIMIT AVAILABLE	\$6,747			NEW BALANCE	= \$8,252.42
STATEMENT DATE	08/10/07				

*See reverse side for an explanation of these amounts

† Cash Credit Limit is a portion of the Total Credit Limit

TRANSACTION SUMMARY						
(For additional transaction detail go to www.unionpluscard.com)						
TRANS DATE	POST DATE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	AMOUNT		
				CHARGES	CREDITS	
08/01	08/01	PAYMENT - THANK YOU	3080107A051511571644101			\$36.33
07/10	07/12	VICTORIA'S SECRET 0348 FLORENCE KY	MT071930097000010080627	\$5.97		
07/11	07/12	MEJER #224 001 CINCINNATI OH	MT071930090000010122527	\$22.06		
07/11	07/13	KMART 3029 ERLANGER KY	MT071940093000010139889	\$98.51		
07/12	07/14	SHELL OIL 57442305603 CINCINNATI OH	MT071950090000010131782	\$35.40		
07/12	07/14	THE HOME DEPOT #2324 CRESCENT SPRG KY	MT071950090000010137504	\$14.65		
07/13	07/16	REMKE MARKET #7 CRESCENT SPRG KY	MT071970089000010422912	\$215.79		
07/14	07/16	BP OIL 20212817 CRESCENT SPR KY	MT071970088000010408007	\$31.68		
07/16	07/17	TARGET 00014472 CINCINNATI OH	MT071980093000010116388	\$7.44		
07/16	07/17	BEALLS-DEPT-STORE #007 DAYTONA BEACH FL	MT071980098000010067121	\$30.33		
07/17	07/17	HSBC*IDENTITY-PLAN.COM 800-203-1227	PRMKIGEICRUP02200701802	\$1.00		
07/16	07/18	NINE WEST OUTLET #2808 DAYTONA BEACH FL	MT071990090000010140527	\$42.58		
07/16	07/18	REMKE MARKET #7 CRESCENT SPRG KY	MT071990091000010046762	\$131.61		
07/16	07/18	DOTS #533 DAYTONA BEACH FL	MT071990091000010048530	\$15.98		
07/16	07/18	DENNY'S INC Q67 DAYTONA BEACH FL	MT071990092000010126194	\$8.91		
07/17	07/19	SUBWAY 00038Q18 DAYTONA BEACH FL	MT072000090000010113217	\$15.72		
07/18	07/20	SUBWAY 00038Q18 DAYTONA BEACH FL	MT072010091000010127178	\$15.72		
07/19	07/20	BIG SHARK DAYTONA BEACH FL	MT072010093000010135724	\$47.54		
07/19	07/20	RUBY TUESDAY #7119 DAYTONA BEACH FL	MT072010098000010078808	\$25.52		
07/19	07/21	NINE WEST OUTLET #2808 DAYTONA BEACH FL	MT072020088000010158570	\$15.98		
07/19	07/21	DENNY'S INC Q67 DAYTONA BEACH FL	MT072020090000010125601	\$15.74		
07/20	07/21	KROGER #901 SL9 ERLANGER KY	MT072020090000010108818	\$24.98		
07/20	07/21	ROBKE CHEVROLET FT.WRIGHT KY	MT072020092000010080183	\$112.89		
07/20	07/23	APPLEBEE'S #200002071 CRESTVIEW HIL KY	MT072040088000010391953	\$28.45		

✓ MAIL PAYMENTS TO:

UNION PLUS CREDIT CARD
PO BOX 5222
CAROL STREAM IL 60197-5222

❓ QUESTIONS?

24-HOUR CUSTOMER SERVICE
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SALINAS CA 93912-0027

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PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT: To Assure Proper Credit Please Write Your Account Number On Your Check

NALC MASTERCARD STATEMENT



- Valued Cardmember Since 2007

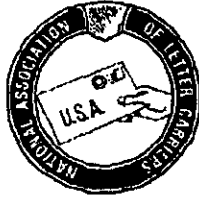
Page 2 of 4

TRANSACTION SUMMARY						AMOUNT	
(For additional transaction detail go to www.unionpluscard.com)						CHARGES	CREDITS
TRANS DATE	POST DATE	TRANSACTION DESCRIPTION		REFERENCE NUMBER			
07/20	07/23	AUTOZONE #0728 CINCINNATI OH		MT072040088000010404753		\$23.40	
07/20	07/23	SHELL OIL 57442384400 EDGEWOOD KY		MT072040088000010437893		\$24.06	
07/20	07/23	THE HOME DEPOT #2324 CRESCENT SPGS KY		MT072040088000010470007		\$284.75	
07/21	07/23	RADIOHACK COR00148027 ERLANGER KY		MT072040088000010391882		\$92.17	
07/21	07/23	GREAT CLIPS ERLANGER KY		MT072040088000010450963		\$15.00	
07/21	07/23	WET SEAL #205 FLORENCE KY		MT072040088000010478025		\$80.74	
07/21	07/23	LA PLAYA RESORT DAYTONA BEACH FL		MT072040088000010479191		\$580.54	
07/21	07/23	TEXACO 0308804 FORT MITCHELL KY		MT072040091000010132374		\$41.01	
07/22	07/24	SUNOCO SVC STATION EDGEWOOD KY		MT072050090000010137567		\$27.32	
07/23	07/24	KOHL'S #0209 FLORENCE KY		MT072050094000010075109		\$43.78	
07/24	07/24	TWS*WET SEAL 888-748-7838 CA		MT072050094000010080518		\$49.78	
07/23	07/25	PAYLESSSHOES000011585 FLORENCE KY		MT072080089000010115709		\$24.37	
07/23	07/25	ALL ABOUT FLOORS FLORENCE KY		MT072080090000010050242		\$1,308.78	
07/24	07/25	TM *RASCAL FLATTS 317-239-5151 IL		MT072080089000010130940		\$92.00	
07/24	07/25	KROGER #901 SL9 ERLANGER KY		MT072080091000010115070		\$97.85	
07/24	07/25	VZWRLSS-MYACCT VN FOLSOM CA		MT072060091000010121029		\$235.83	
07/24	07/26	MEIJER #224 Q01 CINCINNATI OH		MT072070091000010120756		\$10.38	
07/24	07/26	MANDOS OPTICAL CRESTVIEW HIL KY		MT072070092000010041223		\$304.81	
07/25	07/27	LOGAN'S ROADHOUSE #437 FLORENCE KY		MT072080091000010134887		\$8.21	
07/25	07/27	THE HOME DEPOT #2324 CRESCENT SPGS KY		MT072080091000010151051		\$25.13	
07/25	07/27	SUN SPA TANNING ERLANGER KY		MT072080091000010159184		\$89.95	
07/25	07/27	BURGER KING #3758 Q07 ERLANGER KY		MT072080088000010103510		\$5.99	
07/26	07/27	KROGER #901 SL9 ERLANGER KY		MT072080093000010108772		\$18.57	
07/26	07/27	ROBKE CHEVROLET FT.WRIGHT KY		MT072080090000010087985		\$582.82	
07/26	07/28	SHELL OIL 57442287805 CINCINNATI OH		MT072080088000010129014		\$31.07	
07/26	07/28	NAILS - X FLORENCE KY		MT072080089000010058811		\$23.00	
07/27	07/30	CLAIRE'S BOUTIQUES 545 FLORENCE KY		MT072110089000010241429		\$27.58	
07/27	07/30	VICTORIA'S SECRET 0348 FLORENCE KY		MT072110089000010277841		\$51.41	
07/28	07/31	REMKE MARKETS #002 S1C FT MITCHELL KY		MT072120089000010128477		\$257.96	
07/28	07/31	THORNTONS #0073 Q35 ERLANGER KY		MT072120089000010129397		\$24.51	
07/29	07/31	KMART 3029 ERLANGER KY		MT072120091000010140621		\$13.55	
07/30	08/01	LOGAN'S ROADHOUSE #437 FLORENCE KY		MT072130089000010131485		\$18.77	
07/30	08/01	PAPA JOHNS #0158 FT MITCHELL KY		MT072130089000010150988		\$24.36	
07/30	06/01	SUNOCO SVC STATION EDGEWOOD KY		MT072130091000010120980		\$27.85	
07/31	08/02	THE HOME DEPOT #2324 CRESCENT SPGS KY		MT072140089000010133368		\$27.34	
08/01	08/02	KROGER #901 SL9 ERLANGER KY		MT072140092000010117504		\$104.01	
08/01	08/03	BP OIL 10904514 CINCINNATI OH		MT072150091000010107819		\$28.54	
08/02	08/03	WAL-MART #2967 FORT WRIGHT KY		MT072150091000010113655		\$104.35	

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 PO BOX 80027
 SALINAS CA 93912-0027



Account Number		[REDACTED]	
	Payment Due Date	01/04/08	
New Balance	\$5,865.89	Current Payment Due	\$59.00

Include account number on check to UNION PLUS CREDIT CARD. Do not send cash. Send payment 7 days prior to the Payment Due Date to ensure timely delivery.

Amount Enclosed \$

[REDACTED]

CRESTVIEW HILLS KY [REDACTED]



UNION PLUS CREDIT CARD
PO BOX 4155
CAROL STREAM IL 60197-4155



[REDACTED]

Minimum Payment: If approved, the current minimum cash and finance fee for the current billing cycle is 25 days after your Statement Date on your billing statement. Your Payment Due Date is 25 days after your Statement Date on the front of your billing statement. Payments should be mailed with a single coupon to the payment address shown on the front of your billing statement. Payments must be made by a single check or money order payable in U.S. dollars and drawn on a U.S. institution. Payments received at the payment address by 3:00 p.m. local time, will be credited to your Account as of the date of receipt. Otherwise payment will be credited as of the next day. Credit/in payments to your Account.

action and on the previously billed but unpaid credit card purchases from the first day of the current cycle. Periodic Finance Charges that accrue after the Statement Date will appear on the next billing statement.

For No Grace Accounts: Periodic Finance Charges accrue from the Transaction Date and continue to accrue until payment in full is credited to your Account. Periodic Finance Charges that accrue after the Statement Date will appear on the next billing statement.

There is no Grace Period for cash advances, including balance transfers and credit card

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/20/09	Service Request #	71-757779986
Customer Name	[REDACTED]		
VIN	1G2ZG57B184 [REDACTED]		
In-Service Date	12/19/2007	Service Contract?	No
Current Mileage	22347	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Classic Buick, Pontiac, GMC of Carrollton, Llc		
Dealer Svc Mgr	Shannon Buie	Dir Warranty Admin:	Jennifer Craig
Dealer Phone	(972) 242-4000	Dealer Fax	972-446-3892
Dealer BAC	244819		
Dealer Division and Code	16-Pont-21102		
Repair Order Number	427297		
Repair Order Close Date	08/31/09		
Labor Op. Code Z1242	Dollar Amt:	\$5231.42	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$5231.42		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857 3113			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	Steering concern		
Cause:			
	Steering concern		
Correction:			
	repaired steering		
Justification:			
	repaired steering		
PAR CRS:			
	Rita Sanchez		
Additional Comments: n/a			

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/20/09	Service Request #	71-757779986
Customer Name	[REDACTED]		
VIN	1G2ZG57B184 [REDACTED]		
In-Service Date	12/19/2007	Service Contract?	No
Current Mileage	22347	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Classic Buick, Pontiac, GMC of Carrollton, Llc		
Dealer Svc Mgr	Shannon Buie	Dlr Warranty Admin:	Jennifer Craig
Dealer Phone	(972) 242-4000	Dealer Fax	972-446-3892
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Cause:			
	Steering concern		
Correction:			
	repaired steering		
Justification:			
	repaired steering		
PAR CRS:			
	Rita Sanchez		
Additional Comments: n/a			

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/20/09	Service Request #	71-757779986
Customer Name	[REDACTED]		
VIN	1G2ZG57B184 [REDACTED]		
In-Service Date	12/19/2007	Service Contract?	No
Current Mileage	22347	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Classic Buick, Pontiac, GMC of Carrollton, Llc		
Dealer Svc Mgr	Shannon Buie	Dlr Warranty Admin:	Jennifer Craig
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Repair Order Number	427297		
Repair Order Close Date	08/31/09		
Labor Op. Code Z1242	Dollar Amt:	\$5231.42	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$5231.42		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857 3113			
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	Steering concern		
Cause:			
	Steering concern		
Correction:			
	repaired steering		
Justification:			
	repaired steering		
PAR CRS:			
	Rita Sanchez		
Additional Comments: n/a			

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
 Vehicle Brand: Pontiac Model: 2008 G6
 File #: 71-757779986 VIN: 1G2ZG57B184 [REDACTED]

Mileage at Inspection: 22,347

Inspection Location: Classic Buick Pontiac GMC
Carrollton, TX

Inspector's phone number: 817 992-8163

Inspected By: William Hartley, I.C., EAA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

[REDACTED] stated his wife was driving the car when the steering locked up and she hit a curb and damaged both right side wheels and tires.

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The vehicle is damaged in the right front. The right front tire is flat, the wheel is broken and gouged, the lower ball joint ball is out of the socket, the lower control arm has two large impact marks and is bent rearward, the drive axle is scraped, the inner CV joint boot is split, the fender and inner shield are damaged. The right rear tire is also flat, there is a hole in the sidewall, and the wheel is gouged. The tire pressure monitor light is on. There is one DTC in the power steering module history. The power steering assist feels normal. The steering sensors follow the steering wheel when it is turned.

There are no events stored in the SDM. The CDR files are included with this report.

Two repair estimates were obtained from Classic BPG. One, a body estimate, is for \$963.98. The other is a mechanical estimate for \$3377.11. Both are included with this report. There appears to be some overlap within the mechanical estimate, as the fender and hood are listed there also. Note: the aftermarket wheels on the vehicle are no longer available, so the estimate includes 4 factory wheels.

3 statement letters written by the customer to the dealership are included with this report.

The repair history from Classic BPG is included with this report.

There is no police report, as [REDACTED] stated they were not called.

106 digital photos were taken. They and their photo log are included with this report.

Section 2 INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: By Telephone In Person

Incident Date and Time: 8/27/09 at Midnight

Interview date: 9/24/09

Was a police/fire department report obtained? Yes No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] stated his wife [REDACTED] was driving the car after taking her son's friend home. He stated the power steering light came on and the steering locked up, and the car hit a curb, damaging both right wheels and tires. He stated they have had problems with the power steering light coming on previous to this incident, and the dealership has not fixed the car. He stated the car is in his uncle [REDACTED] name. He stated they have sent written statements to the dealership.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):

[REDACTED] female, 5'7", 160#, no disabilities.

If there was a collision:

Describe extent of any injuries to the Driver: [REDACTED] stated [REDACTED] was not injured.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **9/25/09**
 Vehicle Brand: **Pontiac** Model: **2008 G6**
 File # **71-757779986** VIN: **1G2ZG57B184** [REDACTED]

Describe where other occupants were seated & extent of any injuries: [REDACTED] male, 19 was seated in the right front seat. [REDACTED] stated Anthony was not injured.

**What was the exact location of the incident. Northbound in front of 13936 Montfort Drive in Dallas, TX.
 Driving conditions at the time of the incident:**

Weather conditions & Visibility: **Clear, dry, good** Approximate Temp (°F): **60s**

Road Surface: Concrete Asphalt Gravel Crushed rock Dirt
 Road Condition: Dry Wet Icy Other: { _____ }
 Shoulder Curb : Concrete Asphalt Gravel Crushed rock Dirt
 Shoulder/Curb Condition: Dry Wet Icy Other: { _____ }

Posted Speed Limit **30 MPH**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **None**

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **_1 hour** Distance (miles): **_30**

Estimate of vehicle speed: **_35** mph Source of est. [REDACTED]

Estimated vehicle speed at impact: **_35** mph Source of est. [REDACTED]

(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe Locked up with P/S light on
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }

Were any warning lights illuminated or driver information center messages displayed? Yes No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? Yes No If "Yes", get the details and describe the event(s).

[REDACTED] stated that several times while his wife or he was driving, the power steering light would come on momentarily, a beep would sound, and then it would go off. He stated the steering feels as if there is no power assist at that time. He stated it always corrected itself immediately and was normal after that. He stated earlier that day he was driving when the light came on. He stated he stopped, shut the car off, restarted it, and it operated normally.

