File # 71-703081327 Atin: Daviel Ramoves 365917

CUSTOMER #: 1018027

INVOICE

RIVERSIDE **CHEVROLET**

707 West 51st Street Tulsa, Oklahoma 74107 CALED BLONE (019) 446 2200

COWETA, O	K					PAGE 1		ES PHONE (918 ICE PHONE (91		
HOME:			CONT:N/A CELL:		SE	RVICE ADVISOR:	5502 BR	AD MCCRAR	Y	
COLOR	YEAR		MAKE/MODEL		<u> </u>	VIN	LICENSE		IN / OUT	TAG
	1		***************************************							
San	08	CHE	VROLET MA	LIBU	1G1ZE	157B4 8F .		9146/	9146	15033
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- 1400 VIII			DISCLAIMER	HOLECTION	ı		DESC	RIPTION	TOT	ALS
The factory warranty	constitutes	all of t	he warranties with r	espect to the sale o	if this	R YOUR CONVENIENCE			101	
item/items. The Sell	ler, Riversid	e Chevro	let hereby expressly	r disctaims all warra	nuco,	K I JUK CONVENIENCE	DARTS AMO			

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 Inereby 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 or 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 facts of artiflerate. from freezing due to lack of antifreeze.

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

365917

17.94

0.00

0.00

0.90

27.85

29.46

1.61

0.00

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

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.

8:00 a.m. - 4:00 p.m.

RIVERSIDE

CUSTOMER #: 1018027 CHEVROLET *INVOICE* 707 West 51st Street Tulsa, Oklahoma 74107 SALES PHONE (918) 446-2200 PAGE 2 COWETA, OK SERVICE PHONE (918) 446-7800 CONT: N/A HOME SERVICE ADVISOR: 5502 BRAD MCCRARY BUS: CELL: TAG MILEAGE IN / OUT LICENSE MAKE/MODEL COLOR YEAR 9146/9146 T15033 1G1ZH57B48F CHEVROLET MALIBU ÔЯ INV. DATE PAYMENT PROD. DATE WARR, EXP. PROMISED PO NO RATE DEL. DATE 22AUG08 0.00 CPP 19:00 20AUG08 07MAR08 DE STK:8F218870 READY OPTIONS: R.O. OPENED ENG:2.4_Liter_MFI DOHC HO ECOTEC TRN:A 15:38 22AUG08 10:57 20AUG08 TOTAL LINE OPCODE TECH TYPE HOURS LIST NET VEHICLE MULTIPOINT INSPECTION 90 FREE (N/C)IRM TOTAL LINE D: 0.00 0.00 0.00 OTHER: LABOR: PARTS: ິດ . ດວ *********** W -MA- CAMPAIN 08102- WHEEL COVER APPERANCE ADD ON LINE OK20GW PER VISS CAUSE: F 50 TRIM MISC (N/C)WT (N/C)4 9596921 COVER 0.00 0.00 TOTAL LINE E: PARTS: 0.00 LABOR: 0.00 OTHER: ALL 4 WHEEL COVERS DID NOT HAVE MARKING 9146 FC-95 V1799 .4 TECH ON THEM, RPLACED COVERS ***** F** ENTERPRISE RENTAL CAUSE: . 99 ENTERPRISE RENTAL (N/C)341 WT 0.00 TOTAL LINE 0.00 0.00 OTHER: 0.00 LABOR: PARTS: 10:57 SA: 20AUG08 0.90 CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER TOTALS STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/filems. 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 DESCRIPTION 9.01 LABOR AMOUNT FOR YOUR CONVENIENCE

Copyright 2000 ADP, Inc. SERVICE (NVOICE #2 XSI20

from freezing due to lack of antifreeze.

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 or fire, then or any other cause beyond your control or for any

tert in vertices in cased or are, then or any other cause beyond you collect of the 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

BBB AUTO LINE



October 28, 2009



Re:SET CHV0943593: vs Chevrolet Motor Division 1G1ZH57B48F

Dear

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 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)











GENERAL MOTORS EUSINESS RESOURCE CENTER

10/2/2009

Tammie Gwin Riverside Chevrolet 707 W 51ST ST Tulsa OK, 74107

Re:

Siebel Request: 71-752883737 2008, Chevrolet Malibu VIN # 1G1ZH57B48F

Dear Mr. Gwin:

This is a lener of notification regarding a {Bener 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 Collina BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 1, extension 41244 FAX# 866-363-8698

TIRE SIZE: 16 TEMP PLATE ID#			${\mathcal R}$	iverside
NAMI.	RES.			707 WEST 51st STREET SO.
COWETA OK ZIP	BUS.			TULSA, OKLAHOMA 74107 (918) 446-2200
SALESMAN GARRETT, LEE A	DATE •	03/07/2008	DFAL # 128567	CUSTOMER # 1018027
hereby agree to purchase from you under	the terms and co	nditions specified bel	ow and on the revers	e side hereof, the following:
NEW XX 2008 CHEVROLET	MALIBU	DESCRIPTION SD		SERIAL NUMBER
USED San UPHOLS	TERY		XIMATE DELIVERY DATE 7	MILES STOCK NUMBER

84418810 Any and All Agreements made by a representative of Riverside Chevrolet MUST be made in writing. 23434.54 SALE PRICE Additions and Deletions GAP 450.00 Lunderstand that if my pay oil on my trade-in is more than the contracted price, I will pay any and ell shortages immodifilely upon request to provide a clear Title. Lateo agree to provide Riverside Chevrolet immediately with a little to my Tiade-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 <u>PHANTOM_EOOTPRINTS</u> 249_00. 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 compli-*PENDING CREDIT APPROVAL ance 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 *SUBJECT TO TITLE INSPECTION of Evidence. Both Purchaser and Dealer acknowledge and understand that they TOTAL SALE PRICE <u> 24133,54</u> 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 TRADE-IN ALLOWANCE 15500.00 American Arbitration Association TRADE DIFFERENCE 8633_54 (Buyer's Signature) APPROXIMATE PAY OFF 15500.00 (Co-Buyer's Signature) **SUB TOTAL** 24133.54 DESCRIPTION OF TRADE IN CUSTOMER SERVICES, ETC. ZDOC_FEE 299.00 MODEL ADDITIONAL CASH OR CHECK N/A 2003 YUKON GMC OTHER (REBATES, ETC.) ODOMETER MILEAGE VEHICLE I.D. NO. LICENSES, TITLE & RECORDING FEE, ETC. 10.00 1GKEK13Z43R EXTENDED SERVICE PLAN LANCE DE TRADE IN OWED TO TOTAL BALANCE DUE 24442.54 ALPROXIMALE PAY-OFF

Purchaser agrees that this Order Includes all of th 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 domprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT RECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE and then in accordance with there terms and conditions on the back of this order. On a credit transaction the purchaser by his execution of this order contributed 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) purchasor(s) and Dealer have signed an Installment Sale Contract.

DISCLAIMER OF WARRANTIES

All warrholders, 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 wirerance. Unless RIVERSIDE CHEVROLET furnishes buyer with a separate written warranty or service contract mode by RIVERSIDE CHEVROLET, on its own beliefs. RIVERSIDE CHEVROLET furnishes buyer with a separate written warranty or service contract mode by RIVERSIDE CHEVROLET, on its own beliefs by RIVERSIDE CHEVROLET, and (b) for all used vehicles which are breight sold "as-les" - not expressly warranted or guaranteed. (See reverse side before signing)

	-			
ČŠ.				
<u>X_</u> _	CO-BUYFR'S SIGNATURE	03/07/2008	ACCEPTED BY: DEALER OR HIS	AUTHORIZED REPRESENTATIVE

15500.00

Privileged and Confidential Information

CASE ASSESSMENT

By: Tia Collins State: OK

Customer Name: Service Request: 71- BBB Case No.: CHV0935033

703081327

Vehicle ID No.:In ServiceVehicle is: NewBAC Code:1G1ZH57B48FDate:167909

3/7/2008

Year, Make & Model: 2008 Chevrolet Malibu Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing 21,000

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

DVM Name: Tony Dipiero

Phone/Cell Number: 972075 8412

Svc Mgr Name: Kevin Benton

Vollidio i di dilaboa Coda dili 1477

Sale Type: Purchase ☐ Lease☐ Other☐

CAM Name: Larry Shields

Phone Number: Office Phone: 972-443-2901

Fax: 972-443-2910 or 8-843-2910 Email: <u>larry.d.shields@gm.com</u>

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

Date:	RO #:	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/02/0 8	29792 5	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.
12/02/0 8	29792 5	*	16,253	-Steering wheel peeling
				-No repairs done at this time.
2/27/09	30780 4	1	21,731	-Customer states that steering wheel is peeling and discolored.
				-Part ordered.
3/13/09	30833 2	*	22,602	-Customer states that steering wheel is discolored.
				-Part replaced.

☐ Wheel issues

Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
12/02/0 8	29792 5	*	16,253	-Customer's left front wheel cover has a plastic tab sticking out.
				-Repaired. Realigned wheel cover.

\boxtimes Brakes

Date:	RO #:	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
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.
2/17/09	30130 3	1	21,107	 -Repaired. Replaced power brake booster and adjustable pedals. Installed spacers per special policy. -Customer states there is a vibration in the brake pedal when depressed.
2/17/09	30130 3	*	21,107	-Found low fluid. Topped offCustomer states that brakes make noise when stopping.
2/27/09	30780 4	1	21,731	-No problem foundCustomer 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 boosterCustomer 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 replacementCustomer states there is intermittent pop/snap noise you hear when brake pedal is released to come back up.
				-Special ordered part.

☐ <u>Transmission</u>

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

Cruise

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

Date:	RO #:	<u>Days</u>	<u>Mileaq</u>	Description of Complaint and Repair Performed:
		<u>Out</u> :	<u>e:</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 LEMO	N LAW REA	ADS:				
	warranty or 12 month from delivery date nonconformity must continue to						
Total days out of s	Number of repair attempts in the presumption period: Total days out of service during the presumption period: Total days out of service during customer's ownership: 9						
	Vehicle Meets Presumption	on of Lemo	on Law N	IO			
	RECOMMENDATION	AND RATI	ONALE				
	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 ve	hicle repurchase. Not sat with CR	S offer					
DVM sts: Only proce	ss GW if cust is 100% satisfied.						
SVM sts: provided R	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: XXX							
CRS FINAL OFFER:	GMPP		DATE: 5/11/09	CUST Declined			
Goodwill: 34/45 MG	Attorney Fees (if applicable): N/A						
TEAM LEAD APPROVI	NG:	{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, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFO	RMATION				
Titled owner:					
Mailing address:					
City: Coweta	State: OK Zip code:				
Day phone:	Evening phone: Cell phone:				
Fax:	E-mail address				
SECTION 2: VEHICLE INFORM	ATION				
Make: Chevrolet	Model: Malibu Year: 2008 Current mileage: 31300				
Name(s) that appears on the vehicl	e title:				
Selling dealer/city/state: Riversic	ie Chevrolet, Tulsa, OK				
Primary Servicing dealer/city/stat	te: Southpointe Chevrolet AKA Bob ,				
Acquired as ☐ new ☐ used ☐	demo ☐ leased				
Purchase/lease date: 03/07/08	Mileage at purchase/lease: 9 MILES				
First repair attempt date: 06/10/0					
How often is the vehicle used for business purposes (percentage):	Number of vehicles owned Transmission type: : 0 % or leased by the business: ☒ Automatic ☐ Manual				
Has the vehicle been in an accident,					
Description of damage:					
SECTION 3: DESIRED OUTCOM	IE (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.					
	NUMBER 1617H57B48E				
Lienholder/Leasi <u>ng Compan</u>	ny GMAC Phone Number 800 · 200 · 4(122				
Account Number	_				

Case Number: CHV0943593 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the problem # of List the date, mileage, and days out of repair exist service for each repair attempt Servicing dealer(s) attempts now? Problem **Example:** 4/23/06 3,500 miles 5 days Any Dealer, Inc. 2 6/10/07 12,700 miles 1 day A/C won't cool properly yes South Pointe 8-11-09, 8.20-09, 8.28 LakeCountry 9.8 Popping noise during adays acceleration & turns nd RIVERSIDE - June 18 Southpointe 4.21.09 Brake pedal snapping back 2 no # 3days 3.31.09 1 Cruise Control stopped working no 2.17.09 3 2.27.09 Brake pedal stiffening fluid no pointe ~ U. Idays leaking in master cyl une 08 Steering Wheel 2.17.09 yes same as discoloring/flaking 2.27.09 above 12.4.08,2.17.09, 2.27.09, 9.8.09 Warped rotors for unknown Vis reason(SOLM) ASPIDW

Total days out of service for all problems:
Signature of Titled Owner(s

Date 9 · 11 · 09

yes

yes

yes

8-11-09, 9-8-09

CAPRICACIONAL

Printed Name of Titled Owner(s)

Spits & sputters during

service rep for unknown

reason. TONY PLETED! ROTORS WORN, NEC

at it due to

acceleration happened 2x's

#7 dealership WON'T even look

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

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

southpointe

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Vehicle Problems: Continued
brake lights Southpointe lattempt Fixed
turn signal
switch replaced " lattempt fixed
tirelwheel cover to b Speedway lattempt fixed
sticking out
wheel covers, speedway lattempt fixed
flaky [dul]

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

Customer:	SR #: 71-752883737	BBB#: CHV0943593
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

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

Section 1

Purchase Price	24434.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22930.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= 1504
(If positive, look for Overallowance)	

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance	15500.00
(from Bill of Sale)	
Actual Cash Value (ACV)	-
(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 that 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: Service Request: 71- BBB Case No.: CHV0935033

703081327

Vehicle ID No.:In ServiceVehicle is: NewBAC Code:1G1ZH57B48FDate:167909

3/7/2008

Year, Make & Model: 2008 Chevrolet Malibu Mileage at Time of BBB Filing 21,000

Lien holder: GMAC⊠ Other□:

DVM Name: Tony Dipiero

Phone/Cell Number: 972075 8412

Svc Mgr Name: Kevin Benton

Vehicle Purchased Used on: N/A

Sale Type: Purchase ☐ Lease☐ Other☐

CAM Name: Larry Shields

Phone Number: Office Phone: 972-443-2901

Fax: 972-443-2910 or 8-843-2910 Email: <u>larry.d.shields@gm.com</u>

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

Date:	<u>RO #:</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/02/08	297925	2	16,253	-Customer states that steering wheel vibrates when braking at Highway speeds.
12/02/08	297925	*	16,253	 -Repaired. Dealer road tested vehicle and found front rotors out of specs and causing the shutter. Turned the rotors. -Steering wheel peeling
2/27/09	307804	1	21,731	-No repairs done at this timeCustomer states that steering wheel is peeling and discolored.
3/13/09	308332	*	22,602	-Part orderedCustomer states that steering wheel is discolored.
				-Part replaced.

☐ Wheel issues

Date:	<u>RO #:</u>	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
12/02/08	297925	*	16,253	-Customer's left front wheel cover has a plastic tab sticking out.
				-Repaired. Realigned wheel cover.

\boxtimes Brakes

Date:	RO #:	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
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.
2/17/09	30130 3	1	21,107	 -Repaired. Replaced power brake booster and adjustable pedals. Installed spacers per special policy. -Customer states there is a vibration in the brake pedal when depressed.
2/17/09	30130 3	*	21,107	-Found low fluid. Topped offCustomer states that brakes make noise when stopping.
2/27/09	30780 4	1	21,731	-No problem foundCustomer 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 boosterCustomer 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 replacementCustomer states there is intermittent pop/snap noise you hear when brake pedal is released to come back up.
				-Special ordered part.

☐ <u>Transmission</u>

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

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

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

Date:	RO #:	<u>Days</u> Out:	Mileag e:	<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>	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
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? New 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

Decision reached by	CRS: Arbitrate case: XXX	Settle cas	e:					
CRS FINAL OFFER:	Nothing		DATE: 10/6/09	CUST				
Goodwill: 34/45 MG	Attorney Fees (if applicable): N/A							
TEAM LEAD APPROVI	NG:	{Name}		Date: {Date}				

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









GENERAL MOTORS BUSINESS RESOURCE CENTER

10/2/2009

Tammie Gwin Riverside Chevrolet 707 W 51ST ST Tulsa OK, 74107

Re:

Siebel Request: 71-752883737 2008, Chevrolet Malibu VIN # 1G1ZH57B48F

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 POINTE

ACCOUNTING

9146 S. Memorial Tulsa, OK 74133 SERVICE DIRECT (918) 491-7222

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COST, SALE, & COMP TOTALS In addition to the charges for parts, labor, tax, etc., South Points Chevrolet also charges a "shop charge" as part of the repair till. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are penerally used in the repair and service of vehicles. These thorse include, but are not limited to, rage, nuts, botts, 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 HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE ACPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD SERVICES DESCRIBED.	O O O STATEMENT OF DISCLAIMER The factory werrenty constitutes all of the warranties with respect to the sale of this itemitiems. The seller hereby oxpressly disclaims all warranties either express or implied, including any implied warranty of merchantishility or fitness for a particular purpose. Seller neither assume for it any inability his	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES	TOTALS 0.00 0.00 0.00 0.00 0.00 0.00
	authorizes any other person to		
(SIGNED) DEALÉR, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

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

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

SECTION 1: COSTOMER INF	JRMAIION						
Titled owner:							
Mailing address:							
City: McDonough		State: GA Zi	ip code:				
Day phone:	Evening phone	Ce	ell phone:				
Fax:	E-mail address:						
SECTION 2: VEHICLE INFOR	MATION						
Make: Saturn	Model: Ion	Year: 2007	Current mileage: 580000				
Name(s) that appears on the veh	nicle title:						
Selling dealer/city/state: Satur	n of Southlake, Morrow, (GA					
Primary Servicing dealer/city/s	tate: Saturn of Southlake,	<u> </u>					
Acquired as 🛛 new 🔲 used	☐ demo ☐ leased — Is t	the vehicle in your post	session? 🛛 yes 🔲 no				
Purchase/lease date: 10/11/06	<u> Mil</u>	eage at purchase/lease	<u> </u>				
First repair attempt date: 08/10	/09 Firs	st repair attempt milea	ge: 46000				
How often is the vehicle used for business purposes (percentag	Number of	vehicles owned by the business:	Transmission type: 凶 Automatic ☐ Manual				
Has the vehicle been in an accide	ent/had body damage? 🔲 ye	es 🛛 no	Date of accident:				
Description of damage:							
SECTION 3: DESIRED OUTCO	OME (Describe what you	ı want done to res	olve vour concern)				
They say it's not covered und them to fix it. There is no rethe car for almost 3 years.	ler warranty because it's e	electric . I just want	t				
Please complete the missing information in the box below and on page 2.							
VEHICLE INDENTIFICATION	ON NUMBER						
Lienholder/Leasing Comp	any	Phone	e Number				
Account Number							

Example: A/C won't cool properly Any Dealer, Inc. Any Dealer, I				
Problem		# of repair	List the date, mileage, and days out of	problem exist
			4/23/06 3,500 miles 5 days	
A/C won't cool properly	Any Dealer, Inc.	2	6/10/07 12,700 miles 1 day	yes
power steering went out and they won't fix it		1		yes
	ı	1		1

Total days out of service for all problems: ______

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) ______

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

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

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

Privileged and Confidential Information

CASE ASSESSMENT

By: James Hardin State: Georgia

Customer Name:	Servio 75353	e Request: 71- 86461	BBB Case No.: SAT0943840
Only customer's last name to b		70 10 1	
Vehicle ID No.: 1G8AJ55F47Z	In Service Date: 9/8/2006	Vehicle is: New	BAC Code: 121944
Year, Make & Model: 2007 Saturn Mileage at Time of BBB Filing (60, Lien holder: GMAC☐ Other☐:	000)		Used on: n/a at odometer n/a ase ☐ Lease☐ Other☐:
DVM Name: n/a Phone/Cell Number: n/a Svc Mgr Name: n/a		CAM Name: Wes P Phone Number: 67	
	VEHICLE RE	PAIR HISTORY	
Throughout the entire form, use a category.	n asterisk (*) if o	day(s) out of service a	re already counted in another
PLACE A CHECKMARK IN THE BOX IF THERE WERE NO REPAIRS FOR			N REPAIR ORDERS. USE "N/A"
HAS TAC BEEN CONTACTED FOR S EXPLANATION TAC WAS INVOLVEN/A		Y Y OR N.? IF YES P	LEASE INCLUDE TAC # AND
IF TAC HAS NOT BEEN CONTACT	ED WHY NOT	n/a	
Power Steering			
Date: RO #: Days Mi Out: e:	leag Descript	ion of Complaint and	d Repair Performed:
	n/a		
Has the vehicle ever been Did you confirm your answer What type of damage was n/a	wer with the	customer Y or N	<u>Y</u>
Are the RO's attached if the	he vehicle w	– as in an accident	Y or N N

If Yes obtain the following information below						
Insurance Companyn/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 Have you confirm this with the customer Y or N List:	<u>N</u>					
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/CAMn/a						
What is the customer eligible for based upon the BBB Program Eligibility Guidelines a lemon law requirements for meeting presumption? Explain with some Detail	nd the States					
GM Program Summary Repurchase/Replacement: not eligible for remedies						
Lemon Law Repurchase/Replacement: 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}

Goodwill: {Type}

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

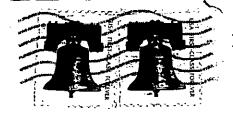
safety. Cust sts: power steering pump failed within 3 years at 60,000 miles; customer feels is a factory defect and should not be held responsible for the repair expense DVM sts: n/a SVM sts: n/a CRS Rationale: vehicle is at 60,000 miles, difficult to determine as factory defect at this mileage, and 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 mains 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** CUST {Accepted / Declined} DATE OFFER:

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

Attorney Fees (if applicable): \${Amount}

Franklin, N.C.