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **Service Power Steering message appeared on the IP**

Describe any evasive action: Turning Braking Accelerating Other: **Unknown**

Describe cargo (in the vehicle interior, trunk and/or trailer (if any)): **None**

Estimated total weight of cargo: **N/A** Estimated weight of the trailer, if any. **N/A**

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle. **N/A**

Did the vehicle leave the roadway?: Yes No Describe: { _____ }
 Objects Impacted: **_Curb**

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **9/25/09**
 Vehicle Brand: **Pontiac** Model: **2008 G6**
 File #: **71-757779986** VIN: **1G2ZG57B184** [REDACTED]

How was the vehicle transported from the incident site to the present location? Tow Truck Flat Bed Other

Additional comments concerning the incident: **Towed by GM Roadside Assistance.**

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant: **Claimant**

Comments: (Additional cmts may be placed in section 9) **None**

Did the owner purchase the vehicle new? Yes No Date _____ Used? Yes No Date **7/25/09**

VEHICLE MODIFICATIONS / ALTERATIONS

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
Aftermarket Cruiser Alloy wheels with oversize Nexen N3000 tires.

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? No Yes If yes, describe: { _____

Prior collision repair? No Yes If yes, describe: { _____

Repaired by whom? (name, address, phone) { _____

Prior chassis system service, repair, or replacement? No Yes If yes, describe what was done:

Tire pressure sensors were installed in all 4 aftermarket wheels on 4/7/09 at 19,506 miles when the car was in used car inventory.

Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)

Classic BPG, Carrollton, TX on RO #422445.

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? No Yes

If yes, describe: **Wheel balance and 4-wheel alignment declined by customer on 8/1/09 at 20,192 miles at Classic BPG in Carrollton, TX (RO#426286).**

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The right front fender, inner fender shield, and right rocker panel molding are damaged by contact with the tire.

UNDERBODY / FRAME / CHASSIS AREA: Describe **any damage** to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

The right front lower control arm ball is pulled out of the control arm socket, the control arm is bent rearward, and the right front drive axle is separated and the inner boot is torn. There is evidence of contact on the drive

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	9/25/09
<u>Vehicle Brand:</u>	Pontiac	<u>Model:</u>	2008 G6
<u>File #</u>	71-757779986	<u>VIN:</u>	1G2ZG57B184 ██████████

axle shaft. The right front wheel is broken and gouged and the right rear wheel is gouged. Both right side tires are torn and flat, and both have impact marks.

CORNER ASSEMBLIES

Struts/shocks	Ball joints	Tire/wheel assemblies
Springs	Steering knuckles	
Control arms	Axle assemblies	

Comments: **See comments above.**

UNDERHOOD

Engine compartment	Power steering lines, hoses, clamps and connections
Brake fluid level and condition	Power steering fluid level and condition

Comments: **Brake fluid is full and clean. Power steering is electric.**

GENERAL OBSERVATIONS

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments: **Aftermarket Cruiser Alloy wheels with oversize Nexen N3000 tires.**

Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel	Odometer
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sunvisors and headliner
Personal items/cargo	

INTERIOR INSPECTION (Describe any damage and photograph) **No apparent damage in the interior.**

Section 6 STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	All steering system components are connected in the normal manner. The steering wheel can be turned nearly lock to lock, but the displaced right front tire impedes the travel to the full right turn.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	The right tie rod end may be bent as a result of the impact to the right front lower control arm.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No apparent damage to the rack or boots. The right tie rod end may be bent slightly. No apparent contact by foreign objects.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	The steering column operates normally. The ignition switch operates normally. The column is fastened securely to the dash.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	The power steering assist is electric. The electric motor is securely mounted under the dash and the wiring is connected securely. Power assist feels normal and the sensor readings follow the steering wheel action. There is a DTC C0475 in history in the PSCM – see the comments section for details.
PS fluid level and condition-Color, contamination, odor	No power steering fluid – electric assist.
Steering knuckle-All attachments secure and proper?	Steering knuckles appear to be secure.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	No apparent damage.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	The right front wheel/tire is at the rear of the wheel opening. The right front lower control arm has two impact marks on the leading edge, it is bent back and rolled, and the ball is out of the socket. The ball stud is securely attached to the knuckle, and there appears to be adequate grease on the ball and in the socket. The right front drive axle inner CV boot is torn and the CV joint appears separated.
Strut attachments, springs intact; control arms properly	No apparent damage.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **9/25/09**
Vehicle Brand: **Pontiac** Model: **2008 G6**
File # **71-757779986** VIN: **1G2ZG57B184** [REDACTED]

attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	There is no apparent damage, but the right rear wheel was impacted, so there may be some suspension deformation.
Rear axle assembly-deformed, signs of impact, properly located, etc.	No apparent damage.
Deformation to the frame	No apparent damage.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	The right front tire has contacted the wheel opening inner shield in the rear.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	The right front lower control arm appears to have contacted the curb. The right front and rear wheels have contacted the curb.
Stability Enhancement system/components-check for codes with Tech II	Not equipped.
Engine (normal, other)-Obtain codes using a Tech II.	No DTCs in the powertrain.
Electrical (normal, other)	No apparent damage.
Warning lights/messages displayed? Describe and obtain codes using a Tech II	There are four history DTCs in the vehicle. See the comments section for details. There is a "Check Tire Press" message displayed.
Anything components missing?	Nothing missing.
Other	None

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". **The vehicle is not driveable.**

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation. **The vehicle is not driveable.**

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. **No apparent wiring damage.**

TIRE AND WHEEL INSPECTION

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **9/25/09**
 Vehicle Brand: **Pontiac** Model: **2008 G6**
 File # **71-757779986** VIN: **1G2ZG57B184** [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	<u>Nexen</u>	<u>N3000</u>	<u>245/40ZR18</u>	<u>28</u>	<u>3/32"</u>	<u>8EJK BHBL 1208</u>
RF	<u>Nexen</u>	<u>N3000</u>	<u>245/40ZR18</u>	<u>0</u>	<u>3/32"</u>	<u>8EJK BHBL 1208</u>
LR	<u>Nexen</u>	<u>N3000</u>	<u>245/40ZR18</u>	<u>30</u>	<u>8/32"</u>	<u>8EJK BHBL 1208</u>
RR	<u>Nexen</u>	<u>N3000</u>	<u>245/40ZR18</u>	<u>0</u>	<u>7/32"</u>	<u>8EJK BHBL 1208</u>

TPC Spec Number: **None**

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF **No apparent damage to the wheel or tire.**RF **The tire is flat and distorted on the rim. There are impact marks on the tire and scrapes on the tread. The wheel has pieces broken off the outer rim about 8" around and scrapes around the remainder of the outer rim.**LR **No apparent damage to the wheel or tire.**RR **The tire has an impact mark and a flap of the outer sidewall is torn away exposing a hole approximately 1" in diameter in the sidewall. There is an adjacent 4" gouge in the outer edge of the rim.**2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	<u>P225/50R17</u>	<u>30</u>	_____
SPARE TIRE	<u>T125/70D16</u>	<u>60</u>	_____

Section 7

SITE INSPECTION**SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:**

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]

Photograph the scene and property if involved.

Comments:

The curb impacted is at the end of a depression in the curb for a storm sewer in a 30-MPH zone of a three-lane in each direction concrete urban street. The marks in the customer supplied photographs are still clearly visible on the curb and were photographed. See the photos for details.

Section 8 COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

There are no events stored in the SDM. The CDR files are included with this report.

The bar code number tag on the steering rack reads P15825627 TNG3467A0938.
The bar code number tag on the power steering motor harness reads 15923910 Z42615168

Power Steering Control Module (PSCM) information from the Tech 2 is as follows:

- Module Part Number – 9542422
- Software Part Number – 26100353

Diagnostic Trouble Codes (DTC) found in the vehicle are as follows:

<u>DTC</u>	<u>Symptom</u>	<u>Description</u>	<u>Module</u>	<u>Status</u>
B1325	03	Device Power 1 Circuit Voltage Below Threshold	SIR	Hist
B0081	71	Passenger Presence System 1 Invalid Serial Data Received	SIR	Hist
B1325	03	Device Power 1 Circuit Voltage Below Threshold	Radio	Hist
C0475	00	Electric Steering Motor Circuit	PSCM	Hist

Airbag module information from the Tech 2 is as follows:

- End Model Part Number – 15259221
- Base Model Part Number – 15259221
- Software Part Number – 808595511
- Traceability Number – AS922121232B

Section 9 OTHER REPORT INFORMATION

- Check here if there was evidence of a "Fire-Related" event.**
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

- Photographs Data Downloads Other Records

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]

Inspector William Hartley, EAA, (817) 992-8163

Photo # Description
1. VIN



2. Build data label

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



3. Tire data label

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

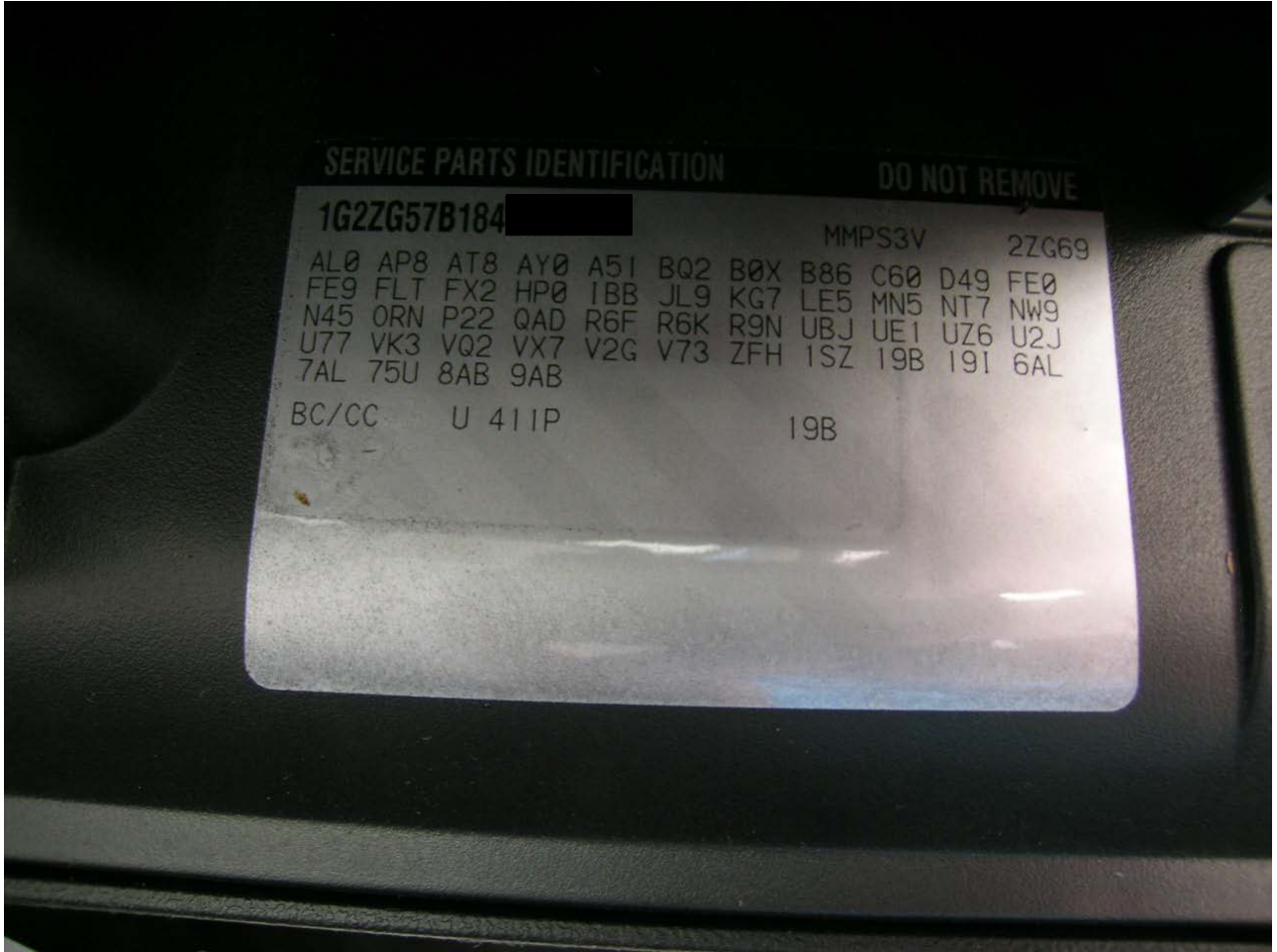
Customer's Name: [REDACTED] Inspection Date: 9/25/09
 Vehicle Brand: Pontiac Model: 2008 G6
 File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



4. Service parts identification label

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



5. Instrument cluster showing odometer reading and tire pressure warning light on with key on

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



6. Check Tire Pressure message showing in message center

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



7. Front tire pressures showing in message center

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



8. Rear tire pressures showing in message center

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



9. Front view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



10. Left front view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



11. Left side view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



12. Left rear view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



13. Rear view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



14. Right rear view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



15. Right side view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



16. Right front view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



17. Right front side view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



18. Right front corner view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



19. Left front corner view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



20. Left front side view

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



21. Windshield from the front

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



22. Overview of the engine compartment from the front

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



23. Overview of the engine compartment from the left side

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



24. Overview of the engine compartment from the right side

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

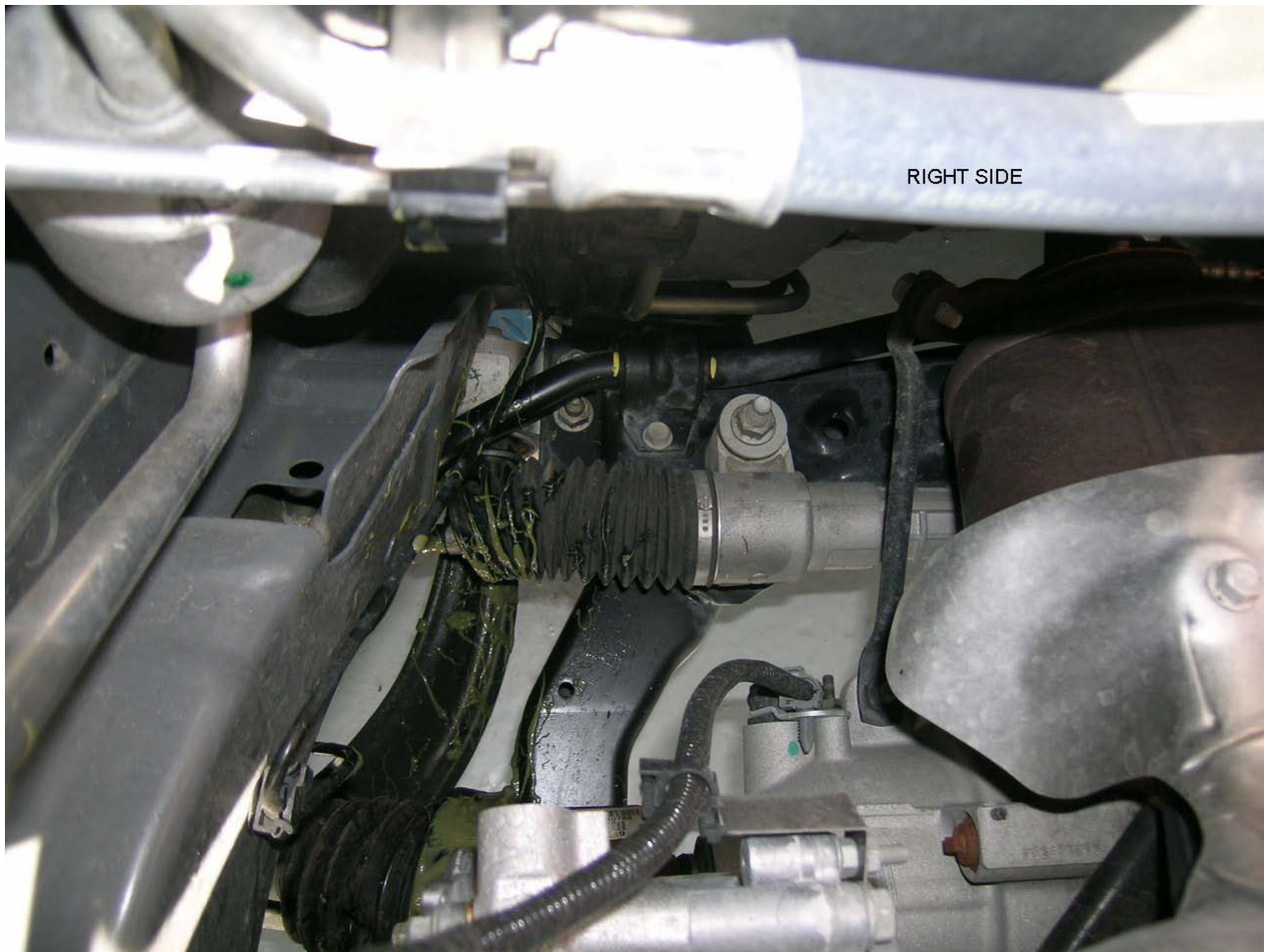
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



25. Looking down at the right end of the steering rack from above

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

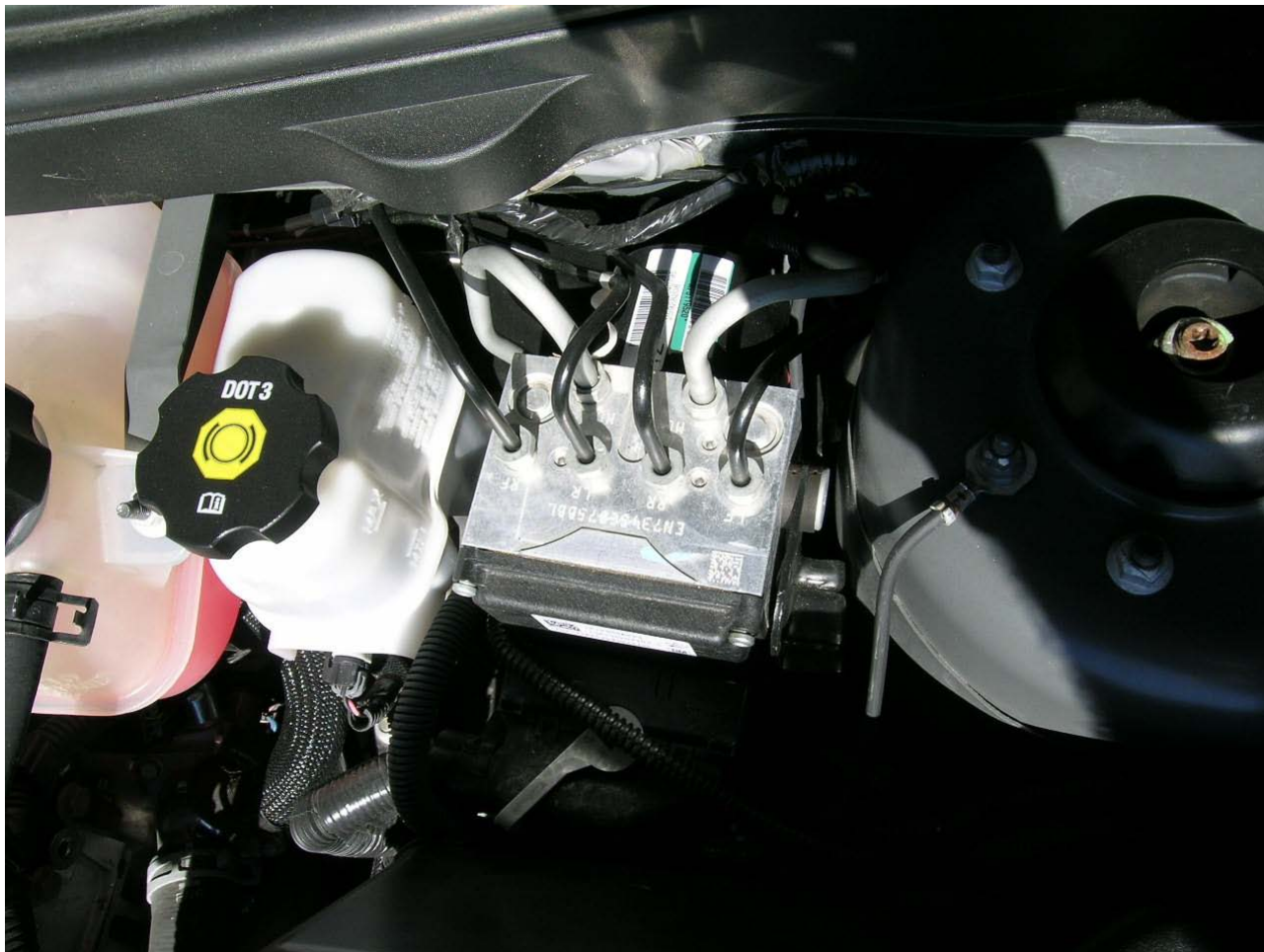
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B18 [REDACTED]



26. Brake ABS unit and master cylinder and reservoir

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



27. Brake fluid reservoir from the side showing fluid level

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



28 Looking into brake fluid reservoir showing clean fluid and inside of cap

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

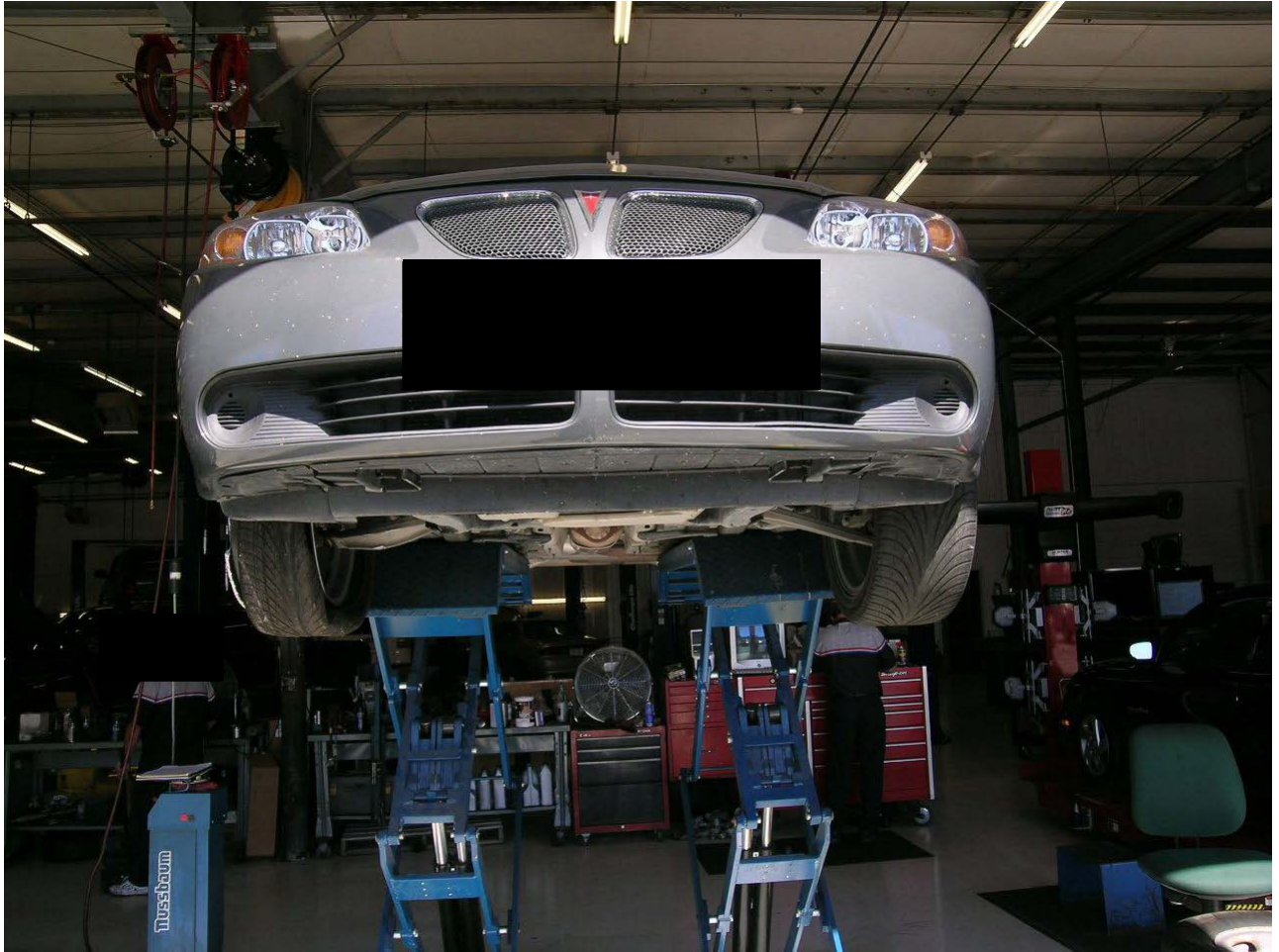
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



29. Overview of the front end from below

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



30. Overview of the right front tire and suspension from the front

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



RIGHT FRONT

31. Overview of the center front undercarriage from the front

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



32. Overview of the left front tire and suspension from the front

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: Cesar Lazon

Inspection Date:

9/25/09

Vehicle Brand: Pontiac

Model: 2008 G6

File # 71-757779986

VIN: 1G2ZG57B18



33. Overview of the right front tire and suspension from the inside

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



34. Impact marks on the right front lower control arm and scrapes on the drive axle

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



35. Closer view of the right front lower ball joint ball stud

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

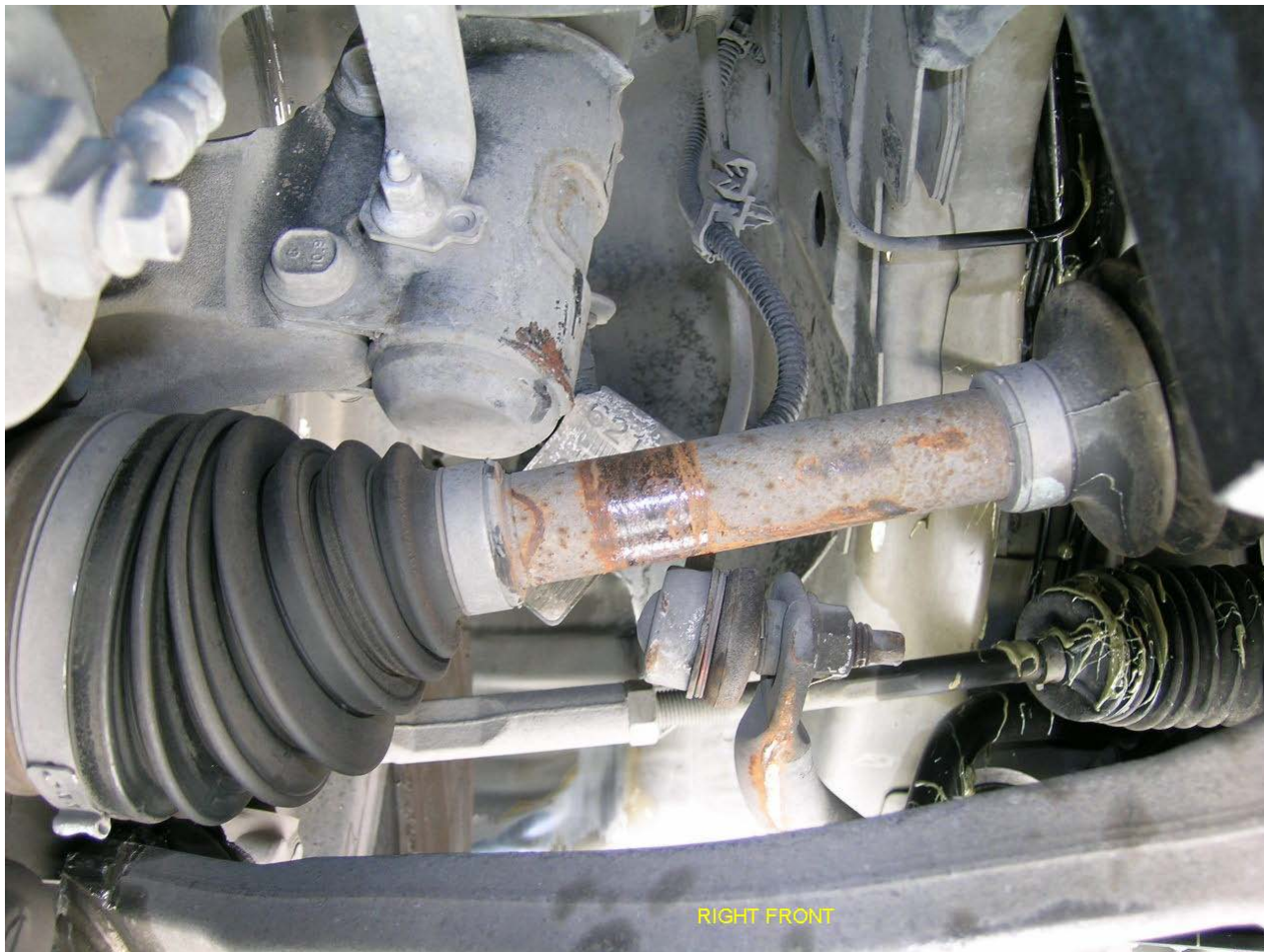
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



36. Right front drive axle and outer CV joint boot

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



RIGHT FRONT

37. Right front drive axle and inner CV joint boot

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



38. Distorted right front tire from the inside showing impact marks

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



39. Closer view of the right front tire tread

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



40. Overview of the outside of the right front tire and wheel showing damage and impact marks

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



41. Front view of the damage to the outside of the right front wheel

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



42. Front of the right front fender inner shield

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



43. Center of the right front fender inner shield

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



44. Rear of the right front fender inner shield

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



45. Tire contact marks on the rear inside of the right front fender inner shield

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



46. Closer view of the body damage at the rear of the right front fender

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



47. Overview of the right front suspension from below

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

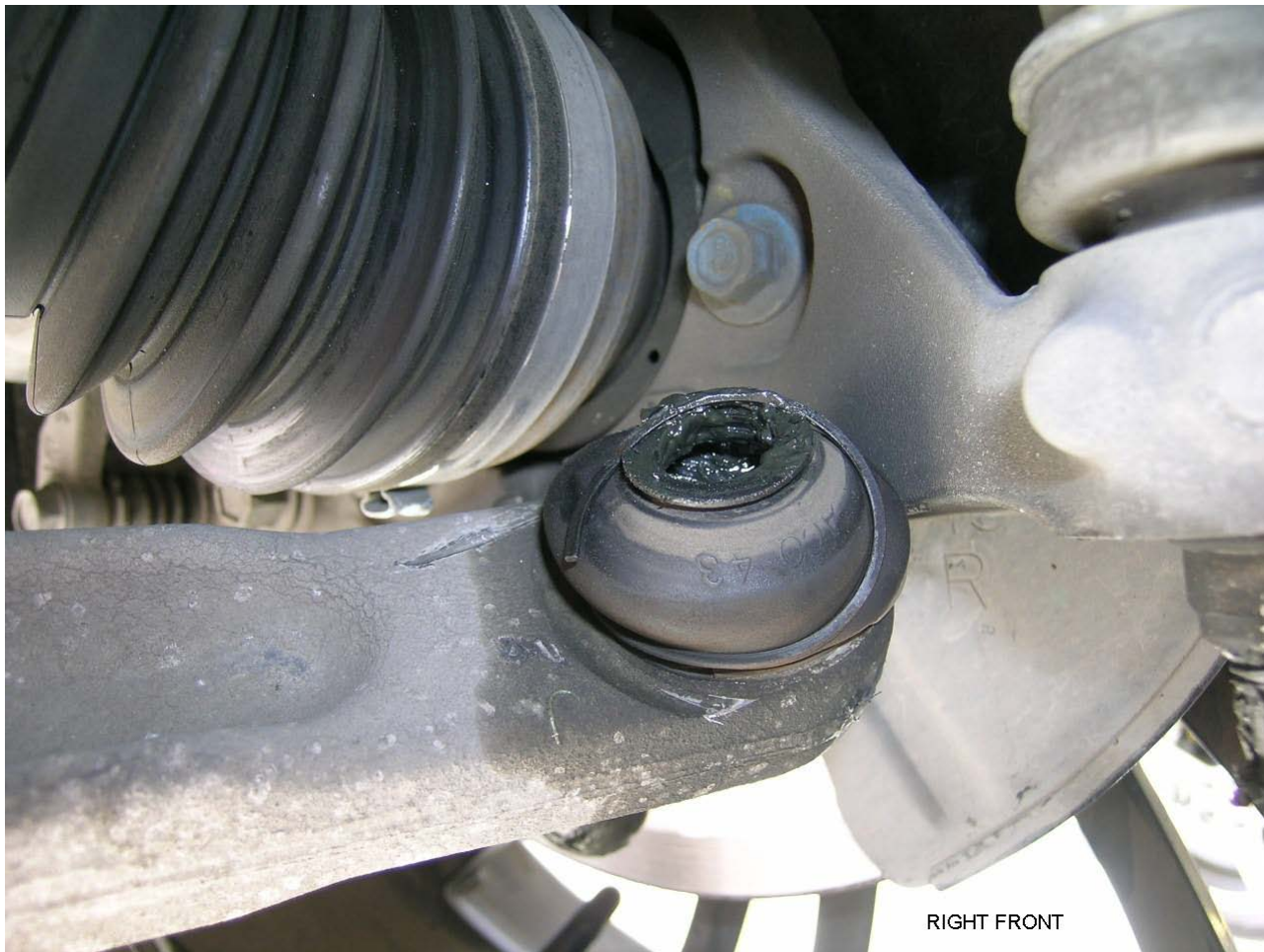
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