ASHEVILLE NC 288 06 AUG 2009 PM 2 T



00-11-09A08:40 RCVD

Aballahabahabahabaan Maallahallaaall

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 8/6/2009
17-Digit Vehicle Identification Number (VIN): 1G1ZT52895F
Mileage at Time of Repair: 33,344 Date of Repair: 05/26/09
Claimant Name (please print):
Street Address or PO Box Number:
City: Franklin State: N.C. ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
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:

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 928-524-8734

Merchant 10: 800010314896 Term ID: 10314896

Ref #: 0001

Sale

VISA Entry Method: Swiped

643.00 Total:

15:51:42 05/26/09

Inv #: 000001 Appr Code: 63713A

Batch#: 000449 Apprvd: Online

Customer Copy

THANK YOU!

GCOPY







INVOICE NO.

2854

DELIVERY MILES

PRODUCTION DATE

CVCS212590

113

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

3808 FDDTF CRAWFORD 18	INVOICE DATE
TO TO	05/26/09
LABOR PATE LICENSE NO. MILEAGE 33,	344 GALAXY SILV
YEAR / MAKE / MODEL	DELIVERY DATE
FRANKLIN, NC 05/CHEVROLET/MALIBU/4DR SDN	07/28/05
1 G 1 Z T 5 2 8 9 5 F	SELLING DEALER NO.
F. T. E. NO. P. O. NO.	R. O. DATE 05/26/09
COMMENTS	03/20/03
TOTALS	DISCLAIMER O
	Any warranties on the item/item the manufacturer. The Se
	ら、R们 Oldsmobile-Geo, Inc. DBA Sm
PAYMENT TYPE * TOTAL PARTS 48	1.80 expressly disclaims all warrant
1 NACOU NACO	0 00 particular purposa, and Jones
1 CASH CHECK # 17 CHARGE * TOTAL G.O.G	W. UU rizes any other person to assure
	L-1/
* TOTAL TAY	0.00 Shop N 3.23 A standard charge for s
**************************************	3.23 A standard charge for s
TOTAL INVOICE & CAS	3.00 includes waste removal.
SERVICE IS OUR GOAL TROST WS THE RESULT "THANK YOT!"	separate line on the rep
VISIT OUR WEB SITE AT WMY MOKYMOUNTAINCHEVROLET.COM	ALL DADTE ADE
	ALL PARTS ARE
SMOKY MOUNTAIN CHEVROLET	REBUILT UNLESS SP
71 CAT CREEK ROAD	GUAR
FRANKLIN NC 28734.	
	12 MONTHS ON PAI
	12,000 MILES WHICH
CUSTOMER SIGNATURE	ON INSTALLED PART
COSTORIER STRIPATORE	TORY GM PARTS, A
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	AND THEIR GUARAN
1	ONLY, NO LABOR.
	AFFECTING THESE
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DISCLAIMER OF WARRANTIES

DISCLAIMER OF WARRANTIES anties on the itemfleme sold hereby are those made by nufacturer. The Seller, Jones Hoft Chevrolet ide-Geo, Inc. DBA Smoky Mountain Chevrolet, hereby of sectains all warrantes, either express or implied 'arry implied warranty of merchantability or fitness for a purpose, and Jones Hoft Chevrolet-Chermobile-Geo, Smoky Mountain Chevrolet neither assumes nor autho-tother person to assume for it any liability in connection sale of this itemfloms.

Shop Materials

daid charge for supplies and materials is n each repair order. A portion of this charge s waste removal. This will be shown on a e line on the repair order.

PARTS ARE NEW OR FACTORY ILT UNLESS SPECIFIED OTHERWISE.

GUARANTEE

NTHS ON PARTS AND LABOR OR MILES WHICHEVER OCCURS FIRST STALLED PARTS & LABOR OF FAC-GM PARTS, AFTERMARKET PARTS SUARANTEED ONLY TO LIMITS SET IE PARTICULAR MANUFACTURER. HEIR GUARANTEE COVERS PARTS NO LABOR, DAMAGE OR ABUSE TING THESE REPAIRS VOIDS THIS ANTY. (A COPY OF THIS REPAIR R INVOICE MUST BE PRESENTED.)

ky Mountain Chevrolet will it in filing claims on service acts and will seek reimement 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 RE-PAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFAC-TION, IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE **TELL US IMMEDIATELY.**

PAGE 2 OF 2

CUSTOMER STOPREVERSE SIDE FOR IMPORTABILITIES OF INFORMATION 1-10.22 am







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

CUSTOMER NO. 3808	EDDIE CRAWFORD		18 TAG NO.	05/26/09	CVCS212590
	LABOR RATE LICENS	SE NO.	MILEAGE 33,34	COLOR	STOCK NO.
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
FRANKLIN, NC	05/CHEVROLET/M/	ALIBU/40	DR SDN	07/28/05 SELLING DEALER NO.	113
	VEHICLE I.D. NO. 1 G 1 Z T 5 2	205	-	SELLING DEALER NO.	PRODUCTION DATE
•	F. T. E. NO.		O. NO.	R. O. DATE	
		- 1		05/26/09	
	COMMENTS				•
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,	************		• • • • • • • • • • • • • • • • • • • •	Any warranties on the iternatema the manufacturer. The Se Oldsmobile-Geo, Inc. DBA Smo	s sold hereby are those made by ter. Jones Hott Chevrolet
LABOR	**************************************				oky Mountain Chevrolet, hereby
I REPLACE THE SOP MODULE FOR POWER	STEERING LIGHT	1	115.8	including any implied warranty or particular purpose, and Jones Inc. DBA Smoky Mountain Chevi	i merchantability or fitnesa for a Holt Chevrolet-Oktsmobile-Geo.
REPLACED POWER STEERING CONTROL M TEST DROVE OK	ODULE SET UP MODULE		•	rizes any other person to assum with the sale of this item/itema.	e for it any liability in connection
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S 4				ORDER INVOICE MUS	ST BE PRESENTED.)
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YOU. IT IS OUR AIM TO PERFORM ALL THE RE-PAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFAC-TION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

PAGE 1 OF 2

CUSTOMER SECRETE SIDE FOR WORK PARTICULAR TO BE
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.

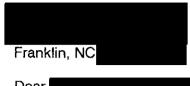
I appreciate your consideration in this matter.

Sincerely,









Dear

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

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

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

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

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

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

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



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

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126



Dear

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

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



Dear ,

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2008 Chevrolet Malibu, Vehicle Identification Number 1G1ZT58NX8F The processing time will take approximately eight weeks.

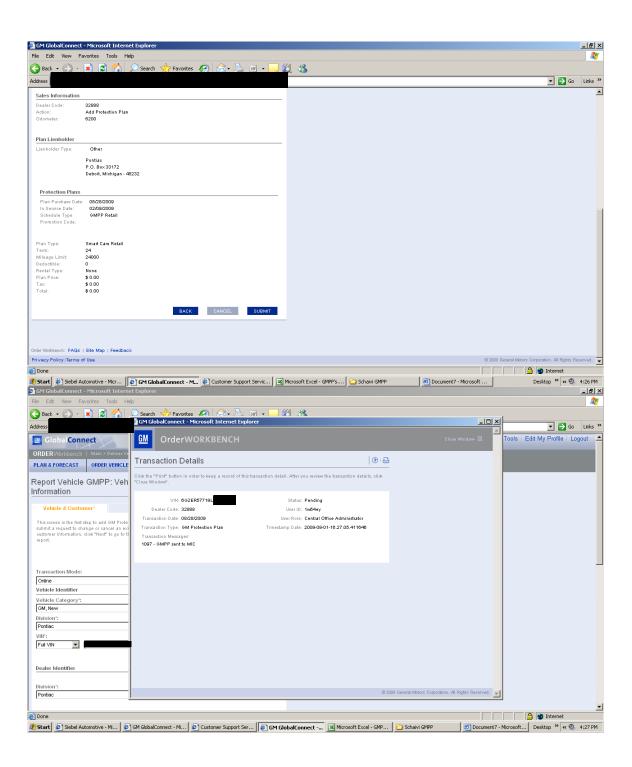
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply 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.

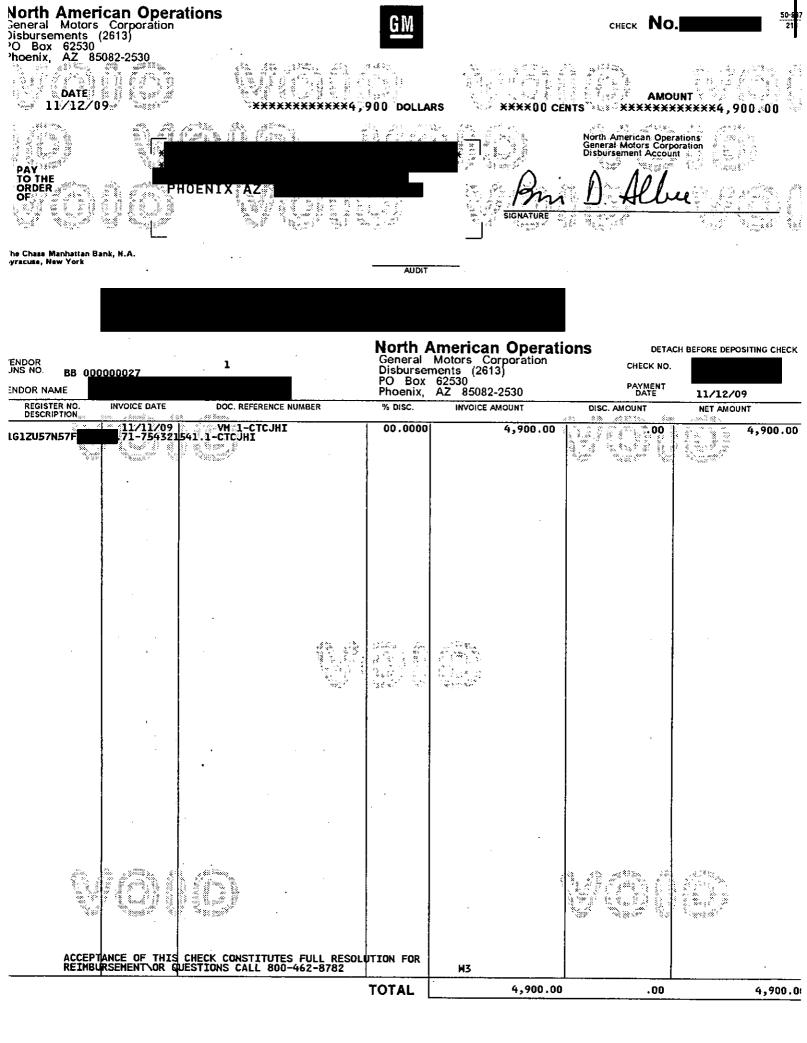
At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

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.





November 10, 2009

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

RE:

v. General Motors

Service Request: 71-754321541

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU57N57F

Customer Relationship Specialist: Mary

Dear Ms. Landgraf:

Enclosed please find a check in the amount of \$4,900.00 made payable to 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 11-05-2009 01:47 PAGE2

Texas Department of Transportation

REGISTRATION RENEWAL RECEIPT

COUNTY: DENTON PLATE NO: 06131239473123825

TAC NAME: STEVE MOSSMAN DATE: 11/06/2009 SFFECTIVE DATE: 01/01/2010 TIME: 12:44PM SXPIRATION DATE: 12/2010 EMPLOYEE ID: CSANDEN TRANSACTION ID: 06100040121124452

RENEWAL PROLUCENT NAME AND ADDRESS SHADY SHORES, TX

OWNER NAME AND ADDRESS SHADY SHORES, TX

REGISTRATION CLASS: PASSENCER-LESS/EQL 6000 PLATE TYPE: FASSENGER PLT ORGANIZATION: STICKER TYPE: WS

PREVIOUS PLATE NO: DSR263
VEHICLE IDENTIFICATION NO: 1G1ZU57N57H
VR/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 TRIR LENGTH: C VEHICLE CLASSIFICATION: PASS

INVENTORY ITEM(S) WINDSHIELD STICKER

50.50 1.00 0.30 10.00 1.50 1.00

FEES ASSESSED
WINDSHIELD STICKER
REG FEE-DPS
REFLECTORIZATION FEE
CNTY ROAD BRIDGE ADD-ON FRE
CHILD SAFETY FUND
AUTOMATION FEE (LARGE CNTY)

VEHICLE RECORD NOTATIONS ACTUAL MILEAGE PAPER TITLE

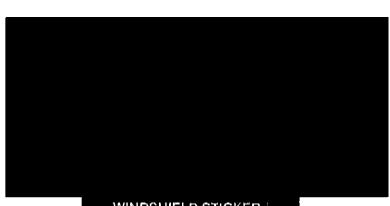
METHOD OF PAYMENT AND PAYMENT AMOUNT: \$ 64.30 CHRCK \$ 64.30

TOTAL AMOUNT PAID \$

64.30

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



WINDSHIELD STICKER / CALCOMANÍA DE PARABRISAS

Peel sticker from any corner. Despegar de cualquier esquina.



PLATE STICKER / CALCOMANÍA DE PLACA



Mary Schwartz/Austin/GM1

10/08/2009 12:49 PM

To "Susan Landgraf" <slandgraf@attorneysforconsumers.com>@SITELCWEB

bcc

Subject RE: Your client

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@attorneysforco
nsumers.com>
10/07/2009 06:22 PM

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

CC

Subject RE: Your client

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

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

^{*}Licensed in Texas

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

Statement Required by U.S. Treasury Department:

Legal Agent – BRC Legal 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_Sc Sent: Monday, October 05, 2009 10:33 AM To: Susan Landgraf Subject: Re: Your client	.hwartz@gmexpert.com]
Please confirm receipt of this offer and advise if your clie	nt is in acceptance.
Thank you, Mary	
Mary Schwartz/Austin/GM1	
09/30/2009 02:01 PM To slandg cc SubjectYour of	graf@attorneysforconsumers.com
Re: Your client 2007 Chevrolet Malibu VIN 1G1ZU57N57F	
I have attached our offer and release for your client this offer and let me know if your client accepts the offer	
Thank you,	
Mary Schwartz	

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

CLAIM HISTORY

R.O Date	R.O Number	Туре	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	<mark>757417</mark>	#	E3851 - STRUT, FRONT - LEFT - REPLACE	28641 miles
04/20/2009	757417	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	28641 miles
04/20/2009	<mark>757417</mark>	#	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	<mark>690302</mark>	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	11079 miles
04/29/2008	<mark>689751</mark>	#	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	<mark>687236</mark>	#	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

cc bcc

09/11/2009 11:43 AM

Subject SR# 71-754321541 Client:

To todd.w.nelson@gm.com

Dear Mr. Nelson,

This email is to follow up on my voicemail regarding Service Request 71-754321541 for customer The customer's vehicle is a 2007 Chevrolet Malibu with approximately 35,413 miles. The VIN is 1G1ZU57N57F 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

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Business Resource Center

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

Fax: (866) 255-3730

Fax

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

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

Motors Company, hereby release(s) and discharge(Company, General Motors Company, their subsidi						
designers and suppliers of vehicles, parts and comp	<u> </u>					
espective 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 rom, are related to, or are in any way associated with the purchase, repair, maintenance, operation,						
alteration, or use of Releasor(s) 2007 Chevrolet Ma 1G1ZU57N57F ("Subject Vehicle"), include		σed				
defects in the subject vehicle. This Release of Clar						
named persons or entities from any liability regard						
arising out of the use or operation of the Subject V						
Notwithstanding the above, General Motors Compananufacturer's express limited warranty and any a	• •	l tha				
sale of the subject vehicle. If Releasor(s) has/have						
against Releasees, Releasor(s) immediately will dis						
m 1 1. 1. 1	4 1 64 1 64 1					
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 en						
and Releasor(s) is/are not relying on any representa	ations, promises or inducements other than those sta	ated				
· .a · · · a						
in this release.						
	RE SIGNING. BY SIGNING THIS RELEASE.					
	RE SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO	ı				
PLEASE READ CAREFULLY BEFOR						
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PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature Address	FAD IT, UNDERSTAND IT, AND AGREE TO f All Claims Claimant's Signature Address					
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE RESTRICT TERMS. I/We agree to the terms of this Release of the terms of the terms of this Release of the terms of this Release of the terms of th	F All Claims Claimant's Signature					
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature Address	FAD IT, UNDERSTAND IT, AND AGREE TO f All Claims Claimant's Signature Address					
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of Claimant's Signature Claimant's Signature Address City, State, Zip Code	FAD IT, UNDERSTAND IT, AND AGREE TO f All Claims Claimant's Signature Address					
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature Address	FAD IT, UNDERSTAND IT, AND AGREE TO f All Claims Claimant's Signature Address					

Sworn to	(or affirmed) and subscribed before me this day of, 20
	Signature of Notary Public
	Print, type or stamp Commissioned Name of Notary Public
	Personally KnownOR Produced identification
	Type of identification
	My commission expires:

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:

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 <u>ACCOUNTING OFFICE</u> 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.

est regards.

Susan Landerat

Attorney at Law

SL/js

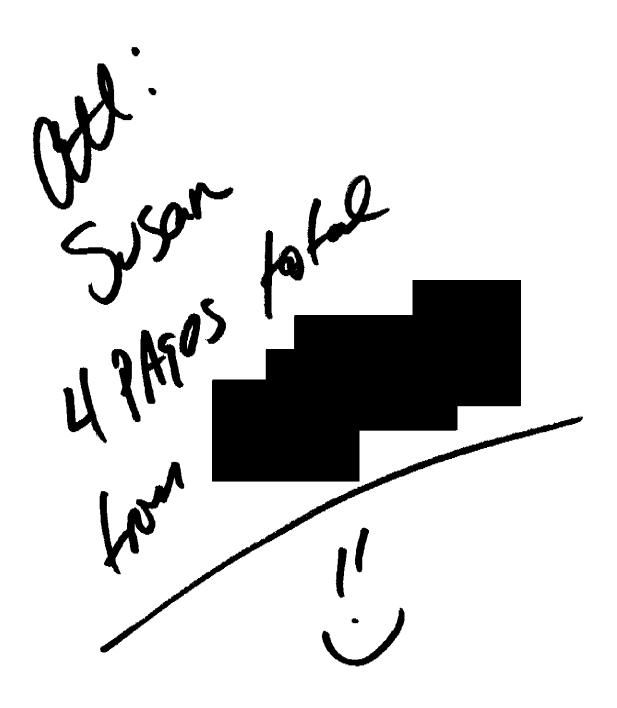
10-06-2009 04:51 PAGE1



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
	* 11



(C) 2009 DEALERTRACK SYSYEMB. Inc. - Dealership Application Group (800)945 1035



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 Ø NUmber
9/30/09	62010568/1
R O Close Date	Status
10/07/09	Final
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37262	37262
Service Advi	sor/Tag# * ***
MIKE BELEW/	5205*W*

				200000000000000000000000000000000000000	
				MIKE BELEW/	5205*W*
			Work Phone	Vehicie Identific	sation Number
				1G1ZU57N5	7 <i>F</i>
SHADY	SHORES, TX		Home Phone.	Delivery Date	ल In-Service Date
				1/17/08	
Усы	Make	Mode	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216	2 GMPP Exp:	73641 or 4/20/12	Ded: 0	•	•

DESCRIPTION OF SERVICE AND PARTS #1 - 14CVZ: CUSTOMER REQUEST DIAGNOSIS	C DRAKING GONGERN	AMOUNT			
CUST STS WHEN HARD BRAKING VEH PO					
ADVISE					
Caused by					
VERIFIED, SWAPPED FRONT TIRES SIDE TO SIDE AND PUL					
L CHANGED TO THE LEFT.	DIDE TO DIDE AND FOL				
Work performed by JOSE CARRILLO	(36)	Internal			
CUSTOMER DECLINED TIRE.	(30)	lucernar			
#2 - 14CVZ: CUSTOMER REQUEST DIAGNOSIS	S BRAKING CONCERN				
CUST STS WHILE BRAKING VEH IS HAI	RD TO TURN ADVIS				
Е	10 101011111111111111111111111111111111				
Caused by					
ROAD TESTED W/SHOP FORE-MAN AND	D DID NOT DUPLICATE				
CONCERN.					
Work performed by JOSE CARRILLO	(36)				
Sub Total: Labor: .00 Parts:.00					
#3 - 08CVZ: CUSTOMER REQUEST DIANOSIS	ENGINE CONCERN				
CUST STS VEH HAS LEAK FROM ENGIN	E COMPADVISE				
Caused by					
ENGINE OIL PAN GASKET LEAKING I	FROM TEH FRONT AND R				
EAR ARCH					
Corrected by J1000: (VN) (2K)					
Work performed by KENT SOUTH	(775)	Serv Cont			
Installed 12602848 :GASKET (01429	9-BPCT) Qty: 1	Serv Cont			
Installed 12607947 :GASKET (01840	0-BPCT) Qty: 1	Serv Cont			
Installed 12345616 :OIL10W30Q (08		Serv Cont			
REPLACED THE ENGINE OIL PAN GASKI	ET				
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR				
work hereinafter to be done along with the necessary material and agree that you are not respons- ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other	PARTS				
cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It hereby grant you or your employees permission to	DEDUCTIBLE				
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	SUBLET				
the amount of repairs thereto."	SHOP SUPPLIES				
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by	HAZARDOUS MATERIALS				
the manufacturer. The seller hereby expressly discisims all warranties either express or implied, includ- ing any implied warranty of merchantability or fitness for a particular purpose, and the seller neither	SALES TAX OR TAX I.D.				
assumes not authorized any other person to assume for it any liability in connection with the sale of	SPECIAL ORDER DEPOSIT				
said products. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS				
	TOTAL DUE				
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SEECIAL ORDERS					

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Designable Application Group (802)945-102



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 Mumber		
9/30/09	62010568/2		
R O Ciose Date	States .		
10/07/09	Final		
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37262	37262		
Scryide Advisor / Tag #			
MIKE BELEW/	5205*W*		

				MIKE BELEW/	′5205*₩*
			West Plants	Vehicle dentific	ation Mumber
				1G1ZU57N5	7 F
SHADY	SHORES, TX		Home Phone	Delivery Date	Min-Service Date
				1/17/08	
Yoar	Polistice	Niedel	Body	Color	- dicense Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216:	2 GMPP Exp. 73	641 or 4/20/12	Ded O		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT '
#4 - 04CVZ: CUSTOMER REQUEST DIAGN CUST STS VEH HAS VERY LOW IDL Corrected by J6354: (PV) (93) Work performed by BILL BUSH RAN DIAGNOSTICS FOUND MATCHIN NT.SEE ATTATCHED SHEET, REPROG T CALIBRATIONS.TESTED GOOD.	LEADVISE (293) NG PROGRAM FOR COMPLAI	Serv Cont
#5 - 11CVZ: CUSTOMER REQUEST DIAGN CONCERN CUTS STS WHILE ACCLERATING VE IGH AT TIMESADVISE Work performed by JAMES JOHNS ROADTESTED AUTO FOR 11MILES A WORKING PROPERLY AT THIS TIME GES Sub Total: Labor: .00 Parts:	EH RPM GOES EXTREMLY H SON (236) AND FOUND TRANS TO BE E IN ALL GAERS AND RAN	
#6 - 03CTZ: CUSTOMER REQUEST DIAGN SUSPENSION CONCERN CUST STS VEH MAKES A LOUD COM VERSIDE FRONT WHEN HITTING BU Work performed by JOSE CARRIL ROAD TESTED W/SHOP FORE-MAN A CONCERN. Sub Total: Labor: .00 Parts:	MPRESSION NOISE ON DRI MPSADVISE LLO (36) AND DID NOT DUPLICATE 00 Total: .00	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the work hereinafter to be done along with the necessary material and agree that you are not received to be for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or an cause beyond your control or for any detays caused by unavailability of parts or detays is shipments by the supplier or transporter. I hereby grant you or your employees permiss operate the vehicle herein described on streets, highways, or elsewhere for the purpose of and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to the amount of repairs thereto." DISCLAIMER OF WARRANTES. Any warranties on the products sold hereby are those manufacturer. The seller hereby expressly disclaims all warranties either express or impling any implied warranty of merchantability or fitness for a particular purpose, and the seller assumes nor authorizes any other person to assume for it any liability in connection with the selled products. Any limitation contained herein does not apply where prohibited by law.	te repair espons- repons- repo	
NO RETURN ON FURCTRICAL OR SAFETY ITEMS OR SPECIAL ORDE	ERS.	



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 9/30/09 62010568/3
B O Close Date Status
10/07/09 Final
Altergo In Milesge Out
37262 37262
Service Advisor: Tag #

MIKE BELEW/5305*W* zehiale Identification Number Work Phone 1G1ZU57N57F SHADY SHORES, TX Hame Phone Delivery Date 1/17/08 Licenso Humber Color 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 777167 CMPP EVD 73641 or 4/20/12 Dod.

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) COMPLETED Sub Total: Labor: 8.00 Parts:24.75 Total: 32.75	1@24.75	8.00 24.75
#11 -02TBODYSER: CLEAN AND DECARBON THROTTLE-BODY \$84.95 Work performed by BILL BUSH (293) Installed 406 :CLEANER COMPLETED Sub Total: Labor: 72.45 Parts:15.38 Total: 87.83	1@15.38	72.45 15.39
#12 -16RENTCAR: RENTAL SERVICE CHARGE Work performed by WAYNE SMITH (937)		RENTAL POL
ERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair prk hereinafter to be done along with the necessary material and agree that you are not respons-		80.4 40.1

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repeir 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 land/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 merchandability 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
d SALES TAX OR TAX I.D.	4.11
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	. 00
TOTAL DUE	134.34
VISA-SERV APK 183364	734 34

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X
(G) 2008 DEALERTRACK SYSTEMS. Inc. - Dealership Application Cross (800 845-1026

RELEASE OF CLAIM

	s) General Motors Corporation, Motors Liquidation	n
Company, General Motors Company, their subsidi	_ _	
designers and suppliers of vehicles, parts and comprespective agents and employees (hereinafter referr		200
of action, demands, damages, and claims for attorn	· · · · · · · · · · · · · · · · · · ·	
from, are related to, or are in any way associated w	· ·	
alteration, or use of Releasor(s) 2007 Chevrolet Ma		
1G1ZU57N57F ("Subject Vehicle"), include		ged
defects in the subject vehicle. This Release of Cla	· · · · · · · · · · · · · · · · · · ·	'e
named persons or entities from any liability regard		
arising out of the use or operation of the Subject V Notwithstanding the above, General Motors Comp		
manufacturer's express limited warranty and any a	• •	l the
sale of the subject vehicle. If Releasor(s) has/have		
against Releasees, Releasor(s) immediately will dis	smiss the proceeding with prejudice.	
The subject vehicle's milesce is	on the data of the cioning of this release	
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 en		
and Releasor(s) is/are not relying on any representa	ations, promises or inducements other than those sta	ated
	-	
in this release.		
in this release.	RE SIGNING BY SIGNING THIS RELEASE	
in this release.	RE SIGNING. BY SIGNING THIS RELEASE, EEAD IT, UNDERSTAND IT, AND AGREE TO	ı
in this release. PLEASE READ CAREFULLY BEFORE		
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS.	EAD IT, UNDERSTAND IT, AND AGREE TO	
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PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of	EAD IT, UNDERSTAND IT, AND AGREE TO	
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED:	EAD IT, UNDERSTAND IT, AND AGREE TO	
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of	EAD IT, UNDERSTAND IT, AND AGREE TO	
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature	FAD IT, UNDERSTAND IT, AND AGREE TO f All Claims Claimant's Signature	
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED:	EAD IT, UNDERSTAND IT, AND AGREE TO	
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature	FAD IT, UNDERSTAND IT, AND AGREE TO f All Claims Claimant's Signature	
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature	FAD IT, UNDERSTAND IT, AND AGREE TO f All Claims Claimant's Signature	
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature Address	FAII Claims Claimant's Signature Address	
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature Address	FAII Claims Claimant's Signature Address	
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of DATE SIGNED: Claimant's Signature Address	FAII Claims Claimant's Signature Address	
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE RITS TERMS. I/We agree to the terms of this Release of Claimant's Signature Claimant's Signature Address City, State, Zip Code	FAII Claims Claimant's Signature Address	

Sworn to	(or affirmed) and subscribed before me this day of, 20
	Signature of Notary Public
	Print, type or stamp Commissioned Name of Notary Public
	Personally KnownOR Produced identification
	Type of identification
	My commission expires:

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:

Service Request: 71-754321541

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU57N57F

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

















September 11, 2009 Page 2

LG0040 V6302006



















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.AttornevsForConsumers.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: 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 ToClaire Manke <cmanke@attorneysforconsumers.com>@SITELCWEB 10/27/2009 05:08 PM Subject_{Re:} v. General Motors Company ${ m Link}$ 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> To"'Mary_Schwartz@gmexpert.com" <Mary_Schwartz@gmexpert.com> 10/23/2009 02:50 PM СС Subjec v. General Motors Company Please see attached. Thank you. Claire Manke Weisberg & Meyers, LLC

<u>General Disclaimer:</u> 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

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.



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

10/07/2009 06:22 PM

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

bcc

Subject RE: Your client

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

Toslandgraf@attorneysforconsumers.com cc
SubjectYour client

Re: Your client
2007 Chevrolet Malibu
VIN 1G1ZU57N57F:

I have attached our offer and release for your client Schwirtz. 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:



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:

Dear Mr. Nelson,

This email is to follow up on my voicemail regarding Service Request 71-754321541 for customer Schwirtz. The customer's vehicle is a 2007 Chevrolet Malibu with approximately 35,413 miles. The VIN is 1G1ZU57N57F 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 DeHovos 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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VIA FAX ONLY

October 8, 2009

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

RE:

Service Request: 71-754321541

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU57N57F

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.

Sincerely,	
General Motors Corporation	
cc: FILE	
LG0044 V10012009	
Attach.	
Odometer	
Client's Signature	Client's Signature
Date -	Date

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.



Mary Schwartz/Austin/GM1

10/05/2009 11:32 AM

To slandgraf@attorneysforconsumers.com

CC

bcc

Subject Re: Your client

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

Re: Your client 2007 Chevrolet Malibu VIN 1G1ZU57N57F

I have attached our offer and release for your client 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

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

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VIN: 1G1ZU57N57F

VEHICLE INFORMATION

Merchandising Model:	1ZU6	59 -2007 MALIBU SEDA	Z	Warranty Start Date :			04/24/2007		
BARS Order Type:	70 - I	RETAIL - STOCK							
Delivering Dealer:	JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE			DILLAC,	Selling Source : Site Code :			13 - CHEVROLET	
	DEN	PO BOX 50779 DENTON, TX 76206-0779						07090	
	(940)	(940) 591-9663				Business Associate Code:		112277	7
Service Contract :	Yes	Yes Branded Title: No Warranty Block: No PDI Status:					Paid		

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Statu	s Inactive	(located	Refer to Help page for details or:go to OnStar Online Enrollmen (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR (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

CLAIM HISTORY

R.O Date	R.O Number	Туре	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.

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GM Vehicle Inquiry SystemClaim History

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VIN: 1G1ZU57N57F

CLAIM HISTORY

Repair Oro	ler Date	: 08/	31/2009	Repair Order Number :	008843	Odom	ieter Re	ading :	35413 miles			
Serviced	JAMES OLDSM			ROLET, CADILLAC,	Selling Source: 13 - CHEVROLET							
By :	РО ВОХ	K 50779)	0770	Site Code :	0						
	DENTO (940) 59			0779	Business Associate Code:				112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments		
09/08/2009	38	01	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	19180746 STRUT F	-	В	N/A	\$ 182.47	<u>Y</u>		
09/08/2009	38	02	#	E3851 - STRUT, FRONT - LEFT - REPLACE	19180745 ABSORE		ВР	N/A	\$ 423.32	<u>Y</u>		

Repair Orc	ler Date	: 08/	17/2009	Repair Order Number :	007969	Odom	ieter Re	ading :	34514 miles			
Serviced				ROLET, CADILLAC,	Selling Sou	rce :		13 - 0	13 - CHEVROLET			
By :	PO BOX	X 50779	•	0770	Site Code :			0709	07090			
	DENTO (940) 59			0779	Business A	ssociate	e Code :	1122	112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	I Part I		Auth Code	Person Code	Line Total	Comments		
09/04/2009	37	01	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	22733524 TRANSM		В	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 (rder Date :	05/11/2009	Repair Order Number :	001967	Odometer Read	ing:	29374 miles
Serviced	JAMES W	OOD CHEVE	ROLET, CADILLAC,	Selling Sou	rce :	13 - CHEVROLET	
ļ							

By:	OLDSM				Sit	te Code :		07090				
	PO BOX DENTC (940) 59	N, TX	76206-	0779	Bu	ısiness Associate (Code:	11227	112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	İ	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 Orc	ler Date	: 05/	07/2009	Repair Order Number :	001770	Odom	meter Reading: 28878 m					
Serviced				ROLET, CADILLAC,	Selling Sou	rce :		13 -	13 - CHEVROLET			
By :	OLDSM PO BOX	X 50779	•	0770	Site Code :			0709	07090			
	DENTC (940) 59			0779	Business Associate Code :			1122	112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part		Auth Code	Person Code	Line Total	Comments		
05/22/2009	7	01	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	19180740 STRUT I		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 Ord	Order Date: 04/20/2009 Repair Order Number: 757417 Odometer I						eter Re	ading :	28641 miles			
Serviced By:	OLDSM	IOBILI	E	-	Selling Sou			_	CHEVROLET			
	PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663				Site Code :		0709	00				
	(940) 59	1-9663	3	-	Business A	ssociate	Code:	1122	77			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments		
04/28/2009	999	01	#	E3851 - STRUT, FRONT - LEFT - REPLACE	19180745 ABSORE		Е	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 Ord	ler Date	: 12	23/2008	Repair Order Number :	737560	Odome	eter Rea	ding:	ing: 21849:			
Serviced By:	JAMES OLDSM			ROLET, CADILLAC,	Selling So	ource :		13 - C	HEVROL	ET		
By .	PO BOX	ζ 50779	•	0770	Site Code:			07090	07090			
	(940) 59			0119	Business Associate Code :			11227	112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	F	art	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&I OR REPLACE	R 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	<u>Y</u>		

Repair Oro	ler Date	: 05/	01/2008	Repair Order Number :	690302	Odom	ading :	11079 miles				
Serviced By:	JAMES OLDSM			ROLET, CADILLAC,	Selling Sou	rce :	13 - 0	CHEVROLET				
By:	PO BOX DENTO	50779	•		Site Code :		0709	00				
	(940) 59				Business Associate Code:				112277			
Cycle	Cycle		ŀ		1		Auth	Person	Line			
Date	Nbr	Case	Туре	Labor Operation	Par	t	Code	Code	Total	Comments		

Repair Ord	r Order Date : 04/29/2008 Repair Order Number :				689751	Odome	ding:	11078 miles				
Serviced By:	JAMES WOOD CHEVROLET, CADILLA OLDSMOBILE PO BOX 50779			ROLET, CADILLAC,	Selling Sou	ırce :		13 - C	13 - CHEVROLET			
		ENTON, TX 76206-0779			Site Code	•		07090	07090			
		DENTON, TX 76206-0779 940) 591-9663			Business A	ssociate	Code:	11227	112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	ırt	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 Orc	ler Date	: 04/	/16/2008	Repair Order Number :	687236 Odometer Read				ding:	ing: 10670 miles			
Serviced By:	OLDSM				Selling Site Co		rce :			13 - CHEVROLET			
	DENTC	PO BOX 50779 DENTON, TX 76206-0779 (940) 591-9663					ssociate (Code:		07090 112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	1]	Part	Auth Code	Person Code	Line Total	Comments		
05/06/2008	897	01	#	C1043 - WEATHERSTF WEATHERSTRIP/CHA FRONT DOOR WINDO RUN	NNEL,	N/A	A	N/A	N/A	\$ 57.84	N		
04/25/2008	894	02	#	Z7911 - 2-WAY SHUTT COURTESY TRANSPORTATION	TLE	N/A	A	N/A	N/A	\$ 10.00	N		

Repair Orc	ler Date	: 07/	/16/2007	Repair Order Number :	631187 Odometer Read				ding:	5720 miles			
Serviced By:				ROLET, CADILLAC,	Se	elling Sou	rce :		13 - C	HEVROL	ET		
Dy .	РО ВОХ	LDSMOBILE DBOX 50779			Site Code :				07090	07090			
	(940) 59		TX 76206-0779 9663			Business Associate Code:				112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	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 Oro	der Date	: 01/	09/2007	Repair Order Number :	A27033 Odometer Reading:				0 miles			
Serviced				ROLET, CADILLAC,	Selling Sou	rce :		13 - 0	CHEVROL	ЕТ		
By :	РО ВОХ	OLDSMOBILE PO BOX 50779 DENTON, TX 76206-0779		2770	Site Code :				07090			
	(940) 59			0779	Business Associate Code:			1122	112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	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.

GM Vehicle Inquiry System Vehicle Build

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	1
VIN	1G1ZU57N57F

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

ALO - 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
FEO - 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
NRO - 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

GM Vehicle Inquiry SystemService Contract

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VIN	1G1ZU57N57F

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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9/11/2009

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LINE COMMENTS

Repair Orc	ler Date	Date: 08/31/2009 Repair Order Number:				3	Odometer Readi	ing: 35413 miles				
Serviced				ROLET, CADILLAC,	Selling S	ou	rce :	13 -	CHE	VROLET		
By :	OLDSM PO BOX	50779)		Site Cod	e :		070	90			
	DENTO	N, TX	76206-0)779	Business Associate Code:				112277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	n	Part			Auth Code	Person Code	Line Total	
09/08/2009	38	01	#	E3850 - STRUT, FRONT - RIGHT - REPLACE			9180746 - STRUT KIT		В	N/A	\$ 182.47	
Comments	PARTS 5.7.09			NT OF RIGHT FRONT STRUT. ORIGINALLY REPLACED ON RO62001770				1770				

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VIN:	1G1ZU57N57F
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LINE COMMENTS

Repair Orc	der Date	: 08/	Repair Order Number :	008843 Odometer Readi			ing: 35413 miles					
Serviced				ROLET, CADILLAC,	Selling Se	oui	rce :	13	- CHE	VROLET	ı	
By :	OLDSMOBILE PO BOX 50779				Site Code:			07090				
	DENTO	N, TX	76206-0)779	Business Associate Code :				112277			
0.1						Part						
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	n		Part		Auth Code	Person Code	Line Total	
	Nbr	Case 02	Type #	Labor Operatio E3851 - STRUT, FRON LEFT - REPLACE	T -		Part 180745 - BSORBER					

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VIN:

LINE COMMENTS

Repair Orc	ler Date	: 05/	07/2009	Repair Order Number :	001770		Odometer Read	ing	:	288	78 miles		
Serviced				ROLET, CADILLAC,	Selling So	ur	ce:	13	- CHEV	ROLET			
By :	OLDSM PO BOX	K 50779)		Site Code	:		070	090	· -			
	DENTO	N, TX	76206-0)779	Business A	As	sociate Code :	111	2277				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	n		Part		Auth Code	Person Code	Line Total		
05/22/2009	7	03	#	H0031 - PIN AND/OR F CALIPER MOUNTING FRONT - LEFT - REPL	- 1	N,	/A		N/A	Code Code To			
Comments	LEFT A	AND D	LOTTO O	D.E.					•				

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LINE COMMENTS

Repair Orc	ler Date	: 04/	/20/2009	Repair Order Number :	757417	,	Odometer Read	ing	:	28	641 miles
Serviced				ROLET, CADILLAC,	Selling Se	ou	rce :	13	- CHE	VROLET	1
By :	OLDSM PO BOX	50779	•		Site Code	e :		07	090		
	DENTO	N, TX	76206-0)779	Business	As	ssociate Code :	11	2277		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	n		Part		Auth Code	Person Code	Line Total
04/28/2009	999	01	#	E3851 - STRUT, FRON LEFT - REPLACE	Т -		0180745 - BSORBER		Е	N/A	\$ 315.74
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<u>Home</u> - <u>Back</u> - <u>Help</u>

LINE COMMENTS

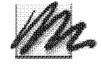
Repair Ord	ler Date	: 04/	20/2009	Repair Order Number :	757417		Odometer Read	ing	:	286	41 miles	
Serviced				ROLET, CADILLAC,	Selling So	uı	rce :	13	- CHEV	ROLET		
By :	OLDSM PO BOX	50779	•		Site Code	::		070	090	· -		
	DENTO	N, TX	76206-0)779	Business A	As	ssociate Code :	111	2277			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	n		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	
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<u>Home</u> - <u>Back</u> - <u>Help</u>

LINE COMMENTS

Repair Orc	der Date	: 12/	23/2008	Repair Order Number :	737560		Odometer Read	ing :		218	49 miles
Serviced				ROLET, CADILLAC,	Selling So	uı	rce :	13	- CHEV	ROLET	
By :	OLDSM PO BOX	50779)		Site Code	:		070	90		
	DENTO	N, TX	76206-0)779	Business A	As	ssociate Code :	112	277		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	n		Part		Auth Code	Person Code	Line Total
01/09/2009	968	03	#	Z7901 - 1-DAY COURT TRANSPORTATION	TESY	N.	/A		N/A	N/A	\$ 42.00
Comments	1G4HI	57258	U								

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:

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

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.



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

To "Susan Landgraf"
<slandgraf@attorneysforconsumers.com>@SITELCWEB
cc
bcc
Subject Re: vgm

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@attorneysforco
nsumers.com>
10/14/2009 03:05 PM

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

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

^{*}Licensed in Texas

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.



To todd.w.nelson@gm.com

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 Oldsmoblie 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, (hereinafter i	referred to as "Releasor(s)"), on behalf of
myself/ourselves and my/our assigns, heirs and exe	ecutors, 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 subsidi	iaries, their authorized independent dealers, any
designers and suppliers of vehicles, parts and comp	ponents that are distributed by them, and their
respective agents and employees (hereinafter referr	red to as "Releasees") from any and all claims, causes
of action, demands, damages, and claims for attorn	ey's fees and costs which directly or indirectly arise
from, are related to, or are in any way associated w	vith the purchase, repair, maintenance, operation,
alteration, or use of Releasor(s) 2007 Chevrolet Ma	alibu bearing Vehicle Identification Number
1G1ZU57N57F ("Subject Vehicle"), include	ding but not limited to any claims based on any alleged
defects in the subject vehicle. This Release of Clar	im shall not be construed to release any of the above
named persons or entities from any liability regards	ing claims of personal injury or products liability
arising out of the use or operation of the Subject V	ehicle after the date of execution of this release.
Notwithstanding the above, General Motors Compa	any agrees to honor the remaining term of the
manufacturer's express limited warranty and any a	pplicable 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 dis	smiss the proceeding with prejudice.
The subject vehicle's mileage is	on the date of the signing of this release.
	d(s) this release. Releasor(s) agree(s) and attree agreement between Releasor(s) and Releasees, attons, promises or inducements other than those stated
	RE SIGNING. BY SIGNING THIS RELEASE, READ IT, UNDERSTAND IT, AND AGREE TO
I/We agree to the terms of this Release of	f All Claims
DATE SIGNED:	
Claimant's Signature	Claimant's Signature
Address	Address
City, State, Zip Code	City, State, Zip Code
STATE OF	
COUNTY OF	

	rn to (or affirmed) and subscribed before me this day of,	20
У		
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR 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:

Service Request: 71-754321541

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU57N57F

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 <u>separately from all other settlement documents</u>. 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.

Sincerely,	
General Motors	
cc: FILE	
LG0044 V10012009	
Attach.	
Odometer	
Client's Signature	Client's Signature
Date	 Date

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.









GMC

General Motors Business Resource Center



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 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:

Service Request: 71-754321541
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU57N57F
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

















SHADY SHORES, TX	YEAR/MAKE 07/CHE	/ MODEL	ET/MALIBU/	MI	EAGE 6,801		INVOICE No. VCCS67191: 8ΤΡΟΙΌΡΟ 2
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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

7191

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION		OPERATION DESCRIPTION	MO/MI	TOTAL
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SELLING DEALER NO.