48. Closer view of the right front lower ball joint ball socket

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



49. Overview of the right rear tire and wheel from the outside

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



50. Closer view of the damage to the right rear wheel outer edge and the tire, showing impact mark

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



RIGHT REAR

51. Closer view of the damage to the right rear wheel outer edge and the tire, showing impact mark

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



52. Right rear tire tread

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

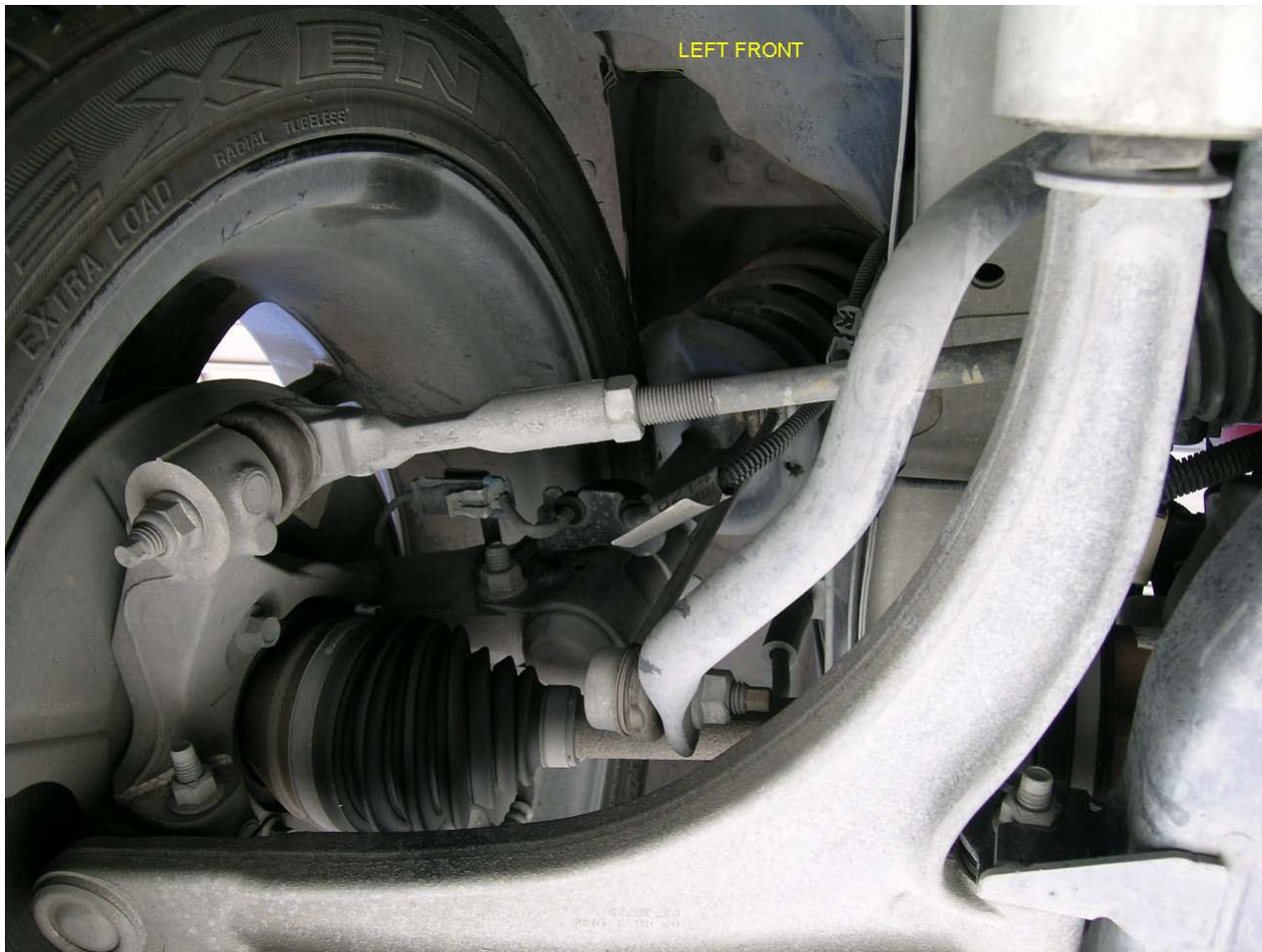
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



53. Left front steering tie rod

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

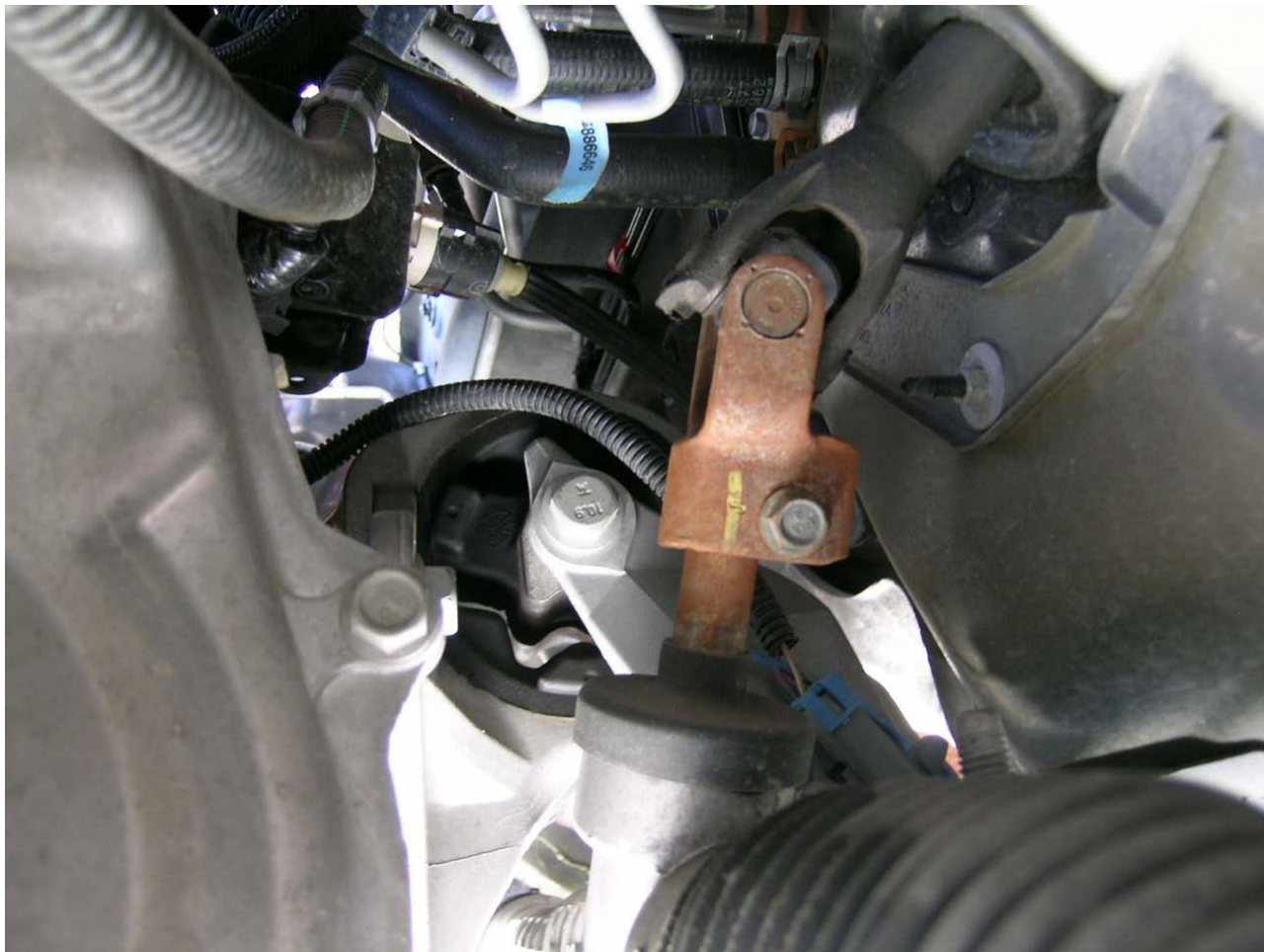
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



54. Steering shaft connected to the steering rack

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



55. Right front steering tie rod

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



56. Number tag on the steering rack

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



57. Interior and dash from the left side

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



58. Front seats from the left side

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



59. Driver's knee blocker and pedals

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



60. Headliner, sun visors, airbag warning labels, and inside mirror

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



61. Face of the steering wheel and center of the dash

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



62. Interior and dash from the right side

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



63. Front seats from the right side

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



64. Right front passenger's knee blocker

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



65. Steering wheel and column from the right side

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



66. Passenger presence system "off" with right front seat unoccupied

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



67. Passenger presence system "on" with right front seat occupied

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



68. Overview of the driver's seat belt

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



69. Driver's seat belt D-ring

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



70. Driver's seat belt latch plate

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



DRIVER'S

71. Driver's seat belt latch plate

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



72. Driver's seat belt buckle

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



73. Driver's seat belt buckled

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



74. Overview of the right front seat belt

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

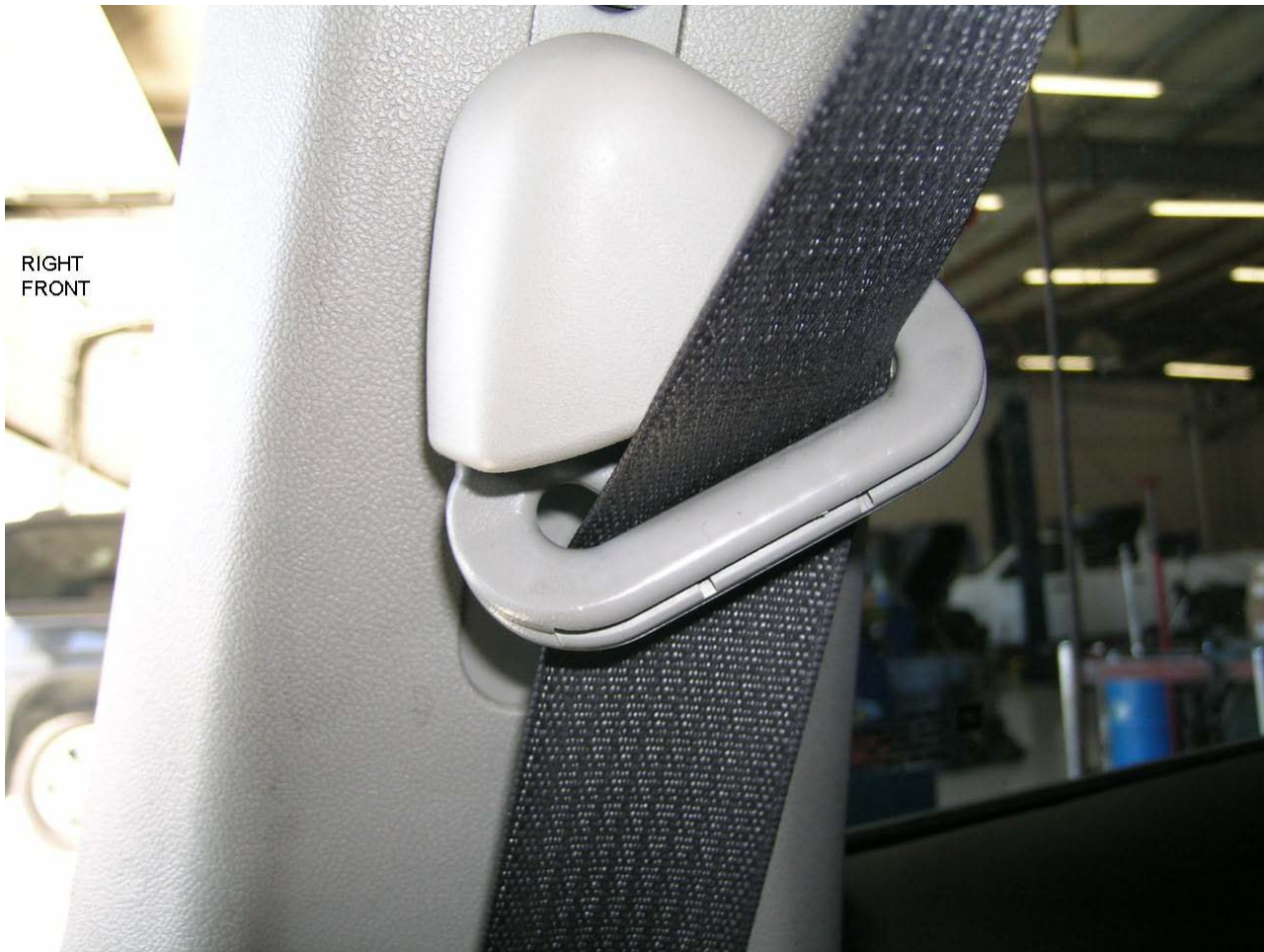
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



75. Right front seat belt D-ring

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



76. Right front seat belt latch plate

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



77. Right front seat belt latch plate

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



78. Right front seat belt buckle

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

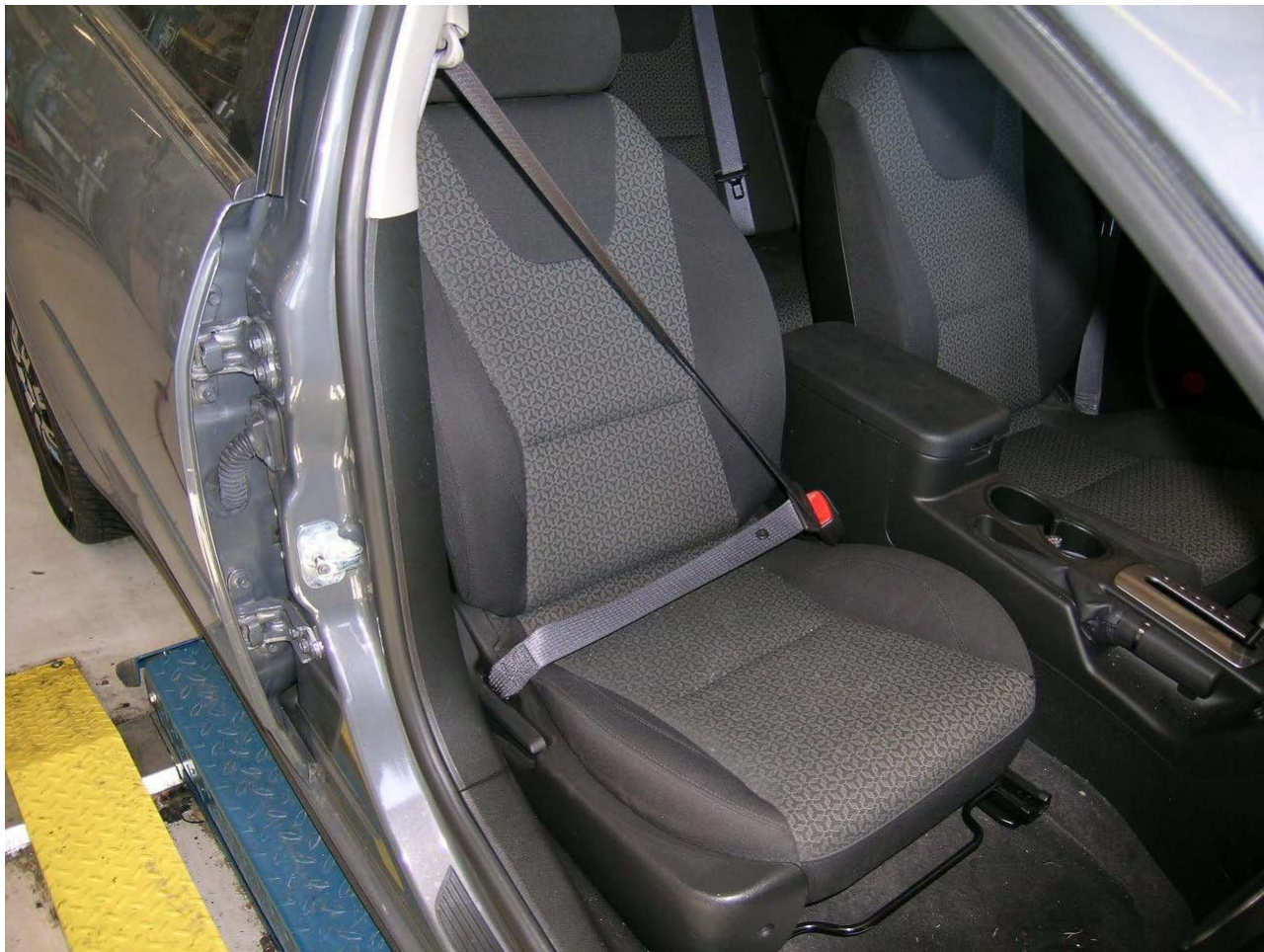
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