DARK BLUE M

VCCS687236

DELIVERY MILES 5,940

PRODUCTION DATE

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J# 2 13CVZ WARR/CUST STATES THAT DRIVERS SIDE	DEAD WINDOW MAKE	204250 - Sacrano Shin	productive and proceedings of the control of the co	WARRANTY
WARR/CUST STATES THAT DRIVERS SIDE SQUEELING NOISE WHEN GOING UP OR D CHECK SYSTEM FOUND CHANEL LOOSE & R&r & ALIGN & RESECURE CHANEL	OWN AT TIMES BINDING GLASS			
	JOB # 2	TOTAL LABOR &	PARTS	0.00
J# 3 14CVZ BRAKES MISC WARR/CUST STATES THAT BRAKES SQUEE CUSTOMER TO RESCHEDULE.	TECH(S)	-737	di dinahah di ingga paga paga paga paga Lingga paga paga paga paga paga paga paga	WARRANTY
	JOB # 3	TOTAL LABOR &	PARTS	0.00
J# 4 OLCVZVEHINSPECT MULTI-POINT VEHINSP PERFORM MULTI-POINT VEHICLE INSPEC COMPLETE	TECH(S)	*204/***********************************	ann ann an guireach ann an Aireann r>Aireann an Aireann an	0.00000
	JOB # 4	TOTAL LABOR &	PARTS	0.00
J# 5 16CVZE FREE EXTERIOR WASH COURTESY EXTERIOR WASH HAND WASH	EASTERNATION TECHCS	2508	enomeniemoje kalo vretoj, i 4. ilijektoj, e primera i kalonica i primera i 1. ilijektoj, e primera i 1. ilijektoj, in 1. ilijektoj, in 1. ilijektoj, in 1. ilijektoj, in 1. ilijektoj, in 1. ilijektoj,	1941212121 0400
	JOB # 5	TOTAL LABOR &	PARTS	0.00
U# 6121CVZRENTAL RENTAL VEHICLE JAMES WOOD RENTAL #5 CUSTOMER PUT AT 8:14AM CONTRACT #63207 42.00 15 CUST TO RETURN RENTAL 4-17-08 BY N	IN RENTAL 4-16-0	E937::::::::::::::::::::::::::::::::::::		MINTERNAL
	JOB # 6	TOTAL LABOR	PARTS	0.00
G.O.G. & SUPPLIES	/UNI		21ED	NTERNAL 0.00
MISCCODEDESCRIPTION JOB # 6 RCP RENTAL CAR POLICY EXP JOB # 6 04 NEW CAR POLICY/GOODWILL	·•••	-CONTROL NO	1	INTERNAL INTERNAL 0.00

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0.00

129427	WILL JAMESON	562 TAG No. 2189	04/16/08	VCCS687236
	LABOR RATE LICENSE NO.	MILEAGE 10,670	DARK BLUE M	^s 1772162
SHADY SHORES, TX	07/CHEVROLET/MALIBU	/4D SEDAN LT	81717708	DELIVERY MILES
	VELICE I NO U 5 7 N 5	7 · F	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	704716/08	
	COMMENTS			

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

TOTAL INVOICE \$

	# CASH () CHECK () CK# () MASTER CD/VISA ()#
	# DISCOVER () AMERICAN EXP.() FLEET SERVICE ()	#
П	# CHARGE() CONTROL# (
	# FOR YOUR CHI # PLEASE CHECK YOUR CHILD SEAT # MAY HAVE BEEN REMOVED OR LOOS	LD'S SAFETY FOR PROPER INSTALLATION. ENED FOR REPAIR PURPOSES.	IT #
	PARTS DESIGNATED WITH AN ASTERTS		

GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR SERVICE ADVISOR FOR DETAILS.

T H A N K Y O U F O R Y O U R B U S I N E S S !!!!!!!!!!
THIS VEHICLE WAS RELEASED TO:

CUSTOMER SIGNATURE



JAMES WOOD AUTOPARK, INC. 3906 I-35 SOUTH DENTON, TEXAS 76206 (940) 591-9663 METRO (972) 434-1515

129427 SHADY SHORES, TX

WILL JAMESON

JAMES WOODS SERVICE

562 2189 04/17/08

vcws687236

10,670 DARK BLUE M

172162

07/CHEVROLET/MALIBU/4D SEDAN LT

1 G 1 Z U 5 7 N 5 7 F

01/17/08

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5,940

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					JOB #	3	TOTAL	LABOR	& PA	RTS	0,.00
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APPROVED BY SIGNATURE

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10,670 DARK BLUE M

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172162

129427 WILL JAMESON 562 07/CHEVROLET/MALIBU/4D SEDAN LT SHADY SHORES, 1 G 1 Z U 5 7 N 5 7 F DCS AUDIT SLIP----DCS DATA FILE: GMGMWF.952 04/17/2008 WARRANTY NEW CLAIM 1637

DIV DEALER ODOMETER SERVICE ADVISOR # RO NUMBER RO DATE VIN 04/16/2008 1G1ZU57N57F 687236 CUSTOMER NAME: FIRST: LAST: MIDDLE: M PHONE: WORK: FC 3P LN JOB CT CC PC PART-NO. TOT-PTS LABOP LHRS OHRS NET-AMT. LAB-TOT. 02 C0143 57.84 IN-TOT: 57.84 TECH SSN: AUTH CODE: LN JOB CT CC PC 2 01 MJ C LABOP LHRS OHRS NET-AMT. LAB-TOT. Z7911 10.00 AUTH CODE: AUTH. AUTHOR.: PART-NO. TOT-PTS FC 10.00 TECH SSN:

R.O. TOTAL:

67.84



• JAMES WOOD AUTO PARK, INC.
3906 I-35 E. SOUTH • P.O. BOX 50779 • DENTON, TEXAS 76206

				. D	ENTON (9	40) 591-966	3 - METRO (972)	434-1515	တ်
RECOMMENDED OPERATION	SERVICES OPERATION DESCRI	IRTION -	MO (MILL)	OTAL -		-0050	TION DECORRES		TOTAL
02C1Z	LOF SERVICE	PTION	MO/MI T	32.68	OPERATION	ОРЕНА	TION DESCRIPTION	MQ/MI	TOTAL
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DATE	REPAIR ORDER	MILEAGE	ADVISOR 321	TECHNICIA 373		OPERATION 61 CVZ	OPERAT	ION DESCRIP	TION
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SALESPERSON NO		APESTANY	<u>-</u>	ERV	_		STATE	REG#3	
†G1ZI	ปี57N57F	°Ö7/C		MALIBU/4D	SEDAN LT	PRODUCTIO	172162	CENSE NO.	687236
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	er older i till fretti e ergin e sitte	CONTRACTOR	LAM TH		NOT ACTING ON BE	CE PURSUANT TO ST		ILL JAMES	
08.12 4	m 04716708 o	5:00pm "	VEHICLE WITH § 8 OR A CR	SUBJECT TO THE 503, Tokos Busines BOIT CARD TRANSA	REPAIR AGREEMEN s end Commerce Co CTION IS STOPPED	VT. I LINDERSTAND TH Side, IF PAYMENT FOR ' DISHONORED BECAL	U.DO1, Taxas Property Code IN, WHO IS OBLICATED TO PAY AT THE VEHICLE IS SUBJECT TO THE REPAIR OF THE MOTOR VEHICLE DE ACCOUNT OF THE MOTOR THE DE ACCOUNT OF THE ACCOUNT	REPOSSESSION : IGLE BY A CHECK, FUNDS, OR BECA	N ACCORDANCE. MONEY ORDER, USE THE MAKER
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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

RECOMMENDED SERVICES

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

SERVICE HISTOR	T							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION .	OPERATION DESCRIPTION	
01/29/08 01/17/08 09/12/07 07/16/07	671913 669934 644266 631130	6801 5940 5747 5719	321 778 956 778	373 734 133 133 945 808		61CVZ 61CVZ01 60CVZZI3I 60CVZZI6D 02CVZ00 61CVZ08	MAKE READY DEPT NC STATE INSPECTION CLEAN FOR DELIVERY CLAY&BUFF(FALL OUT) MAINTENANCE RE PDI DEALER TRADE	
SALESPERSON NO.	661 ROBERT	APESTANY	J	EPVI		E	STATE PEC# 3	-

STATE REG# 3 SERVICE STOCK NO. 144 PROBLICATION DATE 1G1ZU57N57F 07/CHEVROLET/MALIBU/4D SEDAN LT 172162 687236 SURVICE CONTRACT DELIVERY MILES H. D. ITALE plante plante 129427 5 940 100 04/16/08 01/17/08 Aby 64 DARK BLUE MET/EBO 2189 SHADY SHORES, TX defiliterap 10,670 562 WILL JAMESON ... NOTICE PURSUANT TO \$70,001, Taxas Property Code Iness and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONITY CHORS. 05:00pm OH A CREDIT CARD TRANSACTION IS STOPPED: DISHONORED RECAUSE OF INSUFFICIENT FUNDS, MO FUND LABOH HAIT.

BIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

W 14CVZ BRAKES-MISC WARR/CUST STATES THAT BRAKES SQUEEL AT TIMES

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PERFORM MULTI-POINT VEHICLE INSPECTION. 可有的 排行動 网络网络沙路 海外全域区,用海拔的海上。

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PAGE 2 OF 3

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[CONTINUED ON NEXT PAGE]

Regards and Beynodia HOLZHAOZE GARBSS1 0 (1902)

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

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SERVICE HISTORY	DTAL
SERVICE HISTORY	
DATE	
DATE	
DATE	
1729/08 671913 6801 321 373 1 61CVZ MAKE READY DEPT NC STATE INSPECTION CLEAN FOR DELIVERY 133 1 60CVZI31 CLEAN FOR DELIVERY CLEAN	
133	
09/12/07 644266 5747 956 945 02CVZ00 REPUI DEALER TRADE	
SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE TG1ZU57N57F	
TG1ZU37N37F O7/CHEVROLET/MALIBU/4D SEDAN LT 172162	
SHADY SHORES, TX: CUSTOMERNO SERVICE CONTRACT DELIVERY DATE DOLLIVERY DATE DOLLI	37236
SHADY SHORES, TX: COLOR BLUE MET/EBO CONTRACT NO. COUPHATION DATE EXPIRATION MLES TA	DATE 1/1 6/08
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PAGE 3 OF 3	7236

CUSTOMER No.	T			
186477 .	WILL JAMESON	562 74G Ng. 2190	04/16/08	TCCS687239
	LABOR RATE LICENSE No.	MILEAGE 33,343	BEXCK/	STOCK No.
DENTON, TX	YEAR / MAKE / MODEL TRUCK/T	RAILBLAZER/4 DOO	DELIVERY DATE	DELIVERY MILES
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BUSINESS PHONE	COMMENTS		TTTST TTTTTATEMENT ILL	1
J# 1 08CVZ WARR/CUST STATES THAT VEH MAKES A THE HOOD THAT GETS LOUDER ON ACCEL DIAGNOSED AND FOUND ALTERNATOR HAS REPLACED ALTERNATOR	II	WARRANTY		
PARTSQTYFP-NUMBERDESCRI JOB # 1 1 15200110 *GENER	PTIONUNI ATOR 2.275 JOB # 1 TOTA	T PRICE- WARRANTY L PARTS 0.00		
	JOB # 1 TOTAL LABOR :	R PARTS 0.00		
J# 2 01GVZVEHINSPECT MULTI-POINT VEHICLE INSPEC PERFORM MULTI-POINT VEHICLE INSPEC COMPLETE	TION.			
PARTSDESCRI	TIONUNI JOB # 2 TOTA	T PRICE- L PARTS 0.00		
	JOB # 2 TOTAL LABOR 8	PARTS 0.00		
O# 3 16CVZE EREE EXTERIOR WASH. COURTESY EXTERIOR WASH. HAND WASH ONLY. COMPLETED.	TECH(S):508;	anamatan kinamatan oco o		
PARTSQTYFP-NUMBERDESCRI	PTIONUNI JOB # 3 TOTAL	PRICE- PARTS 0.00		,
	JOB # 3 TOTAL LABOR 8	3 PARTS 0.00		
ESTIMATE				

186477	ADVISOR WILL JAMESON	562 TAI	^{3 No.} 2190	04/16/08	TCCS687239
4,411	LABOR RATE LICENSE N		^{CE} 33,343	BLACK/	STOCK No.
DENTON, TX	VEAR MAKE MODEL TRUCK	/TRAILBLAZ	ER/4 DOO	DELIVERY DATE	DELIVERY MILES
	TGN DS135	6 2		SCLUING DEALER NO.	PRODUCTION DATE
·	F. T. E. No.	P.O. No.		704 716/ 08	
TOTALS	COMMENTS	707			
# DISCOVER () AMERICAN EXP.() FLEET SERVICE # CHARGE() CONTROL# () CASHIER INIT. # FOR YOUR CHILD'S SAFETY # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INST. # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDIC GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY SERVICE ADVISOR FOR DETAILS. THANK YOU FOR SERVICE BUSINES CUSTOMER SIGNAIDRE	TOTAL TOTAL	PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX INVOICE \$	0.00 0.00 0.00 0.00 0.00		

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

RECOMMENDE							<u> </u>
OPERATION 02CTZ	LOF SERVICE	MI MO/MI	32.68	OPERATION	OPERATION	DESCRIPTION	MO/MI TOTAL
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SERVICE HISTO		MILEAGE ADVIS	OR LITECHNIA	YAN TYPE	OPERATION	COREDATION	I DECORIOTION
DATE	REPAIR ONDER	WILEAGE ADVIS	OR TECHNIC	CIAN TYPE	OPERATION	OPERATION	DESCRIPTION
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1GN	DS13S162	YEAR/MAKE/MODEL 06/CHEVROL			I PRODUCTION DATE	STOCK NO.	687239
	11			SERVICE CONTHACT		DELIVERY MILES SELLS	NG DEALER NO. R. O. DATH 04/1 6/08
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Problem Care		and had a few an			TRANS MILEAGE 33,343	ADVISOR NO. ADVIS	
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PAGE 1 OF 2	•		IER COPT		CONTINU	ED ON NEXT PA	UEI, QU'ESS.



JAMES WOOD AUTO PARK, INC.

3906 I-35 E. SOUTH - P.O. BOX 50779 - DENTON, TEXAS 76206

	V		Ċ	ENTON (940) 591-9663 - M	ETRO (972) 43	4-1515
RECOMMENDE	D SERVICES						
OPERATION 02CTZ	OPERATION DESCRI	PTION MO/MI	TOTAL 32.68	OPERATION	OPERATION I	DESCRIPTION	MO/MI TOTAL
			30.00				
	ļ						
SERVICE HISTO							
· DATE	RÉPAIR ORDER	MILEAGE ADV	ISOR TECHNIC	AN TYPE	OPERATION	OPERATION	DESCRIPTION
SALESPERSON NO		YEAR/MAKE/MODEL:	SERV	Market of Control	PHODUCTION DATE	STATE RE	G# 7
1.5NL)\$13S162		DLET TRUCK/TRA	AILBLAZER/4 DO	O i rein (1996)	DELIVERY MILES SELLIN	687239
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APPOINTMENT YES	e. Telegri sejika asalah melani Kantangan sejika asalah melan		CREDIT CARD ACCOUNT H	AS BEEN CLOSED.	D.HOLDER HAS NO ACCOU	NT OR THE ACCOUNT UPON	WHICH IT IS DRAWN ON THE
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PAGE 2 OF 2		Trad Mar Share Av	#KALLANT DAMED	en en en en en en en en en en en en en e		N DUT	
PAGE 2 OF 2	1. 1. March 1995 Commission of the World Later Commission of	CUSTO	MER COPY	bla - callaminere (a subbre	aka kalan ang managan an mga sa	general programme and the second seco	687239

5,940

129427 ALEX RUVALCABA 276 07/26/08 3374 VCWS690302 11.079 DARK BLUE M 172162 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 SHADY SHORES. TX 1 G 1 Z U 5 7 N 5 7 F 100 05/01/08 CUSTOMER STATES KEY FOB IS INOP.
CHECKED FOB WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL. 175.08 175.08 JOB # 3 TOTAL LABOR & PARTS 208.13 COMMENTS-----SENE SOP PART TO BODY SHOP R/O TOTALS 208.13 WARRANTY CLAIM DETAIL TOTALS-----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 RO DATE VIN 690302 05/01/2008 1G1ZU57N57F DIV DEALER ODOMETER SERVICE ADVISOR # 07090 3 11079 CUSTOMER NAME: FIRST: MIDDLE: M PHONE: WORK: LN JOB CT CC PC 1 03 0J 2 PART-NO. TOT-PTS LABOP LHRS OHRS NET-AMT, LAB-TOT. 22733524 R4490 208.13 TECH \$\$N: LN-TOT: AUTH CODE: R.O. TOTAL: 208.13

129427	ADVISOR ALEX RUV	ALCABA		276	TAG No. 3374	07/23/08	VCCS69030
	LÄBOR RATE	LICEN	SE No.	M	LEAGE 11,079	DARK BLUE M	sT92162
SHADY SHORES, TX	YEAR/MAKE/MI	ODEL MA	LIBU/4			<u> </u>	DELIVERY MILES
DIAD! SHOKES, 1X	VEHICLE 19 NO.					SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.			P.O. No.	T T T T T T T T T T T T T T T T T T T	⁵⁰⁵ 701/08	
	COMMENTS						,
# 1 51cvz BODY SHOP MISC PAINT SOP PART TO MATCH VEH PAINTED MOLDING	Managare and Managare of EC	H(S):546	o Lossach Mariantschunder (1989) o pringisch is Santychalles (1989) o pringisch prinkis (Islanda Marih) (nation and an and an an an an an an an an an an an an an	INTERNAL		
PART\$QTYFP-NUMBERDE	SCRIPTION	JOB #	UNIT 1 TOTAL	PRICE- PARTS	0.00		•
••••	JOB #	1 TOTAL	LABOR &	PART\$	0.00		
# 2 01CVZVEHINSPECT MULTI POINT VEH INSP PERFORM MULTI-POINT VEHICLE IN NO WORK DONE. PREFORMED ON 4/2	SPECTION.	H(S)::562,		riga garaga na ang panggang panggang Ang panggang na ang panggang panggang panggang panggang panggang panggang Ang panggang Jahannika manaka Di QO			
ARTSQTYFP-NUMBERDE	SCRIPTION	JOB #	2 TOTAL	PRICE- PARTS	0.00		
		2 TOTAL			0.00		
# 3+07CVZ ELECTRICAL-MISE CUSTOMER STATES KEY FOB IS INO CHECKED FOB WITH KEYLESS ENTRY FAILED FOB. REPLACED 1 KEY FOB AND PROGRAM	P. TESTER-NO OUTPU		i - produktionisti (1995) produktionisti (1996) produktionisti (1996)	ratikle zor (* eksterne) aurker friekelerieren aurker friekelerieren	WARRANTY		
ARTSDTYFP-NUMBER	SCRIPTION ANSMITT 10.485	J0B #	····UNIT 1 3 TOTAL 1	PRICE- PARTS	WARRANTY 0.00		•
	JOB #	3 TOTAL	LABOR & 1	PARTS	0.00		
# 4+I3CVZ TRIM-MISC INSTALL PAINTED PART. REPLACED RIGHT ROCKER PANEL.	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	H(S):179	produce de la companya de la company	o odkoralista o osob O opoje proper redišt	agagaminternal		
PARTSQTYFP-NUMBERDE		JOB #	4 TOTAL I	PARTS	0.00		
A.O.G. & SUPPLIES	JOB #	4 TOTAL	LABOR & I	PARTS	0.00		
G.O.G. & SUPPLIES	@	/UNIT	TOTAL - (INTERNAL 0.00		
COMMENTSSENE SOP PART TO BODY SHOP		****			•		

129427	ADVISOR ALEX RUVALO	'		07/23/08	VCCS690302
	LABOR RATE	LICENSE No.	MILEAGE 11,079		
SHADY SHORES, TX		ET/MALIBU/4D S	EDAN LT	81777708	DELIVERY MILES
		5 7 N 5 7 F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. N),	7057091/08	
TOTALS	COMMENTS				THE STATE OF THE S
# CASH () CHECK () CK# () MASTER CD/ # DISCOVER () AMERICAN EXP.() FLEET SERVICE # CHARGE() CONTROL# () CASHIER INITI # FOR YOUR CHILD'S SAFETY # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTA # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDIC GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY SERVICE ADVISOR FOR DETAILS. THIS VEHICLY TAKE SEGNATURE CUSTOMER SIGNATURE CUSTOMER SIGNATURE	ALS () # ALS () # LLATION. IT # PURPOSES. # ATE LIFETIME . SEE YOUR	TOTAL LABOR TOTAL PARTS TOTAL SUBLET. TOTAL GO.G TOTAL MISC CHG TOTAL MISC DISI TOTAL TAX TOTAL INVOICE	0.00 0.00 0.00 0.00 0.00		

RECOMMENDED SERVICES

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

OPERATION JZC1Z	OPERATION DESCRIPTION DESCRIPT	N MO/MI	TOTAL 32.68	OPERATION	OPERATION	DESCRIPTION	MQ/MI	TOTAL
RVICE HISTO	DRY RECOMMENDATIONS F	ROM RO# 6897		32 RH ROCKER	MOLD===189.32	===INT PRICE	<u> </u>	
DATE 04/29/08		ILEAGE ADVI	SCR TECH	NICIAN TYPE	OPERATION	OPERATI	ON DESCRIP	TION
04/29/00	009731	11078 56)* \MAV\$\$/		BEV EPZ	FRONT END	_	
			U 1202	;	13CVZ	BRAKES-MISC		
			202		13CVZ03 01CVZVEHINSPEC	EXTERIOR TR MULTI-POINT		
ESPERSON NO		STANY	SER	VICE		STATE		
1612	:U57N57F			/4D SEDAN LT	PRODUCTION DATE		CENSUNO.	69030
rgarin 46%		stouthe are	12942	7 SERVICE CONTRACT	0171770	B 5,940 10	OO DEALER NO	05/01
SHAD	Y SHORES, TX	Cro-	DARK BLU	JE MET/EBO	CONTHACT NO	EXPIRATION DATE E	KPIRATION MILES	X XXS
and the state of the season of	i Mr. Mario Mico Living of				MILEAGE ,079	ADVISOR NO. A	TLC JAMES	- אט
Section 1	A CONTRACT OF THE PARTY OF THE	fi.	AM THE PERSON C	NOT IR AGENT ACTING ON B	ICE: PURSUANT TO \$70.001. EHALF OF THE PERSON, WH NT. I UNDERSTAND THAT THE	Texas Perpeny Cone /2 o is objugated as they	FOR THE REPAIR	OF THE MOT
07.21	#m ወ5//01//08° 07:00	0pm ∵`2∵ _ö	R A CREDIT CARD T	RANSACTION IS STOPPED	ode, IP PAYMENT FOR THE RE D. DISMONORED BECAUSE OF	PAIR OF THE MOTOR VEH INSUFFICIENT FUNDS, NO	ICLE BY A CHECK. FUNDS. OR BECA	MONEY ORD USE THE MAI
NTMENT	1		REDIT CARD ACCOU	ORDER OR THE CREDIT NT HAS BEEN CLOSED.	CARD HOLDER HAS NO ACCC	OUNT OR THE ACCOUNT!	JPON WHICH IT IS	DRAWN OR
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URIGINAL	COSTOMER ESTAMATES	BUS JOHN LÄBO	R1017	<u> </u>	T	IME LABOR	ope - I m	MË CLOCK
C		Timbers (***************************************	M In \square		1	· Ar · · · · · · · · · · · · · · · · · ·	Lyan Car
Complete Com	$x(R(r), (R)) = x_0 = \sqrt{N}$	5.741 (44)	VVU	=7∏ ∏ F	<u> </u>	7	interior of ON	$\alpha_{ij}(a) = \alpha_{ij}(a) + \alpha_{ij}(a)$
COMMENTS	SENE SOP PART TO BO	DY SHOP	. Per Selli	o de la composición de la composición de la composición de la composición de la composición de la composición La composición de la	-CITHER HRS.	SIGNATURE	OFF	ME CLOCK
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129427	ADVISOR WILL JAMESO	N	562	TAG No. 2063	04/29/08	VCCS689751
1100	LABOR RATE	LICENSE No.	MİL	EAGE 11,078	BARK BLUE M	\$ T72 T62
SHADY SHORES, TX	07/CHEVROLE	T/MALIBU/			61717708	DELIVERY MILES
	VETICE IT NO U				SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.		P.O. No.		64729/08	
RECOMMENDATIONS	COMMENTS					
15880632 RH ROCKER MOLD—189.32 ——INT PRICE HAVE ORDER FROM GM KB						
HAVE ORDER FROM GM	IALS # ALLATION. IT # PURPOSES. #	TOTAL LAR TOTAL PAR TOTAL SUE TOTAL MIS TOTAL MIS TOTAL TAX	RTS BLET D.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00 0.00 0.00	Kren	talk

PARO

129427	ADVISOR WILL JAMES	ON	562	TAG No. 2063	04/29/08	VCCS6897
	LABOR RATE	LICENSE No.	М	LEAGE 11,078	DARK BLUE M	⁸ 12162
SHADY SHORES, TX	YEAR/MAKE/MODEL 07/CHEVROL	T/MALIBU/4			<u> የታገሃዊን ሃዕቴ</u>	DELIVERY MILES 5,940
SHADI SHOKES, IX	⊽flice"19 N2 U				SEILING DEALER NO.	PRODUCTION DAT
	F. T. E. No.		P.Q. No.	·	04929/08	
	COMMENTS					
- Net-		OB # 5 TOTAL	PARTS	0:00~		
	JOB # 5	TOTAL LABOR &	PARTS	0.00		
#%6%01CVZVEHINSRECT:MULTIEPOINT VEH INSR PERFORM MULTI-POINT VEHICLE COMPLETE	INSPECTION.	: 204	CZA ummovneme pro inter , da Gu ji di CAmadrida Pin O. Sida i Joseffer , Amadrid O. Sida i Joseffer , Amadrid	0.70	•	
ARTSQTYFP-NUMBER	DESCRIPTION	IOB # 6 TOTAL	PRICE- PARTS	0.00		
	JOB # 6	TOTAL LABOR &	PARTS	0.00		
# 7 16CVZE COURTESY EXTERIOR WASH. COMPLETED.		2508 fasty design a top a top at the second of the second	maren variagisar ming maretra mir 4 och dioria j 35 går storett strumtas	0.00		
ARTSQTYFP-NUMBER	DESCRIPTION	DOB # 7 TOTAL	PRICE-	0.00		
		TOTAL LABOR & 1		0.00	u.	
# 8 21CVZRENTAL RENTAL VEHICLE JAMES WOOD RENTAL #2 CUSTOME AT 8:50AM CONTRACT #63350 42	R PUT IN RENTAL 4-29-0	-937				
E E E VEHICLE IS NOT DRIVABLE ALTERNATE TRANSPORTATION PRO	VIDED PER GM COURTESY					
TRANSPORTATION. CUSTOMER SAT	ISFACTION					
ARTSQTYFP-NUMBER	DESCRIPTION	OB # 8 TOTAL I	PRICE - PARTS	0.00		
.	JOB # 8	TOTAL LABOR & I	PARTS	0.00		
#-9+02CVZARIGN4	NOT INCLUDE CORVETTES	36 OR DINALI	eft og i ur nyreftin ger Left e ser ny fange i ft Nikola drude ft i ur ik	INTERNAL		
ALIGNED FRT/REAR SUSPENSION						
ARTSQTYFP-NUMBER	DESCRIPTIONJ	OB # 9 TOTAL F	PRICE-	0.00	•	
		TOTAL LABOR & F		0.00		
ISCCODEDESCRIPTION OB # 9 O4 NEW CAR POLICY/GOOD	WILL			INTERNAL		
		TOTAL - N	11SC	0.00		

JAMES WOODS SERVICE

129427	WILL JAMES	ON	562 TA	G No. 2063	04/29/08	VCCS689751
172	LABOR RATE	LICENSE No.	MILEX	GE 11,078		sT92162
SHADY SHORES, TX	07/CHEVROL	ET/MALIBU/	4D SEDAI	N LT	61717708	DELIVERY MILES 5,940
The state of the s	⊽ETICE TINZ U	5 7 N 5 7	F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.		P.O. No.		1049°29/08	
	COMMENTS					<u> </u>
# 1 03CVZ FRONT END WARR/CUST STATES THAT VEH MAKES A WHEN TURNING VERIFIED, I-SHAFT NOISE. LUBED I-SHAFT PER GM BULLETIN AND PARTS	RETESTED, O.K.	T END		WARRANTY		·\.
JOB # 1 1 26098237 LUBE I	(11 8 800	JOB # 1 TOTAL		WARRANTY 0.00		
	JOB # 1	TOTAL LABOR &	PARTS	0.00		•
U# 2303CVZU2 FRONTEND WARR/CUST STATES THAT STEERING WHE SEE LINE 9.	TECHCS EL IS NOT STRAI	H36 GHT				
PARTSDESCR	PTION	UNIT	PRICE-			
	•	JOB # 2 TOTAL	PARTS	0.00		
J# 3 14CVZ BRAKES-MISC WARR/CUST STATES THAT BRAKES SQUE ROAD TESTED AND DID NOT DUPLICATE SOME BRAKE NOISE IS ACCEPTABLE DUE	TECHCS	5 N V		0.00		
PARTSQTYFP-NUMBERDESCRI	PTION	UNIT	PRICE-			
	•	10B # 3 10LMT	PART\$	0.00		
J#P4+13GVZ-1-14	TECHOS	TOTAL LABOR &		0.00 WARRANTY		
WHEN GOING UP AND DOWN AT TIMES WINDOW CHANEL LOOSE & BINDING GLAS R&R CHANEL & ALIGN & RESECURE TO P NOISE/TEST SYSTEM ALL OK	S REE UP GLASS & S	STOP				
PARTSQTYFP-NUMBERDESCRI	PTION	JOB # 4 TOTAL	PRICE- PARTS	0.00		
		TOTAL LABOR &		0.00	*	
# 5 13CVZ03 EXTERIOR TRIM CUST STATES THAT UNDER PASS SIDE D DAMAGED AND SCRATCHED	OOR ON THE FRAME	-204 ····				
PARTSQTYFP-NUMBERDESCRI JOB # 5 0 15880632 MOLDIN PART ON SPECIAL ORDER *** QUANTITY 1 IS SPECIAL O	G B.304	UNIT	PRICE-	INTERNAL		
						· '

129427 SHADY SHORES, TX

WILL JAMESON

562 2063 04/30/08

VCWS689751

11,078 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

04/29/08

COST	7.36 TOTAL JOB #	7.36 1 7.36 1 7.36 1 TOTAL PA	.0.30	10.3
	J08 #		RTS	10 0
JOB # 1				10.30
	LIDIAL	LABOR & PA	RTS	35.0
		in Karata da Kata Kata da Kata d	भारतिकारम् (१९) होता है । सहाव का सामाना वार्षावार स्थापन है । १९९६ होता है । स्थापन है । स्थापन है । स्थापन है । स्थापन है । १९९६ होता है । स्थापन है । स्थापन है । स्थापन है । स्थापन है । १९९६ होता है । स्थापन है । स्थापन है । स्थापन है । स्थापन है ।	82.6
JOB # 4	TOTAL	LABOR & PA	RTS	82.6
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			•	0.00 117.72
	GLASS &	GLASS & STOP JOB # 4 TOTAL	GLASS & STOP JOB # 4 TOTAL LABOR & PA R/O TAX	JOB # 4 TOTAL LABOR & PARTS R/O TAX

APPROVED BY SIGNATURE

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

RECOMMENDED SERVICES

				*				
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	
OZCTZ	LOF SERVICE	Mi	32.68					
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DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/16/08	687236	10670	562	737	W	03CVZ	FRONT END
				204 737	W W	13CVZ 14CVZ	TRIM-MISC BRAKES-MISC
	13		·	204	ĝ	01 CVZVEHINSPECT	MULTI-POINT VEH INSP
				508 937	- 1	16CVZE 21CVZRENTAL	FREE EXTERIOR WASH RENTAL VEHICLE
SALESPERSON NO	. 661 ROBERT C	APESTANY	S F	P V T			STATE REG#3

STATE REG#3 SERVICE ľG1ZU57N57F 689751 07/CHEVROLET/MALIBU/4D SEDAN LT 72162 129427 01/17/08 R. O. DATE: 04/29/08 5,940 hoo ŹÕ63 DARK BLUE MET/EBO SHADY SHORES, TX 562 11.078

05:00pm

WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING

VARR/CUST STATES THAT STEERING WHEEL IS NOT

पुरित्रम् । १८६१ हे । वास्त्राम् अस्ति । विद्यान । वास्त्राम् । विद्यान ।

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OTHER HRS

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PAGE 1 OF 4

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

RECOMMENDED SERVICES

OPERATION 02C12	OPERATION DESCRIPTION LOF SERVICE	MO/MJ MI	TOTAL 32.68	OPERATION	OPERATION	DESCRIPTION	МО/мј	TOTAL	1
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SERVICE HISTOR	DV						_	1	

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DATE	DEDUC CO.						"""
04/16/08	REPAIR ORDER 687236	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	
1	00/236	10670	562	737	W	03CVZ	OPERATION DESCRIPTION
1 ' 1				204	Ŵ	13CVZ	FRONT END TRIM-MISC
1				737 204	, M	14CVZ	BRAKES-MISC
1				508	7	OLCVZVEHINSPECT	MULTI-POINT VEH INSP
SALESPERSON NO. 6				937	` ĭ.	10002	FREE EXTERIOR WASH
TELEVICESON NO. 6	61 ROBERT C	APESTANY				INDIVIDE	RENTAL VEHICLE
TOTAL OF THE PROPERTY OF THE PARTY.			3 E	: K V T	- C - I	=	CTATE DEGUA

		KOPEKI CA	PESTANY	C	7				
1000	1612057N	7F	YEAFUMAKE/MODE	<u> </u>	A I C	E	STATE	REG#3	
A Marian Care	er en en en en en en en en en en en en en		07/CHEVR	OLET/MALIBU	/4D SEDAN LT		172162	LIĞENSE NO.	689751
(A)			the state of the s	12942	7 SERVICE CONTINAC	DELIVERY DATE 01/17/	CH LIVERY AND 175	SCLLING DEALER NO.	R. O. DATE
A STATE OF THE STA	SHADY SHOR	ES, TX	1,,	DARK BLU	JE MET/EBO	GONTRACT NO.	LXPIRATION DATE	LXPIRATION MILES	04/29/08
E Section 19				TURBO M/MC	AIR COND. R.S.	THANS MILEAGE	ADVISON NO.	ADVISOR	2063
St. Sp.			-		NO	TICE PURSUANT TO STOO		VILL JAMESO	<u> </u>
	08:50am 04/	29/08 05-0	Opposite Serionity	VEHICLE; SUBJECT, TO WITH S 0.503, Texas E	THE REPAIR AGREEME	INT I UNDERSTAND THAT	WHO IS OBLIGATED TO B THE VEHICLE IS SUBJECT	Y FOR THE REPAIR O	F THE MOTOR
APPOINTME	INTO CONTRACTOR OF THE CONTRAC	range and a second	LAUGH RATE			INT: UNDERSTAND THAT I 2009, IF PAYMENT FOR THE D. DISHONCHED BECALISE CARD HOLDER HAS NO A			
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WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW SQUEEKS

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689751

:55

CUSTOMER COPY



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

RECOMMENDE	D SERVICES
THE STATE OF	D SERVICES

	OPERATION OZCTZ	OPERATION DESCRIPTION LOF SERVICE	MO/MI MI	TOTAL 32.68	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	ļ
	·								
5	SERVICE HISTOR	3Y							ĺ

DATE				,	
04/16/08	REPAIR ORDER MILEAC	TOUR LEGI	NICIAN TYPE	OPERATION	
	007236	70 562 73 204	W	03CVZ	OPERATION DESCRIPTION FRONT END
	· 1	737	' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	13CVZ 14CVZ	TRIM-MISC
	1	204 508		01CVZVEHINSPECT	BRAKES-MISC MULTI-POINT VEH INSP
ALESPERSON NO. 6	61 ROBERT CAPESTAN	027		A. T. A. T. T. T. T. T. T. T. T. T. T. T. T. T.	FREE EXTERIOR WASH RENTAL VEHICLE
LYUNCE 40 NO	THE PART OF THE PA	SER	VICE		STATE DEST

14 . St	1G1ZU57N57F	YLAR/MAKE/MODEL	_ <u> </u>	T C E		STATE	REG#3	
	101203/N3/F	07/CHEVROLET	/MALIBULAR		PRODUCTION DATE	STOCK NO.		_
		Custo				172162	LICENSI, NO.	689751
a Maria			129427	SERVICE CONTRACT	01/17/08	DELIVERY MILES	SELLING DEALER NO	H. O. DATE
t ally s	PHADY SHORES, TX	COLOR	ARK BLUE		CONTRACT NO.	5,940	100	04/29/08
10-			ARK BLUE N	/ET/EBO	THE STATE OF THE S	EXPIRATION DATE	EXPHATION MILES	2063
8	HESIDENCE PLANE	TURBO	CVZZ	OND. P. S. TRAN	William .	ADVIBOUNO.	ADVISOR	2063
	Also is the second				11,078	562 v	MILL IAMESO	N
silling i		"LAM T	HE PERSON OR AGE	NOTICE ENT ACTING ON BEHAL	PURSUANT TO \$70,001, Tes			
	08:50am 04/29/08 05:0	Opm PRIORITY WITH 8	4.508JECT TO THE	REPAIR ACREEMENT, I	UNDERSTAND THAT THE VI	IS OBLIGATED TO PA	Y FOR THE REPAIR OF	THE MOTOR
POINTMEN	r Security	THE LUNAR	DUDIT CAUD TRAVER	The state of the s	" PATMENT FOR THE REDAI	IR OF Three Arterior	A ULL MOREUSING IN 1	ACCORBANCE:
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ggreen gall the group	130VZ02		SIGNATU	JASH WASHERD -KI BRIL	ONSIMLE OR AGENT FOR PER	SON RESPONSIBLE EL	Charles and the control of the contr	

PERFORM MULTI-POINT VEHICLE INSPECTION.

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

C * 01CVZVEHINSPECT MULTI-POINT VEH INSP

LABOR OPP TIME CLOCK 204 CTHER HRS. SIGNATURE TIME CLOCK

TIME CLOCK OTHER HRS. TIME CLOCK

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689751

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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

RECOMMENDED SERVICES

	OPERATION 02C1Z	OPERATION DESCRIPTION LOF SERVICE	MO/MI MI	TOTAL 32.68	OPERATION	OPERATION DESCRIPTION	MO/Mi	TOTAL
							j	
1	SERVICE HISTOR	RY	<u> </u>	<u> </u>	·			

DATE REPAIR ORDER MILEAGE ADVISOR 04/16/08 687236 10670 OPERATION

03CVZ
13CVZ
14CVZ
01CVZVEHINSPECT
16CVZE 562 737 204 737 204 508

SALESPERSON NO. 661 ROBERT CAPESTANY	508 937	<u> </u>	16CVZE 1CVZRENTAL	MULTI-POINT FREE EXTERIO RENTAL VEHIC	R WACH
16171157 NEZE		C E		STATER	
The state of the s	DLET/MALIBU/4D SED CUSTOMER NO. 129427	AN LT	PRODUCTION DATE	172162	ENSE NO. H. O. NO. 68975
SHADY SHORES, TX	COLOR	ng i di dina i y	01/17/08	· 5.940¶00	LING DEALER NO. R. O. DATE 04/29/0
- Park 1970 (2016) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	DARK BLUE MET			EXPIRATION DATE EXP	2063
- \$ 1000 max 1 x 15 x 15 x 1		the a	11,078	. 562 - WIL	L IAMESON
08:50am 04/29/08 05:00pm 100 10	AM THE PERSON OR AGENT AC PEHICLE SUBJECT TO THE REPARE WITH'S 0.503, Taxie Business and C OR A CREDIT CARD TRANSACTION. AD BRAWER OF THE ORDER OR TO DRAWER OF THE ORDER OR TO	AGREEMENT:	PURSUANT TO STORON, TEXA ALE OF THE PERSON, WHO IS I UNDERSTAND THAT THE VE	DBUGATED TO PAY FO	OF THE REPAIR OF THE MOTOR
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129427	TAMMY LEON	641 TAG No.	12/29/08	VCCS738288
	LABOR RATE LICENSE	lo. MILEAGE 21,95	2 BARK BLUE M	sT72T62
SHADY SHORES, TX	O7/CHEVROLET/MALI	BU/4D SEDAN LT	'61/517/08	DELIVERY SILES
SHADI SHOKES, IX	VETICE TINZ U 5 7 N	5 7 F	SEITING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. Na.	12729/08	
BUSINESS PHONE	COMMENTS	1	1/0/3	•
CASH () CHECK () CK# () MASTER CEDISCOVER () AMERICAN EXP.() FLEET SERVICE CHARGE() CONTROL# () CASHIER INIT FOR YOUR CHILD'S SAFETY PLEASE CHECK YOUR CHILD SEAT FOR PROPER INST MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR RTS DESIGNATED WITH AN ASTERISK (*) MAY INDI ARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONL RVICE ADVISOR/FOR DETAILS. RVICE ADVISOR/FOR DETAILS. HANKYOVED RYOUR BUSINE	TOTA TOTA TIALS () # TOTA TOTA TOTA TOTA TOTA TOTA TOTA TOTA	L LABOR 0.00 L PARTS 0.00 L SUBLET 0.00 L G.O.G 0.00 L MISC CHG. 0.00 L MISC DISC 0.00 L TAX 0.00	0 0 0 0 0 0	



CUSTOMER No. 129427	ADVISOR TAMMY LEON	6-	41 TAG No. 8004	12/29/08	INVOICE No. VCCS738288
1970.0		NSE No.	MILEAGE 21,9		
SHADY SHORES, TX	O7/CHEVROLET/N	IALIBU/4D S	SEDAN LT	ชีว/รัว/ชีธ	DELIVERY MILES
	VETICLE I.D. No.			SCILING DEALER NO	. PRODUCTION DATE
	F. T. E. No.	P.O.	No.	12729/08	
	COMMENTS	1		<u> </u>	
J# 1 13CVZ TRIM-MISC C/S THERE IS A RATTLE SOUND FROM THE DASH PAD ON THE PASSENGER SITHIS NOISE GOES AWAY IF YOU TURN DE COWLING VIBRATING DUE TO CROSS WINC RESEAL COWLING AND RETEST OK.	HE DEFROST VENT ON T IDE NEXT TO THE WIND FROSTER ON HIGH-ADV	NE TOP SHIELD	No. Act on a strong or a plea a construction of		•
	JOB # 1 TOTA	L LABOR & PAR	TS 0	.00	
J# 2 21CVZRENTAL RENTAL VEHICLE JAMES WOOD RENTAL #8 CUSTOMER PUT 1 AT 11:14AM CONTRACT# 76719 42.00 64	IN RENTAL 12-29-08	ologonogoupaktinin teri nim pianeta melang desty fénan in erind melan lihi melang desty fénan in erindam erindi.	TOURSE	NAL	
CUSTOMER TO RETURN RENTAL BY 12-30	BY NOON				
·	JOB # 2 TOTA	L LABOR & PAR	TS 0	.00	
J# 3 16CVZE FREE EXTERIOR WASH COURTESY EXTERIOR WASH. COMPLETED.	mice of the most supplied to the control of the con	aanigamigu mga marenwen ee u marenga (1905) - 145 Antariose Maranga (1906) - 145 Antariose Maranga (1906) - 145 Antariose	anne ar a rais canenensa.	ii qo	
	JOB # 3 TOTA				
J#.4+75CVZ	TECHCS), 673	विकास क्षेत्र स्थापना विकास क्षेत्र स्थापना विकास क्षेत्र स्थापना विकास क्षेत्र स्थापना विकास क्षेत्र स्थापना व विकास क्षेत्र स्थापना विकास क्षेत्र स्थापना विकास क्षेत्र स्थापना विकास क्षेत्र स्थापना विकास क्षेत्र स्थापना	i si isang manganan i sa isang	200	
	J08 # 4 T0TA	L LABOR & PAR	TS 0	.00	
G.O.G. & SUPPLIES JOB # 2 1.0 RENTAL CAR @			INTER 0	NAL .00	
MISCCODEDESCRIPTION	CON	TROL NO TOTAL - MIS	INTER		
COMMENTS SEE HISTORY-HERE LAST WEEK FOR THIS			····		