79. Right front seat belt buckled

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



80. Center console with parking brake fully applied

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

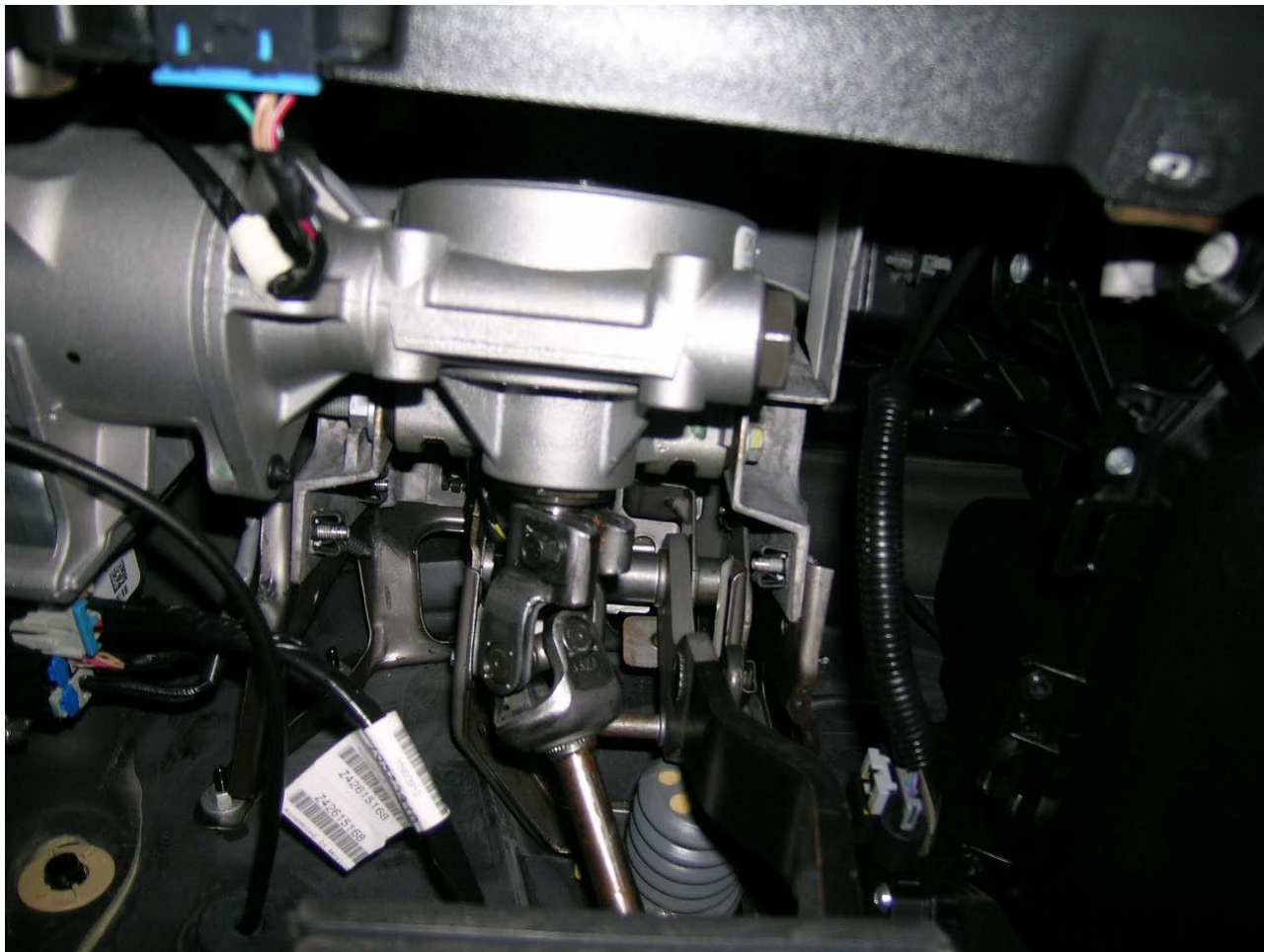
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



81. Power steering motor and controller under the left side of the dash

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



82. Closer view of the power steering motor harness tag and connectors

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



83. Closer view of the power steering motor harness connectors

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



84. CDR connected to the vehicle

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



85. Tech 2 connected to the vehicle

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



86. Tech 2 screen 1 of 3 showing DTC summary

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



87. Tech 2 screen 2 of 3 showing DTC summary

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

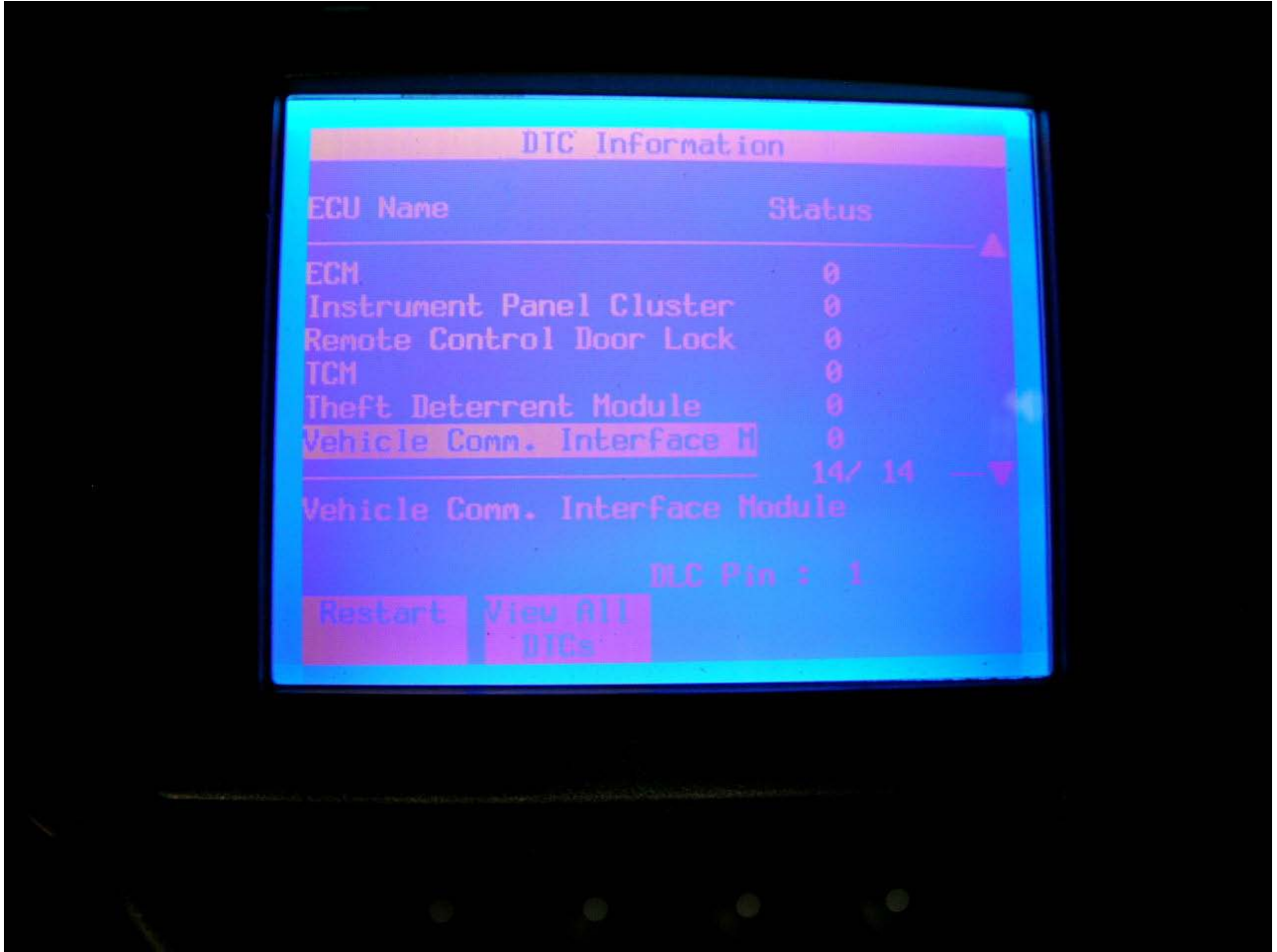
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



88. Tech 2 screen 3 of 3 showing DTC summary

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

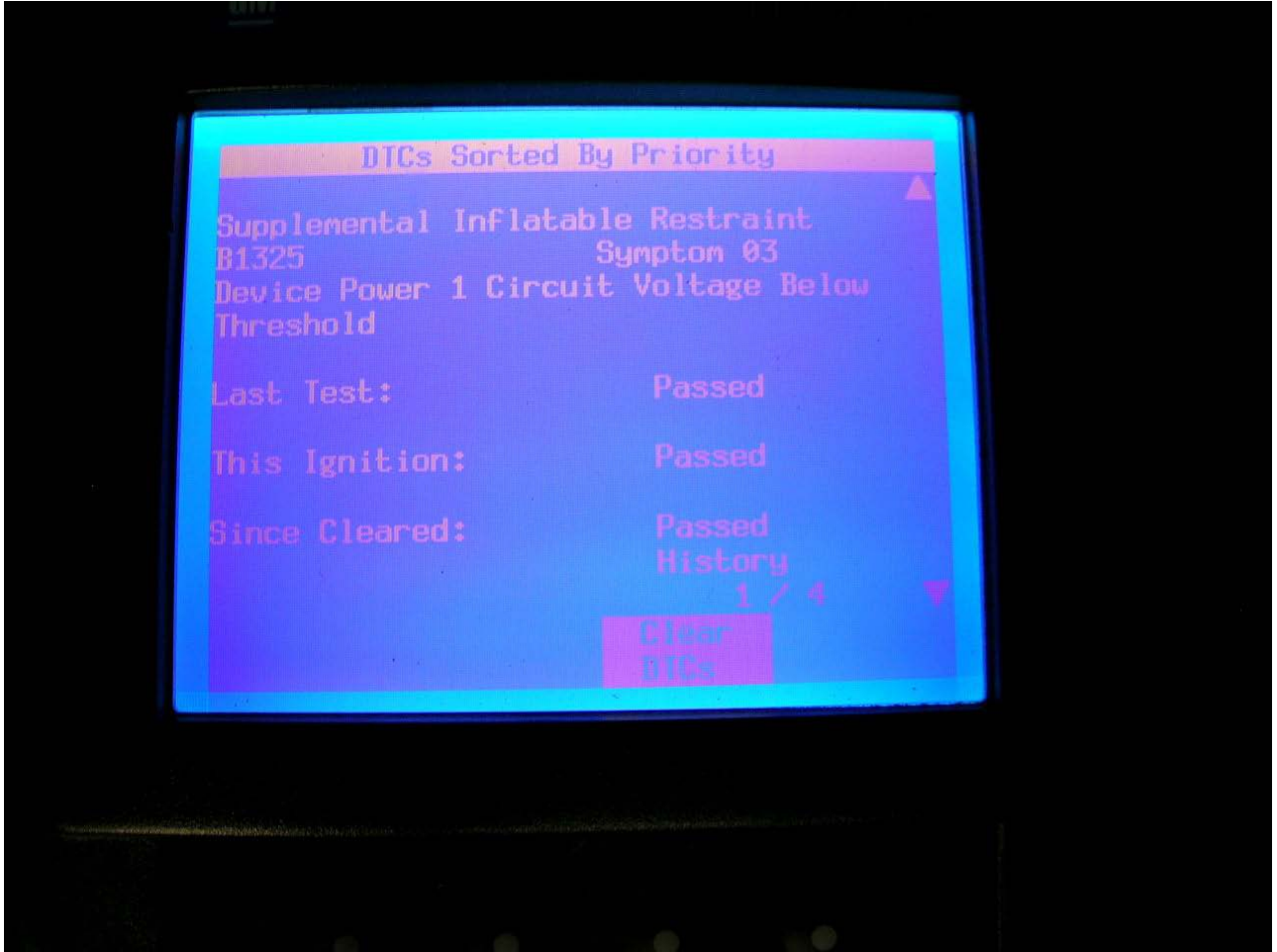
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



89. Tech 2 screen showing DTC B1325 in history in the SIR system

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

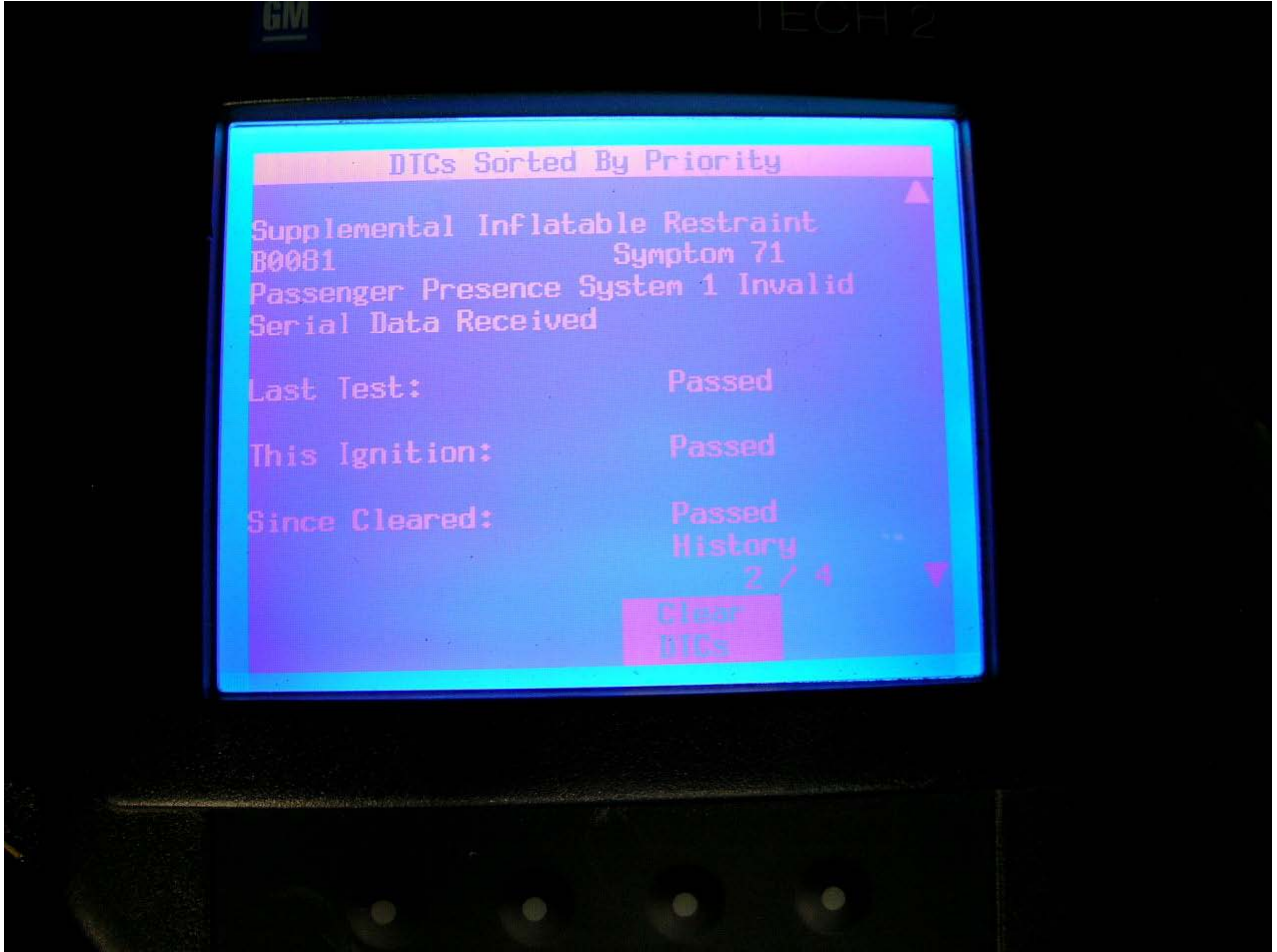
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



90. Tech 2 screen showing DTC B0081 in history in the SIR system

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

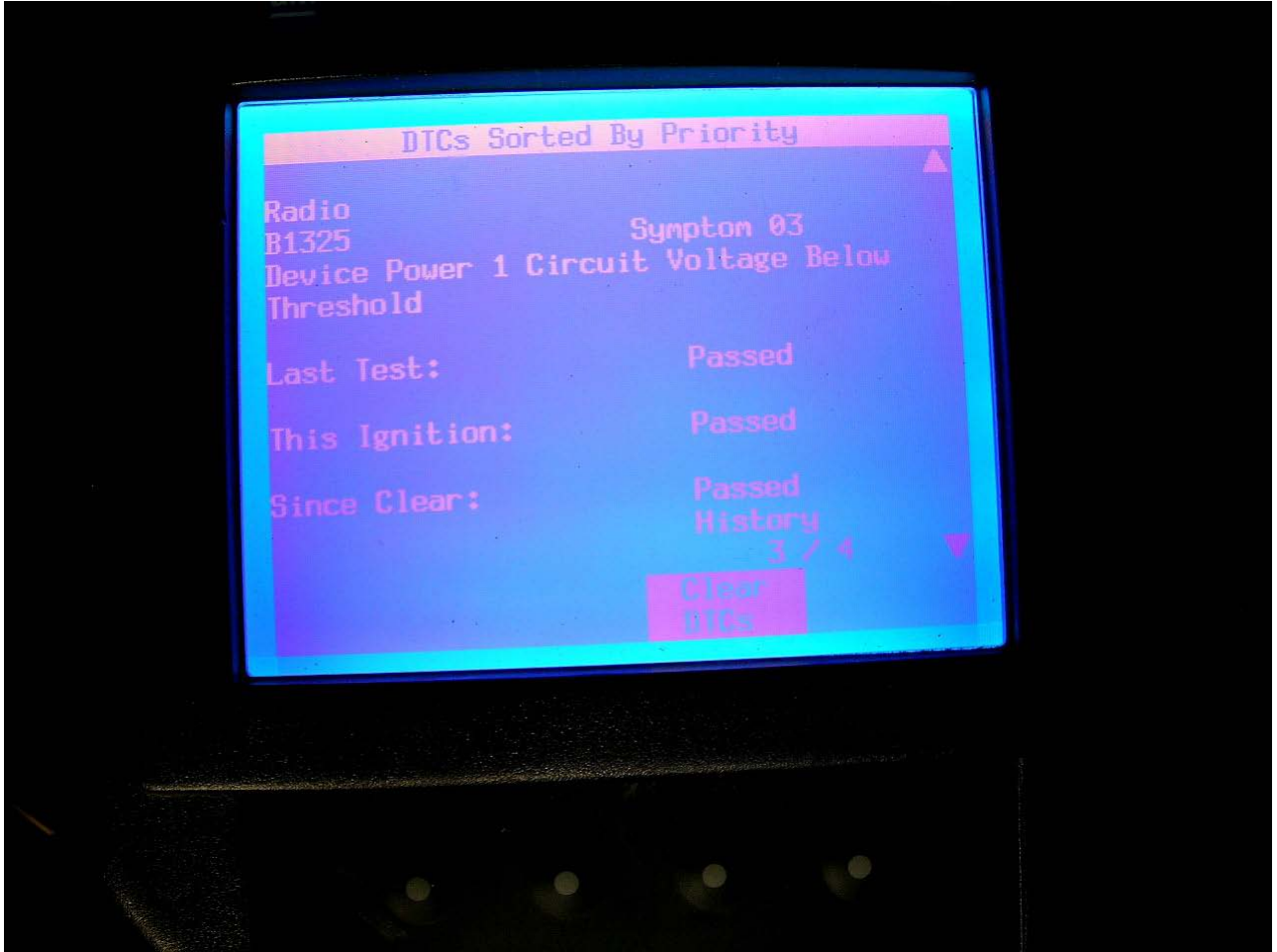
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



91. Tech 2 screen showing DTC B1325 in history in the radio system

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

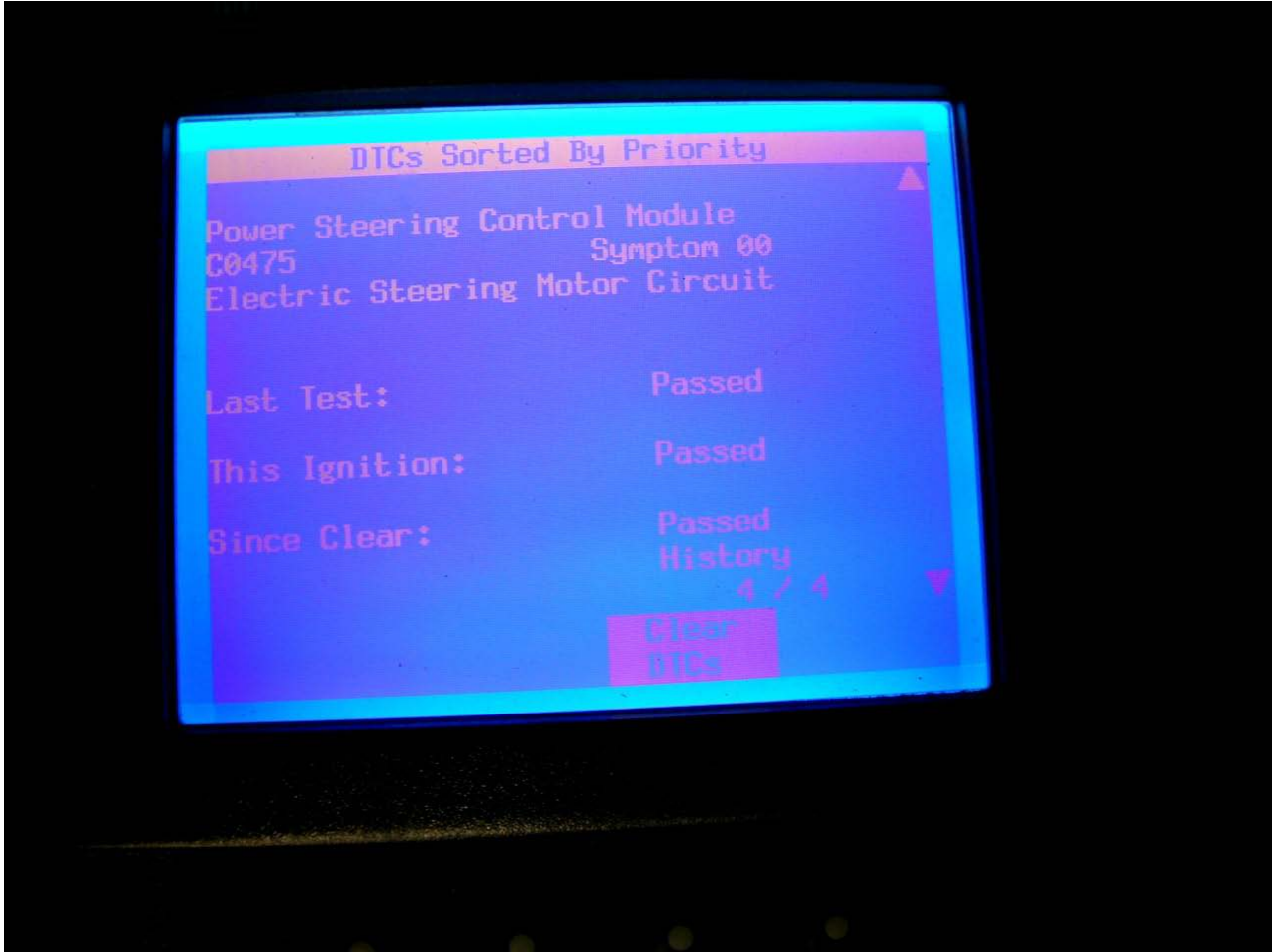
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



92. Tech 2 screen showing DTC C0475 in history in the power steering system

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



93. Tech 2 screen 1 of 2 showing PSCM data with the engine off

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



94. Tech 2 screen 2 of 2 showing PSCM data with the engine off

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



95. Tech 2 screen 1 of 2 showing PSCM data with the engine running

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



96. Tech 2 screen 2 of 2 showing PSCM data with the engine running

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



97. Tech 2 screen showing PSCM data with the steering wheel turned to the right

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



98. Tech 2 screen showing PSCM data with the steering wheel turned to the left

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



99. Tech 2 screen showing PSCM module information

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



100. Overview of the site looking in the direction of travel

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B18 [REDACTED]



101. Closer view of the curb at the end of the storm drain with impact marks

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



102. Closer view of the curb at the end of the storm drain with impact marks

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



103. Closer view of the curb at the end of the storm drain with impact marks

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

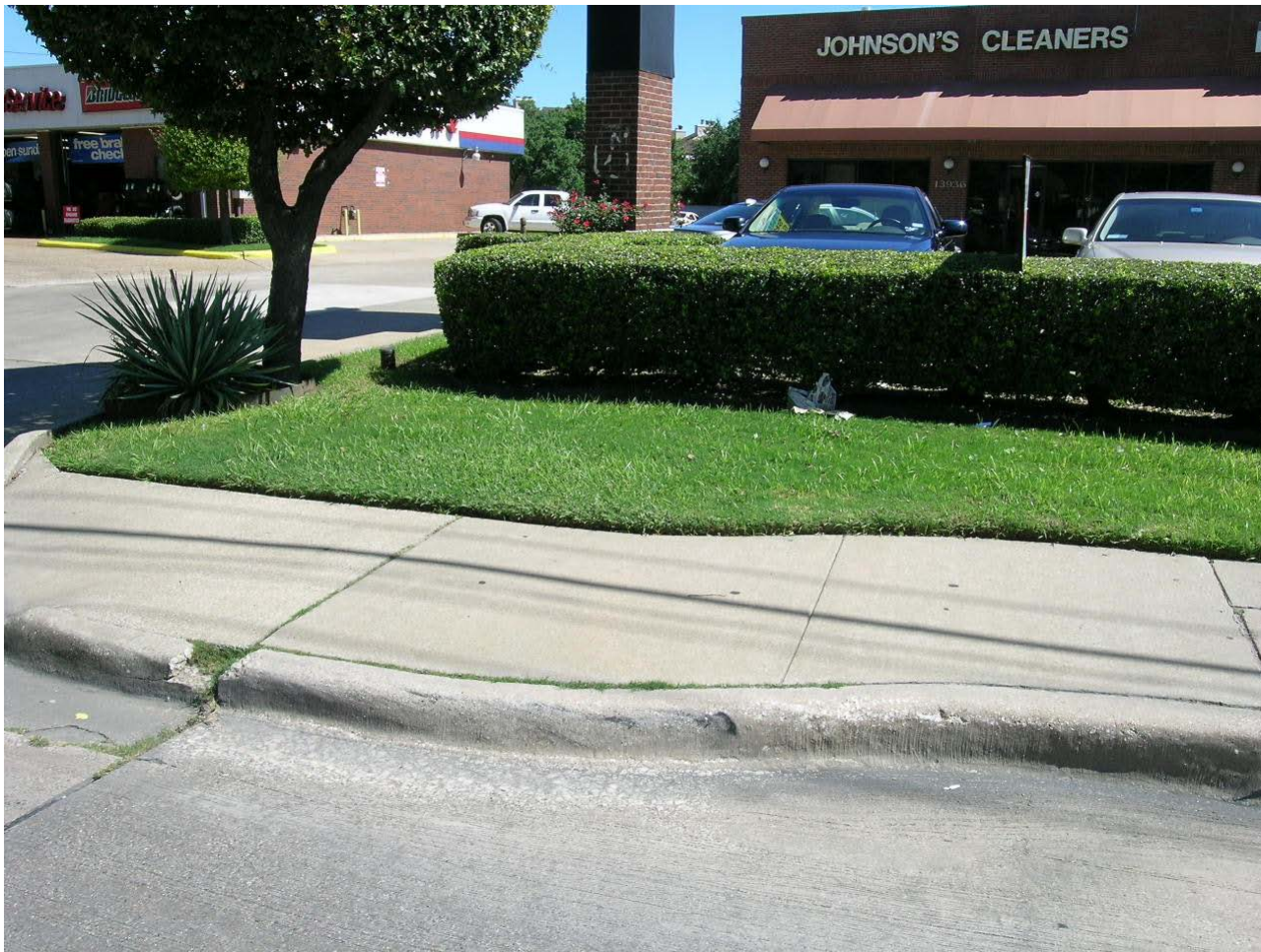
Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



104. Looking at the curb impact marks from the road

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



105. Overview of the site looking against the direction of travel

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



106. Photo of four photos of the scene that were supplied by the customer

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD DIGITAL PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 9/25/09
Vehicle Brand: Pontiac Model: 2008 G6
File # 71-757779986 VIN: 1G2ZG57B184 [REDACTED]



END

Current RO

CLASSIC BUICK PONTIAC GMC
 2700 N INTERSTATE 35E
 CARROLLTON, TX 75007
 (972) 242-4000 FAX: (972) 466-1360

SERVICE HISTORY

R.O.	Mileage	Date	Type	Op Code	Description	Op Code	Description	Op Code	Description
426286	20192	080109	MC	VIB	VIB	DECLIB		NAIL	NIAL
422879	19506	042009	MC	BTW	BRAKE AND TIR	RID	SERVICE	CHECK	MAINTENACE
422445	19506	040709	MC	CBT	THECK	UCI	USED CAR INSP	LOF	OIL CHANGE
418507	14971	120108	MC	BTW	BRAKE AND TIR	OC	OIL CHANGE		

Service Advisor: **FELICE PASCONE** Salesman ID: **10** Page: **1**

Job #	Mileage	P.O. #	Cust ID	Phone	Del Date	Labor Rate	Veh	R.O. #
7029	22347		CASH		07/25/2009	95.00		427297

Vehicle ID #	Stock ID	Description	Pol.	License	Date In	X-Ref
1G2ZG57B184		2008 PONTIAC G6/SE			08/31/2009	

Estimate	Authorized Additions	Date	Time	Person	Phone	Phone When Ready	Time In	Date Proposed	Time Proposed
						000-000-0000	08:28	08/31/2009	17:00

***** CSI PERIOD *****

Line	Type	Complaint	Tech	Skill
1	MC	COURTESY BRAKE AND TIRE WEAR CONDITION CHECK		13

Cause:
Correction:

2	MW	C/S WHILE DRIVING 35-40 MPH HEARD A CHIME AND SERVICE POWER STEERING MESG. CAME ON THE DIC COULD NOT STEER VEHICAL AND HAD NO BRAKES....	02	03
---	----	--	----	----

Cause:
Correction:

3	MWHIT THE CURB ON THURSDAY NIGHT AROUND 10 PM THEN DROVE CAR TO THE FIRESTONE DOWN THE STREET. HAD TOWED IN ON SAT THE 29TH PROTOW	02	03
---	----	--	----	----

Cause:
Correction:

id: 30
CAL 9-14-09
1-800-762-2737

Mary - 11-757-7986

CAL will call cust then we will hear defect Specialist

<p>DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, whether expressed or 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 any liability in connection with the sale of said products. This dealership utilizes the hours published in the GM 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. NOTICE PURSUANT TO #70.0001, TEXAS PROPERTY CODE I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE RELATED TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH #9.017B, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISCONTINUED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE AMOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED. Supplies - An environmental charge equivalent to 2% of the total labor charge is included for recycling of waste supplies used on your vehicle. Maximum charge is \$29.50.</p>	<p>TERMS STRICTLY CASH: UNLESS PRIOR ARRANGEMENTS MADE 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 of 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.</p> <p style="text-align: center;">Dispatch Copy</p> <p>Signed <i>X</i> By</p>
--	--

Enter 17-Character VIN: 1G2ZG57B184 [REDACTED] RO: Retrieved:08/31/2009
08:24:12

Year:2008 Model:2ZG69 Desc:G6 - SEDAN
Warranty Start Date:12/19/2007 Mileage Type(E,M):E
Order Type/Desc:50 FLEET
Delivering Dealer Name:WALDEN FLEET GROUP, INC.
Addr:6 SYLVAN WAY
CSZ:PARSIPPANY, NJ 07054-3826
Phone:

Selling Source:16 PONTIAC Site Code:14040 BAC:111571
Service Contract:N Branded Title:N Blocked Warranty:N
PDI Code(O,P,C,I):P Paid
Onstar Equipped:Y Status:Inactive
XMRadio Equipped:N Status:NA ID:

**** REQUIRED FIELD ACTIONS ****

*** No Required Field Actions ***

**** SERVICE INFORMATIONAL ITEMS ****

2.0L, 2.2L, 2.4L ENGINE OIL LEAK - REF. TSB 08-06-01-017.
Number:08224 Type(SB,EI):EI Engineering Investigation Date:07/18/2008 Code:B
POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE. REF. TSB 08-01-37-002
Number:08348 Type(SB,EI):EI Engineering Investigation Date:10/07/2008 Code:B
HVAC BLOWER MOTOR NOISY OR INOPERATIVE (REFERENCE PIC 5180)
Number:09136 Type(SB,EI):EI Engineering Investigation Date:06/05/2009 Code:B