- JAMES

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

RECOMMENDED SERVICES OPERATION OPERATION DESCRIPTION MO/MI TOTAL OPERATION OPERATION DESCRIPTION MO/MI TOTAL 32.68

							•		
SERVICE HISTOR	RY			•		•			
DATE 12/23/08	REPAIR ORDER	MILEAGE 2	ADVISOR T	ECHNICIAN 217	TYPE	OPERATION 1 BCVZ	OPERAT TRIM-MISC	ION DESCRIPT	ION
-, -=, -=		1,013		217 937	Ψ	13CVŽI 1 21CVŽRENTAL	TRIM WORK	CLE	
			1	36 641	w	03CVZ 02CVZ00	FRONT END		
				937	_ c	16CVZE	FREE EXTERIO	OR WASH	
SALESPERSON NO.		APESTANY	SE	RVI	CE	PRODUCTION DATE	STATE F	REG#3	IR O NO.
1 G1Z U	Ĵ57N57F	07/CHEV	ROLET/MAL			Market Milk the reserve	1.721.62	$(a,b) \leftarrow (a,b) \cdot a_1 \cdot a_2 \cdot a_3 \cdot a_4 \cdot a_5 \cdot a_4 \cdot a_5 \cdot $	738288
121		1.2	Customer No 129		CE CONTRACT	01/17/08	5,940 p	ELLING DEALEH NO. DO	12/29/08
SHADY	SHORES, TX		°°DARK	BLUE ME	T/EBO	CONTHACTINO. FOR THE PER TER	EXPIRATION DATE: E	XPIRATION MILES	8004
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PAGE 1 OF 2	Salam Comment of the	CUS	TOMER CO)PY	and be an electrical	. Natara Salah Baran Baran Baran Baran B	D ON NEXT F	AGE	738288

PAGE 2 OF 2

JAMES

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** TOTAL OPERATION MO/MI 02CTZ М 32.68 SERVICE HISTORY DATE MILEAGE ADVISOR TECHNICIAN TYPE **OPERATION OPERATION DESCRIPTION** 12/23/08 21849 217 217 937 TRIM-MISC 13CVZ 13CVZ11 21CVZRENTAL W TRIM WORK RENTAL VEHICLE FRONT END 36 W 03CVZ ÖŽČVŽOO MAINTENANCE FREE EXTERIOR WASH 16CVŽE SALESPERSON NO. 661 ROBERT CAPESTANY R STATE REG# 3 S 07/CHEVROLET/MALIBU/4D SEDAN LT 1G1ZU57N57F 738288 172162 01/17/08 12/29/08 129427 CONTHACT NO. EXPIRATION DATE 8004 DARK BLUE MET/EBO SHADY SHORES, TX Book Whose 21,952 The community of the second or mean thereto makes they be 641 TAMMY LEON: NOTICE PURSUANT TO \$70.001, Texter Property Code 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 WINICLE IS SUBJECT TO REPOSEESION IN ACCORDANCE WITH § 0.503, Taxas Business and Common Code; If PAYMENT FOR THE HEIMR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR RECAUSE THE MAKEN 111:53am 12/29/08 07:00pm OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE APPOINTMENT JOB C# 160VZE TECH # COURTESY EXTERIOR WASH. OTHER HAS 13 mily may garage TECH# LABOR OPP SIGNATURE ON THE HALL BE S. San TIME CLOCK IGNATURE OTHER HRS Frank (Ag Mary Mary State State

CUSTOMER COPY

LN JOB CT CC PC

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OF ALIGNMENT.

5,940

129427 LUCAS RICHMOND 808 2214 04/22/09 VCWS757417 28.641 DARK BLUE M 172162 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 SHADY SHORES, TX 1 G 1 Z U 5 7 N 5 7 F 100 04/20/09 DCS AUDIT SLIP----DCS DATA FILE: GMGMWF.459 04/22/2009 WARRANTY NEW CLAIM 1838 RO NUMBER RO DATE VIN 757417 04/20/2009 1G1ZU57N57F DIV DEALER ODOMETER SERVICE ADVISOR # 07090 28641 CUSTOMER NAME: FIRST: MIDDLE: M LAST: PHONE: WORK: LN JOB CT CC PC 1 01 NO 1 LN-TOT: 315.74 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP 1 01 NO 1 19180745 108.07 1J E3851 LN-TOT: 315.74 TECH SSN: AUTH CODE COMMENTS: OLH TO USE CHASSIS EAR TO ISOLATE NOISE LHRS OHRS NET-AMT, LAB-TOT. AUTH CODE: E .6 207.67 AUTH. AUTHOR.: 0090 LN JOB CT CC PC 2 05 M.1 LABOP LHRS OHRS NET-AMT, LAB-TOT. Z7911 15.00 PART-NO. TOT-PTS 2 05 LN-TOT: 15.00 TECH SSN: AUTH CODE:

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PART-NO. TOT-PTS

LN-TOT: 25.96 TECH SSN: AUTH CODE: AUTH. AUTH COMMENTS: CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE

AUTH. AUTHOR .:

AUTH. AUTHOR .:

OHRS NET-AMT, LAB-TOT.

25.96

TRUNK QUT

356.70

ALIGNED TR

129427
SHADY SHORES, TX

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

04/20/09

LABOR & PARTS		
J# 1 03CVZ FRONT END HOURS: 2.40 TECH(S):36 CUST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS	o contribution the contribution the contribution of the contributi	
VERIFIED INSTLLED CHASSIS EARS TO ISOLATE AND TRACED TO LEFT FRONT STRTU)	
REPLACED LE STRUT AND ALIGNED AND RETESTED DRAY	E/COST U/DDICE	
PARTSQTYFP-NUMBER	77.19 108.07	108.07
JOB #	1 TOTAL PARTS	108.07
	LABOR & PARTS	315.74
J# 2 13CVZ TRIM-MISC HOURS: TECH(S):801: CUST STS INSIDE OF TRUNK WAS WET AFTER RAINING	penn penglada tahuh dibidi keruli susulai sakera keruli sakera keruli sakera keruli sakera keruli sakera kerul Pennangan penglada keruli keruli sakera keruli sakera keruli sakera keruli sakera keruli sakera keruli sakera Pennangan penglada keruli sakera keruli sakera keruli sakera keruli sakera keruli sakera keruli sakera keruli	0.00
WATER 1631 FOR I HOUR, NO LEAK INTO TRUNK WAS FOUND.	LABOR & PARTS	0.00
J# 5 21CVZRENTAL RENTAL VEHICLE HOURS: 0:00 TECH(S):937	rinen ankan paka gapirah ring dalam hali kanasa daga pama 	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	_ LABOR & PARTS	0.00
		0.00
J# 6 13CVZ03 EXTERIOR TRIM HOURS: 0 30 TECH(S) 801 CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE TRUNK OUT OF ALIGNMENT. ALIGNED TRUNK.	skier in hit in freigieri jaardaman daktalabatii (1910) in ta 2. nd - n tan maran minima manalabatii marand keessa da a	::::::::::::::::::::::::::::::::::::::
JOB # 6 TOTAL	LABOR & PARTS	25.96
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and addition of the second	TOTAL - MISC	15.00
	R/O TAX R/O TOTALS	0.00 356.70
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CLAIM# TOTAL 356.70		
CLAIM TOTALS 356.70		
ODATE TOTALS 930.70		

APPROVED BY SIGNATURE

129427 SHADY SHORES, TX

LUCAS RICHMOND 808 2214 04/22/09 VCIS757417 28,641 DARK BLUE M 172162 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08

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5,940

04/20/09

LABOR & PARTS	P HOURS: INSPECT	0.00 T	ECH(S):: 801	· 0.00
		JOB	# 3	TOTAL LABOR & PARTS	0.00
7#4416CVZE FREE EXTERIOR WASH. COURTESY EXTERIOR WASH. COMPLETED.	HOURS		ECHCS	1. 937. Salah dari dari dari dari dari dari dari dari	0.00
		JOB	# 4	TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES			/UN	 IT	35.00
	_	******		TOTAL - GOG	35.00
MISCCODEDESCRIPTION JOB # 5 RCP RENTAL CAR POLICY JOB # 5 BSHUT COURTESY SHUTTLE	EXP			CONTROL NO	-35.00
JOB # 5 BSHUT COURTESY SHUTTLE				TOTAL - MISC	WARRANTY -35.00
TOTALS					
CONTROL# ACCOUNT NUMBER AMOUN 172162	т			TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC.CHG. TOTAL MISC.DISC TOTAL TAX	0.00 0.00 0.00 35.00 0.00 -35.00
				TOTAL INVOICE \$	0.00

APPROVED BY SIGNATURE

129427	ADVISOR LUCAS RICHMOND	.808 TAG No. 2214	04/21/09	VCCS757417
	LABOR'RATE LICENSE No.	MILEAGE 28,641	BARK BLUE M	
SHADY SHORES, TX	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4	D SEDAN LT	ชา ⁄፻ጛ⁄⁄ชัธ	DELIVERY MILES
	VETCE 1 2 U 5 7 N 5 7	F	STING DEALER NO.	PRODUCTION DATE:
,	F. T. E. No.	P.O. No.	504920/09	
P	COMMENTS			
ALIGNED TRUNK.				
PARTSDESCRI	JOB # 6 TOTAL	PARTS 0.00		
	JOB # 6 TOTAL LABOR &	PARTS 0.00		
1 4.0.4. di 2011 CIC3	/UNIT	WARRANTY		
	TOTAL -	GOG 0.00		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)	*			
# CASH () CHECK () CK# () MASTER CDA	VISA)()# TOTAL LABO			
# DISCOVER () AMERICAN EXP.() FLEET SERVICE	# TOTAL PAR TOTAL SUBI TOTAL G.O	£T 0.00		
# CHARGE() CONTROL# () CASHIER INITI	ALS TOTAL MISO	CHG. D.00		
# FOR YOUR CHILD'S SAFETY # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTA	LLATION, IT # TOTAL TAX	0.00		
# MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR		OICE \$ (0.00)	·
PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDIC GUARANTEE MAPPAIES TO CUSTOMER PAY REPAIRS ONLY	ATE LIFETIME . SEE YOUR			
PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDIC GUARANTEE APPLIES TO CUSTOMER PAY REPAIRS ONLY SERVICE ADVISOR FOR DETAILS. THANKIYOUTE O'R YOUR BUSINES THIS VEHICLE WAS RELEASED TO:	s iiiiiiiii			
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CUSTOMER SIGNATURE	The second	2440		·
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129427	LUCAS RIC	HMOND		808	B 2214	04/21/09	VCCS75741
, we have	LABOR RATE	LIČE	NSÉ No.		MILEAGE 28,64	L BARK BLUE M	s 17216 2
SHADY SHORES, TX	TEAB/MAKE/MO	DEL DLET/M	ALIRU/	4D SI	DAN IT	01717708	DELIVERY MILES
SHADT SHUKES, IX	VETICE 12 No.	11 5 7	N 5 7	· E	_BAN 41	SCUING BEALER NO.	PROPERTION DATE
	F. T. E. No.	U J /	7 6 81	P.O. N	0		
	COMMENTS				***************************************	1947/20/09	
ABOR & PARTS							
#1-03CVZ FRONT END CUST STS VEH MAKES A LOUD CREEKIN HITTING BUMPS VERIFIED INSTLLED CHASSIS EARS TO LEFT FRONT STRTU REPLACED LF STRUT AND ALIGNED AND ARTS	ISOLATE AND T RETESTED OKAY	RACED TO	ŀ				
np #. 1 13180145 ★₩?	KBER 7.345	JOB #	1 TOTA	. PART	WARRANT 0.00		
		1 TOTAL					
# 213GVZ CUST STS INSIDE OF TRUNK WAS WET WATER TEST FOR 1 HOUR. NO LEAK IN	AFTER RAINING		ini Amini primpiyoyoyo ani (10-) (15-) (10-)	mmarterment ortotel	WARRANT	,	
ARTSQTYFP-NUMBERDESCR	IPTION	JOB #	UNI ⁻ 2 TOTAI	PRICE PARTS	5 0.00)	
		2 TOTAL					
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# 5-21GVZRENTAL RENTAL VEHICLE 1G6DF577690144748 J W RENTAL #C20 AT 9:14AM CONTRACT #73726 45.00 2	CUST PUT IN 4	(S) :937 -20-09	and the second of the second o	. ja	∰ / I_IIWARRANTY		•
CUSTOMER TO RETURN RENTAL BY 4-21	BY 7PM				•		
ARTSDESCR	IPTION	JOR #	UNIT	PRICE	0.00		
	.10R #	5 TOTAL					
6 13CVZ03 EXTERIOR TRIM CUST STS PASS \$10E OF TRUNK SITS	TECH	(\$):801					



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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MQ/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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SERVICE HISTORY

1	DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION	
	12/29/08	738288	21952	641	217	٠.	13CVZ	TRIM-MISC	٦
	•				937 937	l ˈc l	21CVZRENTAL 16CVZE	RENTAL VEHICLE FREE EXTERIOR WASH	
	12/23/08	727566	31040	C41	673	Ē,	75CVZ	QUALITY CONTROL	
	12/25/06	737560	21849	641	217 217	W	13CVZ 13CVZ11	TRIM-MISC TRIM WORK	
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ずぼfZび57N57F 07/CHEVROLET/MALIBU/4D SEDAN LT 757417 172162 5,940 100 01/17/08 04/20/09 CONTRACT NO. EXPIRATION DATE ÖDARK BLUE MET/EBO SHADY SHORES, TX 28,641 808 UCAS RICHMOND 05:00pm Ü∷ No SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPO

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PACE 1 OF 3

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JAMES WOOD AUTO PARK, INC.

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LESPERSON NO. 661 ROBERT CAPESTANY SERVICE TGTZO57N57F TGTZO5NC	,
TGTZÜS7N57F O7/CHEVROLET/MALIBU/4D SEDAN LT	
SHADY-SHORES, TX CONTROLLED MAN SHADY-SHORES SCHOOL St.	7574
SHADY SHORES, TX TURBO MVCZZ AFFOCKS R. TUNN MILES S. AVERAGE NO. DATE DEPTH DEPTH DEPTH DEPTH DESCRIPTION DEPTH DEPT	
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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

RECOMMENDED SERVICES

SALESPERSON NO. 661

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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SERVICE HISTORY OPERATION DESCRIPTION
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RENTAL VEHICLE
FREE EXTERIOR WASH DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION 7382XX 217 937 21 CVZRENTAL 2008 937 16CVZE 673 217 217 75CVZ 13CVZ QUALITY CONTROL 12/23/08 737560 21849 641 TRIM-MISC W TRIM WORK 13CVZ11

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RODUCTION DATE STOCK NO. UČLNSL NO. **TGTZU57N57F** 07/CHEVROLET/MALIBU/4D SEDAN LT 757417 172162 CUSTOMER NO. 1.29427 5,940 100 01/17/08 04/20/09 DARK BLUE MET/EBO 22°14 SHADY SHORES, TX 28.641 no by mary for 808 UCAS RICHMOND NOTICE PURSUANT TO \$70,001, To I AM THE PERSON OR AGENT ACTING ON REHALF OF THE PERSON, WHO IS COLIGARED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE RETAIN ACREMENT, I UNDERSTAND THAI THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 8 95.603. THEM BEIGHT FOR 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 MAKEN 04720709° 05:00pm APPOINTMENT

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PAGE 3 OF 3

CUSTOMER-COPY

Shifter said

129427	TAMMY LEON	641 TAG No. 8734	12/24/08	VCCS73756
- LOAD PARTY	LABOR RATE LICENSE NO	MILEAGE 21,849	DARK BLUE M	^S 172162
	YEAR MAKE / MODEL 07/CHEVROLET/MALIE	SU/4D SEDAN LT	81717708	DELIVERY MILES
SHADY SHORES, TX	VEHICLE LD. No. U 5 7 N	W198	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	¹ 12923/08	
	COMMENTS			I .
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			JAMES WOOD 3906 I-35 SOUTH D 7940) 591-9663 N	AUTOPARK, INC. DENTON, TEXAS 76

JAMES WOODS SERVICE



129427	TAMMY	LEON		641	1G No. 8734	12/24/08	VCCS737560
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FOR YOUR CHILD'S SAFETY PLEASE CHECK YOUR CHILD SEAT FOR PROPER IN MAY HAVE BEEN REMOVED OR LOOSENED FOR REPA	STALLATION. 1	т# т	TOTAL TAX.	• • • • •	0.00	de f	
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129427 TAMMY LEON 641 12/31/08 8734 vcws737560 21.849 DARK BLUE M 172162 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 5.940 SHADY SHORES, TX 1 G 1 Z U 5 7 N 5 7 F 100 12/23/08 LABOR & PARTS-----TRIM-MISC HOURS TECH(S):217

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 #2.13CVZIII TRIM WORK HOURS 10.90 TECH(S):217 74.37

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. JOB # 2 TOTAL LABOR & PARTS J# 4 03CVZ

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. 66.10 G.O.G. & SUPPLIES----JOB # 3 1.0 RENTAL CAR 1.0 RENTAL CAR 42,000 /UNIT 42.00 TOTAL - GOG 42.00 R/O TAX R/O TOTALS 0.00 182.47 WARRANTY CLAIM DETAIL TOTALS-----CLAIM#..... 182.47 CLAIM TOTALS 182.47

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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 SHADY SHORES, TX 1 G 1 Z U 5 7 N 5 7 F 100 12/23/08 DCS AUDIT SLIP----DCS DATA FILE: GMGMWF.462 12/31/2008 WARRANTY NEW CLAIM RO NUMBER RO DATE VIN 737560 12/23/2008 1G1ZU57N57F DIV DEALER ODOMETER SERVICE ADVISOR # 07090 21849 CUSTOMER NAME: FIRST: MIDDLE: M PHONE: WORK: LAST: LN JOB CT CC PC 1 02 NO FÇ PART-NO. TOT-PTS LABOP OHRS NET-AMT. LAB-TOT. LN-TOT: 74.37 TECH SSN: AUTH. AUTHOR .: AUTH CODE: LN JOB CT CC PC 2 04 NV FC LABOP 01R01 H0042 PART-NO. TOT-PTS LHRS OHRS NET-AMT. LAB-TOT. IN-TOT: 66.10TECH SSN: AUTH CODE: AUTH. AUTHOR .: LN JOB CT CC PC LABOP LHRS OHRS NET-AMT. LAB-TOT. Z7901 42.00 AUTH CODE: AUTH. AUTHOR.: PART-NO. TOT-PTS FÇ

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JAMES WOOD AUTOPARK, INC. 3906 I-35 SOUTH DENTON, TEXAS 78206 (940) 591-9863 METRO (972) 434-1515

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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

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SERVICE HISTORY

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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

RECOMMENDED SERVICES

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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

RECOMMENDED SERVICES

ずG12057N57F

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

DATE	REPAIR ORDER	MILEAGE		TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
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				562 179	W	01CVZVEHINSPECT	MULTI-POINT VEH INSP
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YEARMANDMEL PRODUCTION DATE

07/CHEVROLET/MALIBU/4D SEDAN LT

SALESPERSON NO. 661 ROBERT CAPESTANY STATE REG#3

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Business Resource Center

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

Fax: (866) 255-3730

Fax

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

Dear Mr. White,

RE: Client:

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.

VIN: 1G1ZU57N57F

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/

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



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		
Faxe	(940) 349-9605	Pages:	1 (including cover sheet)		
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(FAX)9403499657

P. 002/002

7/16/07

631187/1

7/19/07 Reprint

5720

5720

WILL JAMESON

1G1ZU57N57F

1/17/08

SHADY SHORES, TX

2007 CHEVROLET

MALIBU

4D SEDAN LT

DARK BLUE

172162

#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 SHAFT 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

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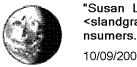
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"Susan Landgraf"
<slandgraf@attorneysforco
nsumers.com>
10/09/2009 04:00 PM

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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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.

VIA FAX ONLY

September 30, 2009

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

RE:

Service Request: 71-754321541

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU57N57F

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.