**** APPLICABLE WARRANTIES ****

1 36/36000 BUMPER TO BUMPER LIMITED WARRANTY
Begin:12/19/2007 Mileage:10 End:12/19/2010 Mileage:36010
2 72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY
Begin:12/19/2007 Mileage:10 End:12/19/2013 Mileage:100010
3 60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY
Begin:12/19/2007 Mileage:10 End:12/19/2012 Mileage:100010
4 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM
Begin:12/19/2007 Mileage:10 End:12/19/2015 Mileage:80010
5 36/36000 FEDERAL EMISSION
Begin:12/19/2007 Mileage:10 End:12/19/2010 Mileage:36010

**** CLAIM HISTORY ****

PRE-DELIVERY INSPECTION - BASE TIME
RO Number:A92044 Date:12/18/2007 Mileage:0 Labor-Op:Z7000 Type:I

SERVICE INVOICE



CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E
 CARROLLTON, TX 75007
 (972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

192044 USED CAR DEPT

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
2247	19506		CASH			00/00/0000	95.00	FELICE	422879

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1G2ZG57B184	192044	2008	PONTIAC G6/SE	.		04/20/2009	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	"This dealership utilizes the hours published in the GM 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."
10			0925091033-2		

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1	GENOVEVO D		COURTESY BRAKE AND TIRE WEAR CONDITION CHECK COMPLETED. COMPLETED.	----	CUSTOMER----
000000	SK:13 MC		OPER/CODE: BTW	DESC: BRAKE AND TIRE	0.0
2	MISC. TECH		RID SERVICE COMPLETED	----	INTERNAL---
000000	SK:06 MI		OPER/CODE: RID	DESC: SERVICE	0.0
	L: 00000.00		P: 00000.00	T: 00000.00	A:
3	GENOVEVO D		SECURE REAR BUMPER COVER RESECURE REAR BUMPER COVER. INSTALL RETAINER CLIPS AND RESECURED BUMPER FASCIA.	----	INTERNAL----
000600	SK:06 MI		OPER/CODE: CHECK	DESC: MAINTENACE	0.5 42.50
	L: 00042.50		P: 00000.00	T: 00042.50	A:

TOT INT: 42.50

<p>TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE</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. PAYABLE IN CARROLLTON, DALLAS CO., TEXAS.</p> <p>DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or 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.</p>	<p>NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE</p> <p>I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503, TEXAS BUSINESS AND COMMERCE CODE. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.</p> <p>Supplies - A token charge equivalent to 12% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$29.50. Applicable supply items are nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, xags, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.</p>		<p>LABOR AMOUNT</p>
	<p>PARTS AMOUNT</p>		
	<p>OTHER TAXABLE</p>		
	<p>OTH NON TAXABLE</p>		
	<p>MISC. CHARGES</p>		
	<p>SALES TAX</p>		
<p>DEDUCTIBLE</p>			

Office Copy

Signature of Person Responsible or Agent for Person Responsible	X	CASH	TOTAL:	.00
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SERVICE INVOICE



CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E
 CARROLLTON, TX 75007
 (972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

192044 USED CAR DEPT

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
2222	19506		CASH			00/00/0000	95.00	FELICE	422445

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1G2ZG57B184	192044	2008	PONTIAC G6/SE	.		04/07/2009	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	"This dealership utilizes the hours published in the GM 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."
10			0925091033-3R		

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1	JASON FARR		COURTESY BRAKE AND TIRE WEAR CONDITION CHECK E BRAKE AND TIRE INSPECTION'	---	CUSTOMER---
000000	SK:13 MC		OPER/CODE: CBT DESC: THECK	0.0	
2	JASON FARR		USED CAR INSPECTION E PERFORMED INSPECTION AND REMOVED WIRES AND RC A JACKS AND REINSTALLED REAR SEAT ALSO REMOVED ALL 4 WHEELS AND SANDED CALIPERS AND PAINTED BLACK AS PER MIKE ALSO REPLACED WIPER BLADES	---	INTERNAL---
0006300	SK:06 MI		OPER/CODE: UCI DESC: USED CAR INSP.	3.0	225.00 *
000000			25945094 BLADE	30.33	18.95
000000			25945093 BLADE	30.33	18.95
0002756			WB7650 17-24" BEAM BLA	23.22	17.23
	L: 00225.00		P: 00034.46	T: 00259.46	A:
3	JASON FARR		LUBE, OIL, AND FILTER COMPLETED LOF	---	INTERNAL---
000500	SK:06 MI		OPER/CODE: LOF DESC: OIL CHANGE	0.5	5.00 #
000288			PO5436 OIL FILTER	4.95	3.60
001125			12345616 OIL 5W30	3.00	2.81
	L: 00005.00		P: 00017.65	T: 00022.65	A:
4	JASON FARR		REPLACE AIR FILTER REPLACE AIR FILTER REPALCED AIR FILTER	---	INTERNAL---
000210	SK:06 MI		OPER/CODE: A/F DESC: AIR FILTER	0.1	8.50
001750			22676970 ELEMENT	29.23	21.88
	L: 00008.50		P: 00021.88	T: 00030.38	A:

TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE
 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. PAYABLE IN CARROLLTON, DALLAS CO., TEXAS.
DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or 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.

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 Supplies- A token charge equivalent to 12% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$29.50. Applicable supply items are nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

Office Copy

Signature of Person Responsible or Agent for Person Responsible

X

TOTAL: *CONTINUED*

SERVICE INVOICE

CLASSIC BUICK PONTIAC GMC

CUSTOMER NAME AND ADDRESS

192044 USED CAR DEPT

2700 N INTERSTATE 35E

CARROLLTON, TX 75007

(972) 242-4000 Fax: (972) 466-1360

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
2222	19506		CASH			00/00/0000	95.00	FELICE	422445

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1G2ZG57B184	192044	2008	PONTIAC G6/SE	.		04/07/2009	2

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	"This dealership utilizes the hours published in the GM 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."
10			0925091033-3R		

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
------	------	------	-------------	-----	------------

5	MISC. TECH	MIST	COMPLETED		----INTERNAL---
000000	SK:06 MI	OPER/CODE: MIST	DESC: MIST SERVICE	0.0	29.95 *
	L: 00029.95	P: 00000.00	T: 00029.95	A:	

6	JASON FARR	1 YEAR STATE INSPECTION	STATE INSPECTION		----INTERNAL---
000840	SK:10 MI	OPER/CODE: SI1	DESC: STATE 1 YEAR	0.4	25.50 #
001425		STKR INSP STICKER	14.25	14.25	1 14.25
	L: 00025.50	P: 00014.25	T: 00039.75	A:	

7	JASON FARR	GREEN SHEET	GREEN SHEET		----INTERNAL---
000210	SK:10 MI	OPER/CODE: GS	DESC: GREEN SHEET	0.1	1.00 #
	L: 00001.00	P: 00000.00	T: 00001.00	A:	

* 8	JASON FARR	TIRE MONITER LIGHT IS ON	E		----INTERNAL---
		DIAGNOSED LOW TIRE PRESURE MONITOR LIGHT AND FOUND NO SENSORS IN WHEELS.REMOVED ALL 4 WHEELS AND INSTALLED TIRE PRESURE MONITORS AND CLEARED CODES AND PROGRAMED TO COMPUTER.			
0008400	SK:06 MI	OPER/CODE: TIRES	DESC: REPLACED SENSO	4.0	155.00 *
013520		25920615 SENSOR	67.60	42.25	4 169.00
	L: 00155.00	P: 00169.00	T: 00324.00	A:	

TOT INT: 707.19

TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE
 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. PAYABLE IN CARROLLTON, DALLAS CO., TEXAS.
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LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

Office Copy

Signature of Person Responsible or Agent for Person Responsible	X	CASH	TOTAL:	.00
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SERVICE INVOICE



CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E
 CARROLLTON, TX 75007
 (972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

LEWISVILLE, TX

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
777A	14971		CASH			12/19/2007	95.00	LORI LA	418507

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1G2ZG57B184		2008	PONT G6/SE	LMD358		12/01/2008	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	
10			0925091033-2R		"This dealership utilizes the hours published in the GM 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."

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1	GENOVEVO D		COURTESY BRAKE AND TIRE WEAR CONDITION CHECK BRAKE AND TIRE INSPECTION. DURING INSPECTION FOUND TIRE MONITOR LIGHT IS ON. FOUND NO TIRE MONITORS ON WHEELS.	0.0	5.00
000000	SK:13 MC		OPER/CODE: BTW DESC: BRAKE AND TIRE		
2	GENOVEVO D		LUBE, OIL, AND FILTER OIL CHANGE. DRAINED OIL REPLACED FILTER, CHECKED AND FILL FLUIDS, CHECKED TIRE PRESSURE, INSPECT BELT AND HOSES, FILLED 5QTS OIL.	0.5	5.00
000500	SK:08 MCM		OPER/CODE: OC DESC: OIL CHANGE		
000288			PO5436 OIL FILTER	1	4.95
001250			12345616 OIL10W30Q	5	15.00

CSH: 27.20

TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE
 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. PAYABLE IN CARROLLTON, DALLAS CO., TEXAS.
DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or 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.

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LABOR AMOUNT	5.00
PARTS AMOUNT	19.95
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	.60
SALES TAX	1.65
DEDUCTIBLE	

Office Copy

Signature of Person Responsible or Agent for Person Responsible

X

CASH

TOTAL:

27.20



john.a.jacob@gm.com
10/01/2009 01:53 PM

To rita_sanchez@gmexpert.com
cc paul.rodarmer@gm.com, david.k.williamson@gm.com
bcc
Subject Re: Lazon

Rita,

Who is the final decision maker on cases like this?

If the investigator's report indicates a product defect in the steering system caused the crash, then it appears that we are liable for the cost of the repair.

Please give me a call if you have any questions.

John A. Jacob
District Service Manager
Zone 2513 Area 2312
General Motors Corp.
Irving TX. 75062
Fax 972-527-2219
VME 1-800-211-3611 MB 8242
Cell# 817-320-8183

rita_sanchez@gmexpert.com

09/30/2009 08:19 AM

To john.a.jacob@gm.com
cc
Subject Lazon

This email is to notify you of a file that I have been working on in the Product Allegation Dept. The customer's name is [REDACTED] with a 2008 Pontiac G6 with a current mileage of a approximately 22,347. This customer recently had an collision related to a power steering assist failure. We have done a full investigation of this concern and it was determined that there was a malfunction in the power steering system, since there were history codes pulled from the system related to a sensing circuit malfunction. There was no evidence that this was something the customer could've caused or prevented this from happening. I am interested in repairing this vehicle, and I would like your input on this case. Please contact me via email with your feedback with in 24 hour.

The Dealer involved is Classic Buick, Pontiac, GMC of Carrollton, Llc.

Service Manager: Shannon Bowie
EST Repair cost : 3377.11 per (EAA)
Vin: 1G2ZG57B184 [REDACTED]

Thanks for your time and have a great day.

***Ok so you are going to have to get a repair est before you send the email I think. Unless you put in there that you currently do not have a repair est, but be sure to put in there the involved dlr and the SR customer name last eight of the vin. current mileage and anything else that may be of any help to the business case. Since I don't know the full case I don't have too many business reasons.

Rita Sanchez
Business Resource Center
Phn: 866-790-5600 ext 31227
Rita_Sanchez@gmexpert.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



john.a.jacob@gm.com
10/02/2009 10:29 AM

To rita_sanchez@gmexpert.com
cc david.k.williamson@gm.com
bcc
Subject Re: Lazon

If a product defect caused the incident to occur, then go ahead and proceed with the repair.

Please advise me on how the dealer is to be paid for the repair, and if a release needs to be executed by the dealer prior to the release of the vehicle back to the customer.

John A. Jacob
District Service Manager
Zone 2513 Area 2312
General Motors Corp.
Irving TX. 75062
Fax 972-527-2219
VME 1-800-211-3611 MB 8242
Cell# 817-320-8183

rita_sanchez@gmexpert.com

10/02/2009 09:19 AM

To john.a.jacob@gm.com
cc
Subject Re: Lazon

Mr. Jacob,

I do apologize for miss inform you yesterday, the final decision maker is myself, however I do need approval for payment to proceed.
I am unable to provide you with a copy of the inspection report however you can request that thru your CAM.

Rita Sanchez
Business Resource Center
Phn: 866-790-5600 ext 31227
Rita_Sanchez@gmexpert.com

john.a.jacob@gm.c
om

10/01/2009 04:47

rita_sanchez@gmexpert.com

To

PM

cc

[REDACTED]
david.k.williamson@gm.com

Subject

Re: [REDACTED]

Rita,

If I'm the final decision maker on this product liability case, I would like to see a copy of the investigator's report.

I can not make a regarding GM's liability until I see all the facts.....

John A. Jacob
District Service Manager
Zone 2513 Area 2312
General Motors Corp.
Irving TX. 75062
Fax 972-527-2219
VME 1-800-211-3611 MB 8242
Cell# 817-320-8183

rita_sanchez@gmexpert.com

10/01/2009 03:18 PM

To
john.a.jacob@gm.com
cc

Subject
Re: [REDACTED]

Mr. Jacob

You are the final decision maker, that is why i provided you the information related to the concern found by the inspector. Thank you, for your rapid response I will proceed with repairs for this vehicle.

Rita Sanchez
Business Resource Center
Phn: 866-790-5600 ext 31227
Rita_Sanchez@gmexpert.com

john.a.jacob@gm.com

10/01/2009 01:53 PM

rita_sanchez@gmexpert.com

paul.rodarmer@gm.com,
david.k.williamson@gm.com

Re: 

To

cc

Subject

Rita,

Who is the final decision maker on cases like this?

If the investigator's report indicates a product defect in the steering system caused the crash, then it appears that we are liable for the cost of the repair.

Please give me a call if you have any questions.

John A. Jacob
District Service Manager
Zone 2513 Area 2312
General Motors Corp.
Irving TX. 75062
Fax 972-527-2219
VME 1-800-211-3611 MB 8242
Cell# 817-320-8183

rita_sanchez@gmexpert.com

09/30/2009 08:19 AM

To
john.a.jacob@gm.com
cc

Subject



This email is to notify you of a file that I have been working on in the Product Allegation Dept. The customer's name is [REDACTED] with a 2008 Pontiac G6 with a current mileage of a approximately 22,347. This customer recently had an collision related to a power steering assist failure. We have done a full investigation of this concern and it was determined that there was a malfunction in the power steering system, since there were history codes pulled from the system related to a sensing circuit malfunction. There was no evidence that this was something the customer could've caused or prevented this from happening. I am interested in repairing this vehicle, and I would like your input on this case. Please contact me via email with your feedback with in 24 hour.

The Dealer involved is Classic Buick, Pontiac, GMC of Carrollton, Llc.
Service Manager: Shannon Bowie
EST Repair cost : 3377.11 per (EAA)
Vin: 1G2ZG57B184 [REDACTED]

Thanks for your time and have a great day.

***Ok so you are going to have to get a repair est before you send the email I think. Unless you put in there that you currently do not have a repair est, but be sure to put in there the involved dlr and the SR customer name last eight of the vin. current mileage and anything else that may be of any help to the business case. Since I don't know the full case I don't have too many business reasons.

Rita Sanchez
Business Resource Center
Phn: 866-790-5600 ext 31227
Rita_Sanchez@gmexpert.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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CLASSIC PONTIAC BUICK GMC
2700 N. INTERSTATE CARROLLTON TX. 75007
972-242-4000
LORILAYMAN@CLASSICOFCARROLLTON.COM

10-16-2009

Fax

TO: NEW VEHICLE WARRANTY.

FROM: LORI

PAGES: 4

FAX 866-857-3113

FAX: 972-466-1360

PHONE: 866-790-5600 ext 31227

PHONE: 972-242-4000

CC:

RE: CREDIT CARD PAYMENT

COMMENTS:

CUSTOMER franco 71-75779986

VIN 84 [REDACTED]

-
- Urgent
 - Please review
 - Please comment
 - For your records

SERVICE INVOICE



CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E
 CARROLLTON, TX 75007
 (972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

DALLAS, TX
 EML: [REDACTED]

JOB #	MILEAGE IN	MILEAGE OUT	COST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
7029	22347		CASH	[REDACTED]		07/25/2009	100.00	FELICE	427297

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF. R.O. #	R.O. DATE	PAGE
1G2ZG57B184 [REDACTED]		2008	PONTIAC G6/SE			08/31/2009	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	NOTE
10			1022091436-5R		"This Dealership utilizes the hours published in the GM 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."

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
------	------	------	-------------	-----	------------

1 BILL PLAIS COURTESY BRAKE AND TIRE WEAR CONDITION CHECK ----CUSTOMER----
 VOID
 000000 SK:13 MC OPER/CODE: DESC: 0.0

2 BILL PLAIS C/S WHILE DRIVING 35-40 MPH HEARD A CHIME AND----WARRANTY----
 SERVICE POWER STEERING MMSG. CAME ON THE DIC
 COULD NOT STEER VEHICAL AND HAD NO BRAKES....
 CODE C0475/00 HARD STEERING
 SCAN STEERING SYSTEM WITH TECH 2 , CODE
 C0475/ 00 , CK. AND TESTED STEERING
 SYSTEM , REPLACE STEERING ASSIST MOTOR ,
 AND REPLACE STEERING COLUMN , CLEAR CODES
 AND DROVE VEH. , NO LIGHTS OR CODES AT
 THIS TIME
 NOTE: WHEN STEERING WENT OUT CUSTOMER HIT
 CURB, CAUSING DAMAGE TO RIGHT FRONT
 SUSP. REPLACE RIGHT FRONT STRUT , KNUCKLE ,
 HUB BEARING , LOWER CONTROL ARM , AXLE , LINK
 KIT , REPLACE ALL 4 TIRES AND WHEELS ,
 REMOVE ALL TIRE PRESSURE SENSORS FROM OLD
 WHEELS TO INSTALL IN NEW WHEELS .
 4 WHEEL ALIGNMENT , SET TO WITHIN FACTORY
 SPECS. , PRINT OUT ON FILE

024480 SK:03 MW OPER/CODE: E7680 DESC: STEER COLUMN 1.9 837.01
 000000 TY:N ST: CC:OJ FP: FC:6C OT: 8.3
 AU: PE:

007704		25872804	KNUCKLE	194.61	107.86	1	107.86
012598		22730776	ARM	221.02	176.37	1	176.37
002841		22670300	LINK	61.21	61.21	1	61.21
015373		25844557	SHAFT	269.70	215.22	1	215.22
010027		15882266	FENDER	244.96	140.38	1	140.38
039600		19160612	H2255017	138.60	138.60	4	554.40

TERMS STRICTLY CASH - UNLESS ARRANGEMENTS MADE
 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. PAYABLE IN CARROLLTON, DALLAS CO., TEXAS.
DISCLAIMER OF WARRANTIES - ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. The seller hereby expressly disclaims all warranties, either expressed or 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.

NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503, TEXAS BUSINESS AND CONSUMER CODE, BY A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED. DISHONORED CHECKS OR INSUFFICIENT FUNDS, NO FUNDS, OR DECADE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLAIMED.
 supplies: A token charge equivalent to 12% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: waxes, polishes, waxes, tape, paint, aerospray, etc. lac. solvent, rags, carburetor cleaner, towels, solenoid, battery cleaner, wire, window cleaner, etc.

Office Copy

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTHER NON TAXABLE	
TOTAL CHARGES	
SALES TAX	
DEDUCTIBLE	
TOTAL:	*CONTINUED*

Signature of Person Responsible
 of Agent for Person Responsible

X

SERVICE INVOICE

CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E

CARROLLTON, TX 75007

(972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

DALLAS, TX

EML:

JOB #	MILEAGE IN	MILEAGE OUT	CREDIT #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
7029	22347		CASH			07/25/2009	100.00	FELICE	427297

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF. 2.O. #	A.O. DATE	PAGE
1G2ZG57B184		2008	PONTIAC G6/SE			08/31/2009	2

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	*This dealership utilizes the hours published in the GM 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.*				
10			1022091436-5R						

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
035896			9597624 WHEEL	152.10	125.64
023372			9597603 COVER	99.03	81.80
006760			25920615 SENSOR	67.60	47.32
000874			15263240 VALVE KIT	8.74	6.12
008269			19180744 #STRUT KIT	163.38	115.77
004599			25872802 ROTOR	91.98	64.39
015212			15793213 HUB	304.24	212.97
002365			20815093 SHIELD	40.08	33.11
001184			15247800 NOZZLE	29.77	16.58
009575			15209852 MOLDING	162.29	134.05

A:01962.49 N:02768.95 T:03605.96

3 BILL PLAYS HIT THE CURB ON THURSDAY NIGHT AROUND 10 PM THEN DROVE CAR TO THE FIRESTONE DOWN THE STREET. HAD TOWED IN ON SAT THE 29TH PROTOW REFER JOB 2 ---WARRANTY---

000000	SK:03 MW	OPER/CODE:	DESC:	QTY	NET AMOUNT
000000	TY:N ST:	CC: FP:	FC:	0.0	0.0
	AU:	PE:		0.0	0.0
006448		15836874	MOUNT	113.12	90.27
004061		22712116	BEARING	64.77	51.69
020463		25933396	COLUMN	359.00	286.48
024090		25805894	MOTOR	422.63	337.26
000718		9594683	NUT, WHL	5.08	5.03
006462		9594683	NUT, WHL	5.08	5.03
000000		Z5000	PO#211303, CLASS	6.48	6.48

A:00622.42 N:00872.78 T:00872.78

* 4 NATHAN GIB PAINT TIME FOR HOOD, FENDER, ROCKER AND ETC. ---WARRANTY---

COMPLETE

012915	*SK:09 BW	OPER/CODE: A0357	DESC: REF HOOD	QTY	NET AMOUNT
				9.4	385.68

TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE
 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 the day 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 thereon. PAYABLE IN CASH/ORDER, MONEY CO., TEXAS.
DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or 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.

NOTICE PURSUANT TO §70.0001, TEXAS PROP. RTY CODE
 I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE WARRANTY CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503, TEXAS BUSINESS AND COMMERCE CODE. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DANGEROUS OR OTHERWISE UNLAWFUL, NO FUNDS, OR BECAUSE THE DRIVER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN OBLIGED.
 Supplies - A token charge equivalent to 12% of the total amount charge is included for supplies used on your vehicle. Maximum charge is \$2.00. Applicable supply items are nuts, bolts, washers, caps, pins, cotterpins, springs, solenoid, valve, carburetor cleaner, towels, airline, battery cleaner, wiper, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTHER NON TAXABLE	
FINC. CHARGES	
SALES TAX	
DEDUCTIBLE	

Office Copy

Signature of Person Responsible or Agent for Person Responsible **X**

TOTAL: *CONTINUED*

SERVICE INVOICE

CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E

CARROLTON, TX 75007

(972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

DALLAS, TX

EML:

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
7029	22347		CASH			07/25/2009	100.00	FELICE	427297

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1G2ZG57B184		2008	PONTIAC G6/SE			08/31/2009	3

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	*This dealership utilizes the hours published in the GM 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.*				
10			1022091436-5R						

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
000000	TY:N ST:	CC:VB FP:	FC:1D	OT: 0.0	
	AU:	PE:			
036700			PMAT PAINT MATERIALS	367.00 367.00	1 367.00
			A:00367.00 N:00367.00 T:00752.68		
* 5			5 DAYS RENTAL		---
			CLASSIC PROVIDED RENTAL		---
000000	SK:09 MW	OPER/CODE: Z7905	DESC: 5DAYS RENTAL	0.0	
			A:00000.00 N:00000.00 T:00000.00		

TOT WRT: 5231.42

TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE
 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 of 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 thereon. **VERIFIED AT CARROLLTON, DALLAS CO., TEXAS.**
DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or 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.

NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AN AGENT LISTED ON RECORDS OF THE TARRANT, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.003, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BOUNCED.
 Supplies: A token charge equivalent to 1% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are nuts, bolts, washers, lugs, pins, aerospay, 50cc lac. solvent, tape, carburetor cleaner, towels, sockets, battery cleaner, wire window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
NET TAXABLE	
NET NON TAXABLE	
TOTAL	
DEDUCTIBLE	

Office Copy

Signature of Person Responsible or Agent for Person Responsible

X

CASH

TOTAL:

.00

CDR File Information

User Entered VIN	1G2ZG57B184 [REDACTED]
User	William Hartley, EAA
Case Number	71-757779986
EDR Data Imaging Date	Friday, September 25 2009
Crash Date	Thursday, August 27 2009
Filename	1G2ZG57B184 [REDACTED].ACM.CDR
Saved on	Friday, September 25 2009 at 11:26:59 AM
Collected with CDR version	Crash Data Retrieval Tool 3.2
Reported with CDR version	Crash Data Retrieval Tool 3.2
EDR Device Type	airbag control module
Event(s) recovered	None

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data

- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.
- The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
$01 00 02 00 00 4C 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 92 21
$07 00 69 00 00 00 00 00
$08 E7 8A 00 00 00 00 00
$09 00 A6 A3 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BB 80 00 00 00 00 00
$10 47 32 5A 47 35 37 42
$11 31 38 34 31 39 32 30
$12 34 34 00 00 00 00 00
$13 01 06 5D 00 00 00 00
$14 07 11 5D 03 00 00 00
$15 6B 39 DE 33 00 00 00
$16 09 09 19 10 19 1D 00
$17 03 03 03 03 02 02 00
$18 02 03 00 00 00 07 07
$19 03 03 00 00 00 00 00
$1B FF 30 00 67 00 7A 00
$1C FF 30 00 66 00 1A 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 4F 00 4F 00 01 00
$1F 39 C1 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 8C 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 04 BF 00 00
$2F 00 FE 0D DC 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
```

\$3E FF FF FF FF 00 00 00
\$3F FF 00 F0 00 00 00 00
\$40 E0 FF 00 00 00 00 00
\$41 F8 F8 90 00 00 00 00
\$42 80 FF FF FF FF 00 00
\$43 FF FF FF 00 00 00 00
\$44 FF FF FF FF FF FF 00
\$45 FF FF FF FF FF FF 00
\$46 FF FF FF FF FF FF 00
\$47 FF FF FF FF FF FF 00
\$48 FF FF FF FF FF FF 00
\$49 FF FF FF FF FF FF 00
\$4A FF FF FF FF FF FF 00
\$4B FF FF FF FF FF FF 00
\$4C FF FF FF FF FF FF 00
\$4D FF FF FF FF FF FF 00
\$4E FF FF FF FF FF FF 00
\$4F FF FF FF FF FF FF 00
\$50 FF FF FF FF FF FF 00
\$51 F0 00 00 F0 00 00 00
\$52 81 FF FF FF 00 00 00
\$53 FF FF FF 00 00 00 00
\$54 82 FF FF 00 00 00 00
\$55 FF FF FF FF FF FF 00
\$67 A0 FF 00 00 00 00 00
\$68 F8 F8 90 C0 00 00 00
\$69 80 FF FF FF FF 00 00
\$6A FF FF FF 00 00 00 00
\$6B FF FF FF FF FF FF 00
\$6C FF FF FF FF FF FF 00
\$6D FF FF FF FF FF FF 00
\$6E FF FF FF FF FF FF 00
\$6F FF FF FF FF FF FF 00
\$70 FF FF FF FF FF FF 00
\$71 FF FF FF FF FF FF 00
\$72 FF FF FF FF FF FF 00
\$73 FF FF FF FF FF FF 00
\$74 FF FF FF FF FF FF 00
\$75 FF FF FF FF FF FF 00
\$76 FF FF FF FF FF FF 00
\$77 FF FF FF FF FF FF 00
\$78 F0 00 00 F0 00 00 00
\$79 81 FF FF FF 00 00 00
\$7A 82 FF FF 00 00 00 00
\$7B FF FF FF FF FF FF FF

\$01 41 55 31 30 39 38 52 30 30 34 30 38 30 42 39 31
\$02 3F 0A 00 00
\$03 41 54 31 30 39 38 52 30 30 31 38 36 43 42 39 31
\$04 3F 0A 00 00
\$05 42 55 00 00 00 00 52 FF FF FF FF FF FF FF FF
\$06 FF FF 00 00
\$07 42 54 00 00 00 00 52 FF FF FF FF FF FF FF FF
\$08 FF FF 00 00
\$0D 41 48 31 30 39 37 52 30 30 30 31 33 45 31 31 30
\$0E 3F 0A 00 00
\$0F 41 4A 31 30 39 37 52 30 30 44 44 43 35 46 39 31
\$10 3F 0A 00 00
\$13 42 52 36 37 38 35 4A 31 37 32 38 34 33 5A 31 45
\$14 16 46 3D 35
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$18 FF FF FF FF
\$21 27 35 B4 97 2D E9 0C E4
\$22 92 21
\$23 32 5A FA FA FA FA FA
\$24 32 5A FA FA FA FA FA
\$25 32 5 A FA FA FA


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$26 32 5A FA FA FA FA FA
$40 00 00
$41 FF 30 00 66 00 1A
$42 D0 E4
$43 00 00 8E 80
$44 C6 00 00 FC 80 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 32 32 31 32 31 32 33 32 42 20 20 20 20
$B7 50 AA 01 02 07
$B8 44 45 84 01 11
$C1 30 32 30 37
$CA 30 32 30 37
$CB 00 E8 D6 55
$CC 00 E8 D6 55
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

CLASSIC PONTIAC BUICK GMC
2700 N. INTERSTATE CARROLLTON TX. 75007
972-242-4000
LORILAYMAN@CLASSICOF CARROLLTON.COM

10-16-2009

Fax

TO: NEW VEHICLE WARRANTY.

FROM: LORI

PAGES: 4

FAX 866-857-3113

FAX: 972-466-1360

PHONE: 866-790-5600 ext 31227

PHONE: 972-242-4000

CC:

RE: CREDIT CARD PAYMENT

COMMENTS:

CUSTOMER [REDACTED] 71-75779986

VIN 84 [REDACTED]

- Urgent
- Please review
- Please comment
- For your records

SERVICE INVOICE

CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E
CARROLLTON, TX 75007

(972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

DALLAS, TX
EML: [REDACTED]

JOB #	ARRIVAL IN	DEPARTURE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
7029	22347		CASH	[REDACTED]		07/25/2009	95.00	FELICE	427297W

VEHICLE IDENTIFICATION	STOCK NO.	YE.	MAKE & MODEL	LICENSE NO.	CROSS REF. P.O. #	R.O. DATE	PAGE
1G22G57B184 [REDACTED]			2008 PONTIAC G6/SE	.		08/31/2009	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	NOTE
10			1016091504-2		*This dealership utilizes the hours published in the GM 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.*

LINE	TECH	TYRE	DESCRIPTION	QTY	NET AMOUNT
1	BILL PLAIS		COURTESY BRAKE AND TIRE WEAR CONDITION CHECK	----	CUSTOMER----
000000	SK:13 MC		OPER/DESC: CODE:		0.0
2	BILL PLAIS		C/S WHILE DRIVING 35-40 MPH HEARD A CHIME AND SERVICE POWER STEERING MESSG. CAME ON THE DIC COULD NOT STEER VEHICAL AND HAD NO BRAKES....		----
			CODE C0475/00 HARD STEERING		
			SCAN STEERING SYSTEM WITH TECH 2 , CODE C0475/ 00 , CK. AND TESTED STEERING SYSTEM , REPLACE STEERING ASSIST MOTOR , AND REPLACE STEERING COLUMN , CLEAR CODES AND DROVE VEH. , NO LIGHTS OR CODES AT THIS TIME		
			NOTE: WHEN STEERING WENT OUT CUSTOMER HIT CURB. CAUSING DAMAGE TO RIGHT FRONT SUSP. REPLACE RIGHT FRONT STRUT , KNUCKLE , HUB BEARING , LOWER CONTROL ARM , AXLE , LINK KIT , REPLACE ALL 4 TIRES AND WHEELS , REMOVE ALL TIRE PRESSURE SENSORS FROM OLD WHEELS TO INSTALL IN NEW WHEELS .		
			4 WHEEL ALIGNMENT , SET TO WITHIN FACTORY SPECS. , PRINT OUT ON FILE		
024480	SK:03 MW		OPER/DESC: E7680	1.9	837.01
000000	TY:N ST:	CC:OJ FP:	FC:6C	OT: 8.3	
	AU:	PE:			
007704		25872804	KNUCKLE	194.61 155.30	1 155.30
012598		22730776	ARM	221.02 176.37	1 176.37
002841		22670300	LINK	61.21 61.21	1 61.21
015373		25844557	SHAFT	269.70 215.22	1 215.22
010027		15882266	FENDER	244.96 244.96	1 244.96
039600		19160612	H2255017	138.60 138.60	4 554.40

TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE
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. PARANIK IN CARROLLTON, DALLAS CO., TEXAS.
DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or 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.

NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE
I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION BY ACCORDANCE WITH §52.122 - SEIZURE AND SALE OF MOTOR VEHICLE. UPON WRITTEN ORDER FOR PAYMENT FOR REPAIR OF THE VEHICLE IS STOPPED, DISMANTLED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.
Supplier's A token charge equivalent to 12% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$29.50. Applicable supply items are nuts, bolts, washers, caps, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

Warranty Copy

Signature of Person Responsible or Agent for Person Responsible

X

TOTAL: *CONTINUED*