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	Client's Signature
Date	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

WMLaw Attorneys For Consumers. com

5025 North Central #602, Phoenix, AZ 85012

PAGE1

Lien noider information Request Form

Customer Name:
Social Security No:
VIN: GIZUSTN57F YR/MAKE 07 Cheumalia
Lending Institution Information: Account #:
Payoff: \$
LATE CHARGES PAID: \$ LATE CHARGES DUE: \$ Down payment: No. Payments Made: at \$ /month Total payments made : \$ as of Total Interest Paid to Date: \$ as of 200_ \$ 200_ \$ 200_ \$
CURRENT MILEAGE OF VEHICLE: 36483 DATE MILEAGE READ: 9/21/2009 I, Jerry Sum 18, hereby authorize
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 day of
REV Merch 18, 2003

RELEASE OF LIEN INFORMATION	
(Client's Social Security Number)	
hereby authorize GMAC	
(Lien holder Name)	
Port 78234 Phoenix 1285062 800 200 400 (Lien holder Address) (Lien holder Phone Number)	<u>3 </u>
(Lien holder Address) (Lien holder Phone Number)	
to release any and all information regarding my loan account #	
(Account Number)	
with GNAC	
with(Lien holder Name)	
not limited to a complete payment history of my account, a loan payoff amount, and per disinformation. Date 9/21/09	o rn
VEHICLE INFORMATION	
The current vehicle mileage is 3483 Date mileage read: \(\frac{701/09}{}{}	_ -
Signature	
LG0006-T Rev 10/27/2004	



REGISTRATION RECEIPT - DEALER

COUNTY: DENTON PLATE NO:

DOCUMENT NO:

PLATE TYPE: PASSENGER PLT

ORGANIZATION:

PREVIOUS PLATE NO:

DEALER NAME AND ADDRESS

DENTÓN, TX

DATE: 01/21/2008

TIME: 03:35PM EXPIRATION DATE: 12/2008 USER ID: JK00001 TRANSACTION ID: 5365

STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G1ZU57N57F

09-19-2009 22:31

OR

PLATE STICKER / CALCOMANÍA DE PLAÇA Pa No. 5.758.175

PAGE5

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OWNER (NAME AND MAILING ADDRESS) 14 LIGNHOLDER (NAME AND MAILING ADDRESS)	13. REG. CLASS 16. CARRYING C 19. YEAR 23. VEHICLE IDE 24. ODCMETER 27. \$90.00 NEW F \$8.00 VENT \$8.00 VENT \$8.00 REBUI \$4.00 AGE 29. TRADE-IN	20. MAKE NTIFICATION 25. BRAN	21. M MUMBER ND 28. B	SE 15. SEWEIGHT WOOEL (VIN) DRAENDEREC EVISSIONS EMBRONS	18. DIESEL FEI 28. BODY STYLE PITLE NUMBER
OWNER (NAME AND MAILING ADDRESS) 1.4 LIGNHOLDER (NAME AND MAILING ADDRESS)	23. VEHICLE IDE 24. ODOMETER 27. \$90,00 NEW \$8.00 EVEN T \$10.00 GFT \$68.00 REQUER \$41.00 GFT \$40.00 GFT \$4	20. MAKE NTIFICATION 25. BRAI	21. M MUMBER ND 28. B	WEIGHT WODEL (VIN) URAENDEREC EVISSIONS EMBRONE	22. BODY STYLE
14 LIGNHOLDER (NAME AND MAYUNG ADDRESS)	23. VEHICLE IDE 24. ODOMETER 27. \$90,00 NEW \$6.00 EVEN T \$10.00 GFT \$68.00 RESUL BALVAGE	NTIFICATION 25. BEAU	NUMBER	(VIN) URAENDEREC EMISSIONS EMISSIONS	TITLE NUMBER
14 LIGNHOLDER (NAME AND MAYLING ADDRESS)	27. \$90,00 NEW; \$8.00 EVEN T B10,00 GFT B88,00 REBUI B81,VAGE	25. BRAY	ND 28 B	URAENDEREC	
1 A LIGNHOLDER (NAME AND MAYLING ADDRESS)	27. Sec. 00 News \$8.00 EVEN T \$10.00 GFT \$85.00 REBUI BALVAGE	TERIOENT	2.5% PEE, D 1% E	EVISSIONS EMBRICHE	
	\$8.00 EVEN T	REBIDENT TRASE		MESICMS	28. SALES PRI
TE OF UEN	29. TRADE-IN			MPT	
TE OF LIEN		30. REB.	ATE	81. TAXABLI	E VALUE
··	32. SALES TAX	38. PEN/	ALTY	34. FOTAL R	LEG. TRANS, FEE
2nd LIENHOLDER (NAME AND MAILING ADDRESS)	36. TAX & PENAL	TY PAID	<u> </u>	36. TITLE AP	PL. FEE
TE OF LIEN	37. MISCELLANEC	DUG FEES		36. REG FEE	- DPS
3rd LIENHOLDER (NAME AND MAILING ADDRESS)	39. RESIDENT CO	UNTY		40. LOCAL FI	 E66
TE OF LIEN	41. DEPUTY			42. TOTAL FE	<u> </u>
SELLER (NAME OF PREVIOUS OWNER AND MAILING ADDRESS)	43. TAX ASSESSO	 			ROCESSING CO

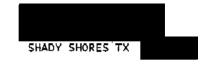
. . PAGE 6

GMAC

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

visit us at www.gmacfs.com



MarkKanldlkalalakkaldlkaklaadhaldkal

MAKE/MODEL: 07 CHEV MALIBU

VIN: 1G1ZU57N57F

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH:

09/09/09

ACCOUNT SUMMARY

NEXT PAYMEN	
Due Date Amount Due	10/01/09 424.40
TOTAL	424.40

		DUE PA	
Due D	ate		Amount
TOTA			

OTHER UNPAID	AMOUNTS
Late Charge Insurance Premium Miscellaneous	
TOTAL	

TOTAL.	PAYMENTS AND
OTHER	UNPAID AMOUNTS:

424.40

PAYMENTS APPLIED AS FOLLOWS

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

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

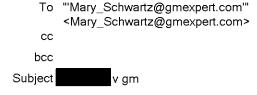
ACCOUNT NUMBER:

GMAC

NEXT PAYMENT DUE:	424.40
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL DUE NOW:	424.40
AMOUNT PAID-INSURANCE PREMIUM:	
TOTAL AMOUNT PAID:	<u> </u>

VIZIGEBU (II)





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

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.



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 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

General Motors Business Resource Center

FAX

o: 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

<u>Gw</u>

General Motors Corporation Business Resource Comer PO Box 33176 Detroit, MI 48232-5176

Fax Server

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: 1G1ZU57N57F

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



















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

LUKE RICHMOND/2032 Work Phone 1G1ZU57N57F SHADY SHORES, TX Home Phone Delivery Date 1/17/08 Year Make Body License Number Color 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

1/2162	· · · · · · · · · · · · · · · · · · ·
DESCRIPTION OF SERVICE AND PARTS #1 - 51CVZ: BODY SHOP REPAIR OR REPLACE	AMOUNT
SEND TO BODY SHOP TO REPAIR FRONT BUMPER AREAS THA T ARE MARKEDAPPROVED 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 4-27-0 9 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 meterial 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 stipments 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 expross 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 displaints all warranties either express or implied, including any implied warranty of merchantability or tithess for a particular purpose, and the seller neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products. Any limitation contained hereby does not apply where ambilitied by law.

	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
'	SUBLET	.00
٠	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
ud.	SALES TAX OR TAX I.D.	.00
'	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00
- 1		

DROERS

		<u> </u>		D/0 0 D	The second	
		grant Cont.	Home Phona	R/O Open Date 4/27/09	_	Number 01213
			Work Phone	Time Received		Promised
SHADY	SHORES, TX		VVOIR I NOME	16:12		17:00
			Key Tag #	Current Mileage		eage Out
		. ⁻⁴	2032	28801		
Year	Make	Model	Body	Engine Code	Serv	ice Advisor
2007	CHEVROLET	MALIBU	4D SEDAN LT		LUKI	E RICHMO
	hicle Identification Number	Color	License Number	Delivery Date	In-Si	ervice Date
	U57N57F	DARK BLUE	<u> </u>	1/17/08		
	162	DD3.TD				
#± - 5	ICVZ: BODY SHOP R END TO BODY SHOP	TO BEDAIR EDONE	; Dimedia adead dii	E200 100	"	C
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وسي المعاللين	TAUM -	7 101075	ere Opriminal Ma±i	moto- 00 0	00 10	50 00
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co#4	ሌ Ro#Date	MilesService	Writer	TACh	Time.	TO+ ⇒ 7
JRI	757417 4/20/09	28641 LUKE RI	CHMOND	16011	- I TIME	356.70
		END OWNER HAS PR		END 36	.40	220170
	W 13CVZ: CUSTOM	ER REQUEST DIAGN	OSIS TRIM CONCER	N 801	.40	
	I OLCVZVEHIN: M	ULTI-POINT VEH I	NSP PERFORM MULT	T-POI801	.40	
		EXTERIOR WASH CO			.40	
		ENTAL VEHICLE CO	OURTESY TRANSPORT		.40	
TD:	W 13CVZ03: EXTE			801	.40	
JR1	738288 12/29/08		EON			.00
	T 21 CVZ: CUSTON	ER REQUEST DIAGN ENTAL VEHICLE CO	OSIS TRIM CONCER	N 217	1.20	
		EXTERIOR WASH CO			1.20	
	C 75CVZ: QUALIT		OKIESI EXIEKTOR	673	1.20 1.20	
JR1	737560 12/23/08	-	EON	075	1.20	182.47
		ER REQUEST DIAGN		N 217	1.00	102.7
	W 13CVZ11: TRIM	I WORK		217	1.00	
0	I 21CVZRENTA: R	ENTAL VEHICLE CO	URTESY TRANSPORT	TATION937	1.00	
	W 03CVZ: FRONT	END OWNER HAS PR	OBLEM WITH FRONT	END 36 .	1.00	
	C 02CVZ00: MAIN		•	641	1.00	
JR1		EXTERIOR WASH CO		WASH.937	1.00	***
OKI	690302 5/01/08	11079 ALEX RU HOP METAL REPAIR		- 4-5	1 00	208.13
		ULTI-POINT VEH I		546	1.20	
	W 07CVZ: CUSTOM	ER REQUEST DIAGN	.MOE ΕΜΚΕΟΚΟΝ ΜΟΙΙΊ ΙΟΣΙΣ ΈϊΕΡΟΠΟΙΟΝΙ.	CONCELTO	$\frac{1.20}{1.20}$	
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JR1	689751 4/29/08	11078 WILL JA			1.4.V	117.72
	W 03CVZ: FRONT	END OWNER HAS PR	OBLEM WITH FRONT	END 36	1.00	TT / . / Z
	C 03CVZ02: FROM	T END		36	1.00	
	C 14CVZ: CUSTOM	ER REQUEST DIAGN	IOSIS BRAKING CON	ICERN 36	1.00	
	W 13CVZ: CUSTOM	ER REQUEST DIAGN	OSIS TRIM CONCER	N 204	1.00	0
	I 13CVZ03: EXTE	RIOR TRIM		204	1.00	
	C UICVZVEHIN: M	ULTI-POINT VEH I	NSP PERFORM MULT	I-POI204	1.00	
	T 21CVZE: FREE	EXTERIOR WASH CO	URTESY EXTERIOR	WASH.508	1.00	
	T OCCUPATION: N	ENTAL VEHICLE CO	UKTESY TRANSPORT	ATION937	1.00	
JRI	687236 4/16/08	LIGN FRT END ALI	GN FRONT END, AI	DD 90.36	1.00	
~		10670 WILL JA	MESON			67.84
	W 13CVZ: CTISTOM	END OWNER HAS PR ER REQUEST DIAGN	OCTO WEITH FRONT	END 737	.30	
***	MORE HISTORY AVA	TLABLE ***	OSTS TRIM CONCER	CIN	- 00	
				1		

WARRANTY REPA	IR ORDER	Work Phone	10 TELL 10			r
	in Onder			4/26/0 ::: R/O Close		62001071/1 ***********************************
				4/27/0	9	Original
SHADY SHORES, TX		4D SEDAN L		28796		мпене́ опреде 28796
Year Make	Model	License Numbe			Service A	
2007 CHEVROLET Vehicle Identification Number	MALIBU Color			LUKE RI Delivery		2894 In-Service Date:
1G1ZU57N57F	DARK BLUE			1/17/0		. In Octaco Baile 1.22
172162			•	,	·	···
DESCRIPTION OF SERVICE AND PARTS			. ;	COST		AMOUNT
#1 - MR 03CTZ: CUSTOMER OR SUSPENSIO CUST STS VEH MAKES WHEN HITTING BUMPS- Tech: 36/0193 ROAD TESTED AND ONL E TO DAMAGE. #4 * MR 16CVZ: SUBLET RE	N CONCERN A LOUD CREAKING SEE HISTORY Y HEARD FRONT	G/RATTLING No 0.00hrs @ GRILL RATTLI	OISE	,		.00
RENTAL CAR					İ	
As Of 1 4/27/09 As Of 1 4/27/09	Tech 36 St Tech 36 St	tart 7:58 tart 8:32	End End	8:00 8:32		
						ļ
					:	
			,			
						İ
ACCOUNT# LABOR						
PARTS METHOD SUBLET						.00
SHOP SUPPLIES SALES TAX OR TA						.00
RECEIPT # DEDUCTIBLE TOTAL DUE	N I.M.					.00

.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 ### TRIO Cipes Date | FO Number | 4/26/09 | 62001071/1 | R/O Close Date | Status | 4/27/09 | Final | Mileage In | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out | Mileage Out |

LUKE RICHMOND/2017*W* Work Phone Vehicle Identification Number 1G1ZU57N57F SHADY SHORES, TX Delivery Date Town Service Bate 1990 Home Phone 1/17/08 Year Make Model Body Color 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

DESCRIPTION OF SERVICE AND PARTS AMOUNTESSEE #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)Warranty ROAD TESTED AND ONLY HEARD FRONT GRILL RATTLING DU E TO DAMAGE. #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)Internal Work performed by 1000 : Internal ALTERNATE TRANSPORTATION BEING PROVIDED PER GM COU RTESY TRANSPORTATION. CUSTOMER SATISFACTION #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 00TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair LABOR work hereinafter to be done along with the necessary material and agree that you are not respons-ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other . 00 PARTS .00 cause beyond your control or for any dolays caused by unavailability of parts or delays in parts DEDUCTIBLE shipments by the supplier or transporter. I hereby grant you or your employees permission to .00 SUBLET operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's tien is hereby acknowledged on above vehicle to secure .00 SHOP SUPPLIES .00 HAZARDOUS MATERIALS 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 the manufacturer. .00 SALES TAX OR TAX I.D. ing any implied warranty of merchantability or fitness for a particular purpose, and the selfer neither .00 SPECIAL ORDER DEPOSIT assumes nor authorizes any other person to assume for it any liability in connection with the sale of .00 said products. Any limitation contained herein does not apply where prohibited by taw. DISCOUNTS

TOTAL DUE

(C) 2009 DEALERTRACK SYSTEMS Inc. - Dealership Application Stepp (6007)46 1/22

.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

-				LÜKÉ RICHMO	
			Work Phone	 Vehicle Identifi	cation Number
				1G1ZU57N9	57F
SHADY	SHORES, TX		Home Phone	Delivery Date	In-Service Date
				1/17/08	
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216	2			 	

#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSI SUSPENSION CONCERN CUST STS VEH MAKES A LOUD CREAKI WHEN HITTING BUMPS-SEE HISTORY WORK PERFORMED BY JOSE CARRILLO ROAD TESTED AND ONLY HEARD FRONT E TO DAMAGE.	NG/RATTLING NOISE	AMOUNT
#2 - 16CVZ: SUBLET REQUIRED FOR REPAIR COURTESY TRANSPORTATION BEING PROVEHICLE IS BEING REPAIRED. Caused by 2G1WT57K69 #8 C 4/24/09 AT 1:00PM ON ACCT VEHICLE NOT DRIVEABLE Work performed by WAYNE SMITH Work performed by 1000: ALTERNATE TRANSPORTATION BEING PROVENESY TRANSPORTATION. CUSTOMER SE	OVIDED WHILE YOUR UST PUT IN RENTAL ON # TO PAY (937) ROVIDED PER GM COU	Internal Internal
#3 - 01CVZ1: FREE EXTERNAL CAR WASH COURTESY EXTERIOR WASH Work performed by WAYNE SMITH Sub Total: Labor: .00 Parts:.00	(937) Total: .00	
#4 * 16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR Please Note: J W RENTAL #8 CUST PUT II CONTRACT #73758 42.00 26:	N 4-24-09 AT 1PM	
ERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair rock hereinafter to be done along with the necessary material and agree that you are not respons-	LABOR PARTS	.00
ble for loss or demage to vehicle or articles left in the vehicle in case of fire, theft, or any other suse beyond your control or for any delays caused by unavailability of parts or delays in ports	DEDUCTIBLE	00
ripments by the supplier or transporter. I hereby grant you or your employees permission to perate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET	.00
d/or inspection. An express mechanic's fien is hereby acknowledged on above vehicle to accure e amount of repairs thereto."	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
SCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by a manufacturor. The seller hereby expressly disclaims all warranties either express or implied, included		.00
g any implied warranty of morchantability or filmess for a particular purpose, and the seller neither issumes nor authorizes any other person to assume for it any liability in connection with the sale of	SPECIAL ORDER DEPOSIT	.00
alld products. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS	.00
		0.0

TOTAL DUE

			_	R/O Open Date 4/26/09		0 Number 0 1 0 7 1
		~ ·	🗘 Work Phone	Time Received	Tim	e Promised
SHADY SHO	DRES, TX	,		16:25		7 17:0
		•	Key iag#	Current Mileage	Mi	leage Out
Year	N. Ambra	\$ Janetari	2017	28796	0	
2007	Make CHEVROLET	Model	Body	Engine Code		rice Advisor
	Identification Number	MALIBU	4D SEDAN LT Licanso Number	Delivery Date		E RICH ervice Date
1G1ZU5'		DARK BLUE	Cicerise Namber	1/17/08		ervice Date
17216:			11 1 1111	1,1,,00		
		EQUEST DIAGNOSIS	OF STEERING OR			"
	PENSION CONCER					
			G/RATTLING NOISE	/~		
WHEI	N HITTING BUMP	S-SEE HISTORY				
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2 - 16CV	Z: SUBLET REO	UIRED FOR REPAIR		\sim		
COU	RTESY TRANSPOR	TATION BEING PRO	VIDED WHILE YOUR			
ζ VEH	CLE IS BEING	REPAIRED.				
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	/Z1: FREE EXTE					
\sim	RTESY EXTERIOR	WASH	Pot	imate: .	20	.00
)			ESC.	rmate: .	40	.00
			Original Est	imate: .	20	.00
0# -	20#Date	MilesServic	_			
0# - R1 7:	RO#Date	MilesServic 28641 LUKE R	e Writer			Tota
R1 75	57417 4/20/09	28641 LUKE R	e Writer	Tech	Time	Tota
R1 75	57417 4/20/09 V 03CVZ: FRONT	28641 LUKE R END OWNER HAS P	e Writer ICHMOND PROBLEM WITH FRON	Tech T END 36	Time	Tota
R1 75 V	57417 4/20/09 V 03CVZ: FRONT V 13CVZ: CUSTO	28641 LUKE R END OWNER HAS P MER REQUEST DIAG	e Writer	Tech T END 36 RN 801	Time	Tota
R1 75 V V	57417 4/20/09 V 03CVZ: FRONT V 13CVZ: CUSTO I 01CVZVEHIN: I I 16CVZE: FREE	28641 LUKE R END OWNER HAS P MER REQUEST DIAG MULTI-POINT VEH EXTERIOR WASH C	CE Writer LICHMOND ROBLEM WITH FROM NOSIS TRIM CONCE LINSP PERFORM MUL' OURTESY EXTERIOR	Tech T END 36 RN 801 TI-POI801 WASH.937	Time .40 .40	Tota
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R1 75 V 1 1 V R1 73	57417 4/20/09 V 03CVZ: FRONT V 13CVZ: CUSTO I 01CVZVEHIN: I I 16CVZE: FREE V 21CVZRENTA: I V 13CVZ03: EXT 88288 12/29/08	28641 LUKE R END OWNER HAS P MER REQUEST DIAG MULTI-POINT VEH EXTERIOR WASH C RENTAL VEHICLE C ERIOR TRIM 21952 TAMMY	TE Writer	Tech T END 36 RN 801 TI-POI801 WASH.937 TATION937 801	Time .40 .40 .40 .40 .40	Tot 356.
R1 75 V 1 1 V R1 73	57417 4/20/09 V 03CVZ: FRONT V 13CVZ: CUSTO I 01CVZVEHIN: I I 16CVZE: FREE V 21CVZRENTA: I V 13CVZ03: EXT B8288 12/29/08 C 13CVZ: CUSTO	28641 LUKE R END OWNER HAS P MER REQUEST DIAG MULTI-POINT VEH EXTERIOR WASH C RENTAL VEHICLE C ERIOR TRIM 21952 TAMMY MER REQUEST DIAG	TE Writer LICHMOND ROBLEM WITH FROM NOSIS TRIM CONCE LINSP PERFORM MUL' OURTESY EXTERIOR OURTESY TRANSPOR LEON ROSIS TRIM CONCE	Tech T END 36 RN 801 TI-POI801 WASH.937 TATION937 801	Time .40 .40 .40 .40 .40 .40	Tot 356.
R1 75 V 1 V R1 73	57417 4/20/09 N 03CVZ: FRONT N 13CVZ: CUSTON I 01CVZVEHIN: N I 16CVZE: FREE N 21CVZRENTA: N N 13CVZ03: EXT S8288 12/29/08 C 13CVZ: CUSTON I 21CVZRENTA: N	28641 LUKE R END OWNER HAS P MER REQUEST DIAG MULTI-POINT VEH EXTERIOR WASH C RENTAL VEHICLE C ERIOR TRIM 21952 TAMMY MER REQUEST DIAG RENTAL VEHICLE C	CE Writer CICHMOND CROBLEM WITH FROM CNOSIS TRIM CONCE COURTESY EXTERIOR COURTESY TRANSPOR CHOOSIS TRIM CONCE COURTESY TRANSPOR COURTESY TRANSPOR	Tech T END 36 RN 801 TI-POI801 WASH.937 TATION937 801 RN 217 TATION937	Time .40 .40 .40 .40 .40 .40	Tot 356.
R1 75 V 0 V V R1 73	57417 4/20/09 V 03CVZ: FRONT V 13CVZ: CUSTON I 01CVZVEHIN: N I 16CVZE: FREE V 21CVZRENTA: N I 13CVZ03: EXT 88288 12/29/08 C 13CVZ: CUSTON I 21CVZRENTA: N I 16CVZE: FREE	28641 LUKE R END OWNER HAS P MER REQUEST DIAG MULTI-POINT VEH EXTERIOR WASH C RENTAL VEHICLE C ERIOR TRIM 21952 TAMMY MER REQUEST DIAG RENTAL VEHICLE C EXTERIOR WASH C	TE Writer LICHMOND ROBLEM WITH FROM NOSIS TRIM CONCE LINSP PERFORM MUL' OURTESY EXTERIOR OURTESY TRANSPOR LEON ROSIS TRIM CONCE	Tech T END 36 RN 801 TI-POI801 WASH.937 TATION937 801 RN 217 TATION937 WASH.937	Time40 .40 .40 .40 .40 .40 .10 1.20 1.20	Tot 356.
R1 75	57417 4/20/09 V 03CVZ: FRONT V 13CVZ: CUSTON I 01CVZVEHIN: N I 16CVZE: FREE V 21CVZRENTA: N I 13CVZ03: EXT B8288 12/29/08 C 13CVZ: CUSTON C 21CVZRENTA: N I 16CVZE: FREE C 75CVZ: QUALI	28641 LUKE R END OWNER HAS P MER REQUEST DIAG MULTI-POINT VEH EXTERIOR WASH C RENTAL VEHICLE C ERIOR TRIM 21952 TAMMY MER REQUEST DIAG RENTAL VEHICLE C EXTERIOR WASH C TY CONTROL	CE Writer	Tech T END 36 RN 801 TI-POI801 WASH.937 TATION937 801 RN 217 TATION937	Time .40 .40 .40 .40 .40 .40	Tot: 356.
R1 75	57417 4/20/09 V 03CVZ: FRONT V 13CVZ: CUSTON I 01CVZVEHIN: N I 16CVZE: FREE V 21CVZRENTA: N I 13CVZ03: EXT I 8288 12/29/08 C 13CVZ: CUSTON I 21CVZRENTA: N I 16CVZE: FREE I 75CVZ: QUALI I 7560 12/23/08	28641 LUKE R END OWNER HAS P MER REQUEST DIAG MULTI-POINT VEH EXTERIOR WASH C RENTAL VEHICLE C ERIOR TRIM 21952 TAMMY MER REQUEST DIAG RENTAL VEHICLE C EXTERIOR WASH C TY CONTROL 21849 TAMMY	TE Writer	T END 36 RN 801 TI-POI801 WASH.937 TATION937 801 RN 217 TATION937 WASH.937	Time40 .40 .40 .40 .40 .40 .10	Tota 356.
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W	ARRA	NTY RE	PAIR ORDE	Home Pho		R/O Open Date 5/07/09 R/O Close Date	-Rr© Number 62001770/1 - Cross Reference #
SHAD	Y SHORE	ES, TX		- Body	7 (77)	Mileage In	Mileage Out
Yo	ear	Make	Model	4D SEDAN		28878 Service	28885 Advisor (
		CHEVROLET	MALIBU			MICHAEL PAYN	E 9764
1	Vehicle Iden 12U57N	tification Number	Color DARK BLUE			Delivery Date	In-Service Date
1721			DARK BLUE	<u> </u>		1/17/08	·
			n .	1000			
#1 -	WARR// VEH WI Cause: Tech: Part: REPLAC TESTEI 03CTZC WARR// RIGHT Cause: Tech: Part:	SUSPENSIC CUST STS H ILE DRIVIN VERIFIED, 36/0193 19180746:* ED RF STRU O.K. Sub-T Sub-T Sub-T Sub-T OI: CUSTOME SUSPENSIC CUST STS H VERIFIED, LUBRICATI 36/0193 15836873:M	REQUEST DIAGNO ON CONCERN EARS SQUEAK FR IGSEE HISTOR RF STRUT NOIS STRUT KIT (073 TO AND ALIGNED OTAL LABOR: OTAL PARTS: OTAL: OTAL: OTAL ER REQUESTS REF ON EARS CLUNKING LE DRIVING SEE TRACED TO CLA	OM RIGHT FROM Y Y. 1.80hrs @ 45-PC) TO SPECS. RE- 41.33 74.71 116.04 AIR STEERING O NOISE FROM FROM HISTORY IPERS, INSUFF: 0.00hrs @)	1 OF 86.53 1 155.75 104.59 260.34 OR ONT	41.33 74.71	155.75 104.59
	Line Line Line	Sub-T	otal Parts: 09 Tech 36 09 Tech 36	64.48	90.27 End 10 End 10 End 10	0:45 Hours	.00
	ACCOUNT # METHOD RECEIPT #	LABOR PARTS SUBLET SHOP SUPP SALES TAX DEDUCTIBL TOTAL DUE	OR TAX I.D.			41.33 139.19 180.52	155.75 194.86 .00 .00 .00 .00



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

MICHAEL PAYNE/4224 Work Phone Vehicle Identification Number 1G1ZU57N57F SHADY SHORES, TX Home Phone Delivery Date In-Service Date 1/17/08 Mako Yaar Body License Number Color 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

DESCRIPTION OF SERVICE AND BARTO	
#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	AMÖUNT e
#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 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 loft 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 supplior 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 tien 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, incluing any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to essume for it any liability in connection with the safe of said products. Any limitation contained herein does not apply where prohibited by law.

r' "	LABOR	.00
-	PARTS	.00
	DEDUCTIBLE	.00
,	SUBLET	.00
,	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
ud.	SALES TAX OR TAX I.D.	- 00
ř	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	. 00
	TOTAL DUE	- 00

AL ORDERS



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....(G1.2000 DEALERTMACK SYSTEMS, Inc. - Dealership Application Group (800)245-1028

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

SERVICE DEPARTMENT HOURS 7:00 s.m. to 7:00 p.m. Monday - Friday 8:00 s.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 #

-				I WICHYEL BAX	
			Work Phone	Vehicle Identific	ation Number
CITA DIE				1G1ZU57N5	7F
SHADY	SHORES, TX		Hame Phone	Delivery Date	In-Service Date:
				1/17/08	
Year	Make	Model	Body	Color	License Number.
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162	2				

	DESCRIPTION OF SERVICE AND PARTS	101		1
#1 -	03CTZ: CUSTOMER REQUEST DIAGNOSIS SUSPENSION CONCERN	S OF STEERING OR		AMOUNT
	WARR//CUST STS HEARS SQUEAK FROM VEH WHILE DRIVINGSEE HISTORY	RIGHT FRONT OF		
	Caused by VERIFIED, RF STRUT NOIS	SY.		
	Work performed by JOSE CARRILLO	(36)		Warranty
}	Installed 19180746 :*STRUT KIT (07345-PC) Qty:	1	Warranty
	REPLACED RF STRUT AND ALIGNED TO TESTED, O.K.	SPECS. RE-		
#2 -	03CTZ01: CUSTOMER REQUESTS REPAIR	R STEERING OR SUSPENSION	-	
	WARR//CUST STS HEARS CLUNKING NO:	ISE FROM FRONT		
	RIGHT OF VEH WHILE DRIVING SEE H	ISTORY		
	Caused by VERIFIED, TRACED TO CLI	ATPERS, INSUFFICIANT		
	Work performed by JOSE CARRILLO	(36)		Warranty
	Installed 15836873 : MOUNT (07395		1	Warranty
	LUBED CALIPER PINS AND RETESTED,	O.K.		· · · · · · · · · · · · · · · · · · ·
#3 -	Customer Reports: WAR//CUST STS 1	HEARS CLUNK FROM LEFT		
	FRONT OF VEH WHILE DRIVING	-GOING OVER BUMPS SEE		
	HISTORY Caused by VERIFIED, TRACED TO LF	TIDDED MOTINE		
	Work performed by JOSE CARRILLO	(36)		SRV POLICY
	REPLACED LF UPPER MOUNT.	(30)		Ditt Tobact
#4 -	01CVZ1: FREE EXTERNAL CAR WASH			
	Sub Total: Labor: .00 Parts:.00	Total: .00		
				
TERMS STR	CTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR		
work hereinaff	er to be dono along with the necessary material and agree that you are not responser damage to vehicle or articles left in the vehicle in case of fire, theft, or any other	PARTS	,	
⊏nuse beyond	your control or for any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE		
operate the ve	the supplier or transporter. I hereby grant you or your employees permission to thicle herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET		
	Ion. An express mechanic's lien is hereby acknowledged on above vehicle to secure repairs thereto."	SHOP SUPPLIES		
DISCLAIMER	OF WARRANTIES. Any warranties on the products sold hereby are those made by	HAZARDOUS MATERIALS		
the manufactu	rer. The sellor horeby expressly disclaims all warrantics either express or implied, includ- d warranty of merchantability or fitness for a particular purpose, and the sellor neither	SALES TAX OR TAX I.D.		
assumes nor z	authorizes any other person to assume for it any liability in connection with the sale of Any limitation contained herein does not apply where prohibited by law.	SPECIAL ORDER DEPOSIT		
	Any winitalism contained from does not apply where problemed by taw.	DISCOUNTS TOTAL BUS		
		TOTAL DUE		
WITH MINISTER	TURN ON FRETTRICATION OF COLCUMN OF COLCUMN OF COLCUMN			

	, ,		R/O Open Date 5 / 0 7 / 0 9	R/O Number 62001770
		Work Phone	Time Received	Time Promised
SHADY SHORES, TX		∫ Key Tag #	9:40 Current Mileage	5/07 17:00 Mileage ©ut
	The state of the s	4224	28878 🕢	1
Year Make 2007 CHEVROLET	Model	Body	Engine Code	Service Advisor
Vehicle Identification Number	MALIBU Color	4D SEDAN LT	Delivery Date	MICHAEL PA
1G1ZU57N57F	DARK BLUE	Licelise Nullibel	1/17/08	in-service Date
172162				A. C.
1 - 03CTZ: CUSTOMER SUSPENSION CONC	REQUEST DIAGNOSIS	OF STEERING O	NR · 9	E3850
	skn Hears squeak from R	TCUT PROMT OF	بر ^چ ر	NAOD
VEH WHILE DRIVIN	GSEE HISTORY	IGHT FROM OF	_ z (+, e	3)
JERIFIED,	TRACED TO	RF STR	UT REPT	ACEO '
RF STRUT	- OJNEU4	to spec	c ' '/	7
PETE STE	19. 6 12 1			J /
2 - 03CTZ01: CUSTOME	R REQUESTS REPAIR	STEERING OR S	USPENSION \ O	
	HEARS CLUNKING NOIS: LLE DRIVING SEE HIS		132	
	TRACE O TO		rs. Luber) .
CALIPERS		CHACK		
21245	LIPDING COS >	(ED) Se	>⊙D. 1	16 .6HO
3 - Customer Reports	: WAR//CUST STS HE	ARS CLUNK FRO	M LEFT 7	として
	LE DRIVING-GOING O	ver bumps see	$\omega \omega$	1.24
、 O ョッ 写び記し	LF STRUP IN	- tiart web	LSY, mountain	7
PEPLACED		OUNT		N∈)
VELLE STE		OOK (,	> sugar	
4 - 01CVZ1: FREE EXT	ERNAL CAR WASH		AUTHORIZAT	HON /
		E	stima ja: .30	27/.97
<u> </u>			AUTH AE P	B)G /
			(CIRCLE OF	VE)_4_
5 - 20CVZ: CUSTOMER	DECITE OF MITT T DOTAIN	Tateranama	<u>- 71 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</u>	EF
5 - ZOCVZ: COSTOMER	REQUEST MULI-POINT		SIGNATUR Stimate: .30	· —
4 /		1	scimace: .50	21.31
- /8				
6 - 99CVZ: QUALITY C				
QUALITY CONTROL	BY MIKE WHITE AND	SHOP FOREMAN		
> 10 VERIFY REPAIR	S DONE TO CUSTOMER	SATISFACTION		
			. 1.	
7 - 16CVZ: SUBLET RE	QUIRED FOR REPAIR		77841	
	URTESY TRANSPORTAT	ION WHILE	1501	•
WORK IS BEING PE	RFORMED		73891 Mulai di	D
/	1 de	-a 640	Yukaluk	
	•	U .		
		Original E	stimate: .60	55.94

757417



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

				MICHABL PAI	NE/4/43
			Work Phone	Vehicle Identific	ation Number
				1G1ZU57N5	7F
SHADY	SHORES, TX		Home Phone	Delivery Date	In-Service Date
				1/17/08	
Year	Make Make	Model	Body	Color	License Number 🛷
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216	<u> </u>			•	

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***	DESCRIPTION OF SERVICE AND PARTS		ANACH INT				
#1 -	13CVZ: CUSTOMER REQUEST DIAGNOSIS	S TRIM CONCERN	AMOUN T ""				
	CUST STS FRONT BUMPER IS LOOSE						
	Work performed by BARRNET SMITH	(976)	Internal				
	SEND TO BODY SHOP						
	CHECK ALL BOLTS IN BUMPER						
#3	OZCIZ. CHCCOMED DECIRCO DIACNOCIC	T DI DOND TORT CONTOURS					
#4 -	07CVZ: CUSTOMER REQUEST DIAGNOSIS CUST STS FRONT RIGHT HEADLIGHT AS	5 ELECTRICAL CONCERN					
	LOOSE	PPEWELL					
	Work performed by BARRNET SMITH	(976)	Internal				
	SEND TO BODY SHOP	(370)	111041144				
	CHECK HEADLAMPS INSTALLATION , OF	K					
#3 -	07CVZ: CUSTOMER REQUEST DIAGNOSIS	5 ELECTRICAL CONCERN					
	CUST STS HEADLIGHTS AIMED TOO LOV						
	Work performed by BARRNET SMITH	(976)	Internal				
	SEND TO BODY SHOP						
	CHECKED HEADLAMP AIM . HEADLAMPS	AIMED CORRECTLY					
#4 _	12CV7. CHEMONER RECHEST DISCOURT	E BDIM CONCERN					
#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)	Warranty				
	ALIGN DOOR	(20 * /	Man a care y				
#5 -	03CTZ: CUSTOMER REQUEST DIAGNOSIS	S OF STEERING OR					
	SUSPENSION CONCERN						
	CUST STS VEH PULLS TO RIGHT WHEN	DRIVINGSEE					
	HISTORYADVISE						
RMS: STI	RICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair ifter to be done along with the necessary maledal and agree that you are not respons-	LABOR					
ie for loss	or damage to vehicle or articles left in the vehicle in case of fire, their, or any other and your control or for any delays caused by unavailability of parts or delays in parts	PARTS					
ipments t	y the supplier or transporter. I hereby grant you or your employees permission to	DEDUCTIBLE					
id/or inspe	vehicle herein described on streets, highways, or elsewhere for the purpose of testing ction. An express mechanic's lien is hereby acknowledged on above vehicle to secure	SUBLET SHOP SUPPLIES					
amount o	of repairs thereto."	HAZARDOUS MATERIALS					
SCLAIMEI	R OF WARRANTIES. Any warranties on the products sold hereby are those made by turer. The soller hereby expressly disclaims all warranties either express or implied, includ						
any Impli	ed warranty of merchantability or fitness for a particular purpose, and the seller neither	SPECIAL ORDER DEPOSIT					
admes no ald product	r authorizes any other person to assume for it any liability in connection with the sale of s. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS					
	;	TOTAL DUE					



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 Work Phone Vehicle Identification Number 1G1ZU57N57F SHADY SHORES, TX Home Phone Delivery Date In-Service Data 1/17/08 Year Make Body License Number Color 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

DESCRIPTION OF SERVICE AND PARTS Work performed by JOSE CARRILLO (36) SET TOE TO SPECS. AND RETESTED, GOOD.	AMOUNT. 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 malerial 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 warrantles on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warrantles either express or implied, including any implied warrantly 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.

r	LABOR		.00
-	PARTS		.00
8	DEDUCTIBLE		.00
9	SUBLET		.00
•	SHOP SUPPLIES		.00
	HAZARDOUS MATERIALS		.00
y laid:	SALES TAX OR TAX I.D.		.00
ŗ	SPECIAL ORDER DEPOSIT		.00
'n	DISCOUNTS	· ·	.00
	TOTAL DUE		.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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(C) 名於於DEALERTHACK SYSTEMS, Inc. - Dealerable Application Group (例如)的组织1026.....

JUL-13-2000(THU) 20:25	JAMES WOODS SERVICE	(FAX)9	403499657	P. 015/027
SHADY SHORES, TX		Home Phone Work Phone Key Tag #	R/O Open Date 5/11/09 Time Received 1.0:43 Current Mileage	R/O Number 62001967 Time Promised 5/11 17:00 Milaage Out
Year Make 2007 CHEVROLET Vehicle Identification Number 1G1ZU57N57F	Model MALIBU Color DARK BLUE	4743 Body 4D SEDAN LT License Number	29374 Engine Code Delivery Date 1/17/08	Service Advisor MICHAEL PAY In-Service Data
#1 13CVZ: CUSTOMER CHAP	REQUEST DIAGNOSIS BUMPER IS LOOSE	TRIM CONCERN BODY 540 P HIS		I I
#2 - 07CVZ: CUSTOMER CUST STS FRONT LOGSE POSTER	REQUEST DIAGNOSIS RIGHT HEADLIGHT ASS	SEMBLY BODY S	ואַ כויאי ז	- 2009 MAY 11 AM 11:0
L POSTER) CHE	GHTS AIMED TOO LOW	BODY SHOP	H15T	ر ر ب
CUST STS PASS F	REQUEST DIAGNOSIS RONT DOOR CATCHES W	TRIM CONCERN	0G-3A	. 7 I
VERIFIED S	ERN LLS TO RIGHT WHEN D	RIVINGSEE	•	2869 MAY 11 AM1 #46
JOOD .		Original Es		.00

Zday 64D - Miko inlido

WARF	RANT	Y REPA	IR ORDE	R.			8/17	pen Date:	RIS Names 6200796 Cross Referenc	9/1
SHADY SHO	DRES, 1	rx			Body				Mileage Ont	· Circles
Year	***	Make :	Madel		D SEDAN		345	514 Service A	34514 Advisor	-,
2007	CHEVE		MALIBU		÷1061/36 14	dimber	MIKE	BELEW	· · · · · · · · · · · · · · · · · · ·	050
	dentification		Color		7 To 10 10 10 10	er			ln-Service i⊠ia	
1G1ZU57	7N57F		DARK BLUI	3			1/17	7/08		
172162										
		ICE AND PARTS						OST	AMOUNT:	a katang
WARI Caus Op : Tecl	CON R//CUST Se: CHE OUT RCI LAN R4480:	CERN STS BOTH CKED FOBS PUT SIGNA CLR.CHECKE I-OK.INTER (OJ) (6F	-	SS ARE COMMUNICATION OF AT 1	INOPERA RY TEST ICATION AND LOV RCDLR.	ATIVE FER-NO WITH W SPEED	5	20.85	77	
REPI AND	LACED F	CCDLR AND MMED 2.TE Sub-Tota Sub-Tota Sub-Tota	l Labor: l Parts: l:	20 130 150	.85 .00 .85	77.8 182.0 259.8	8 0	130.00	182	. 00
WARI Tecl Part	CON R//CUST n: 179/	ICERN 7 STS THE 18875 .2630:RECE	EQUEST REPA HOMELINK IS IVER (10485 1 Parts:	INOPE 0 5-PC)	RATIVE .00hrs 159	@ . 91 1		59.00		.00
WARF FROM Caus Tech	SUS C//CUST NT END Se: ROA 1: 36/0	PENSION STS THER WHEN GOIN TESTED 193	EQUESTS REI E IS A LOUI G OVER BUME AND DID NOT P FOREMAN.	NOISE PS, SEE DUPLIC	HEARD HISTOR CATE CO	IN THE RY ONCERN.	0			.00
Line Line Line Line Line Line	1 1 2 2 2 2 3	8/17/09 8/20/09 8/20/09 8/17/09 8/20/09 8/17/09	Tech 179 Tech 179 Tech 179 Tech 179 Tech 179 Tech 36 Tech 36	Start Start Start Start Start		End End End End End	13:45 15:15 15:27 13:45 15:15 10:37 16:05	Hours Hours Hours Hours Hours Hours	.00 .00 .00	
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- MatticR/OrDpen/Date; with mater Arti-Nembershi 8/17/09 62007969/1 SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
6:00 a.m. - 12:00 p.m. Saturday Pre-Invoice 34514 34514 English Service Advisor/Tabib

				MIKE BELEW/	5773
			Work Phone	Vehicle Identific	cation Number
			1G1ZU57N5	7F	
SHADY	SHORES, TX		Home Phone	Delivery Date	: In-Service-Date :::
				1/17/08	
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216	2			•	

1111 I		
DESCRIPTION OF SERVICE AND PARTS	1	
#1 - 07CVZ01: CUSTOMER REQUEST REPAIR WARR//CUST STS BOTH REMOTE FOBS Caused by CHECKED FOBS WITH KEYL OUTPUT SIGNAL. ALSO NO COM RCDLR.CHECKED VOLTAGE, GROU LAN-OK.INTERNAL FAIL- URE Corrected by R4480: (OJ) (6F) Work performed by JAYSON GARCIA Installed 22733524:TRANSMITT (1 REPLACED RCDLR AND PROGRAMMED.RE AND PROGRAMMED 2.TEST OK	ARE INOPERATIVE JESS ENTRY TESTER-NO IMUNICATION WITH IND AND LOW SPEED AT RCDLR. (179) JOHNSTON	Warranty Warranty
#2 - 07CVZ01: CUSTOMER REQUEST REPAIR WARR//CUST STS THE HOMELINK IS I Work performed by JAYSON GARCIA Installed 15912630 :RECEIVER (10 SEE LINE 1	NOPERATIVE (179)	Warranty Warranty
#3 - 03CTZ01: CUSTOMER REQUESTS REPAT WARR//CUST STS THERE IS A LOUD N FRONT END WHEN GOING OVER BUMPS, Caused by ROAD TESTED AND DID NO Work performed by JOSE CARRILLO TEST DROVE WITH SHOP FOREMAN. UN	OISE HEARD IN THE SEE HISTORY T DUPLICATE CONCERN. (36)	Warranty
#4 - 13CVZ1: CUSTOMER REQUEST REPAIR WARR//CUST STS THE RIGHT SIDE OF KEEPS POPPING OUT Work performed by JAYSON GARCIA	TRIM CONCERN THE FRONT BUMPER (179)	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	
work hereinafter to be done along with the necessary material and agree that you are not respons- tible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other	PARTS	
cause beyond your control or for any delays caused by unavailability of parts or datays in parts.	DEDUCTIBLE	
shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highweys, or elsewhere for the purpose of testing	SUBLET	· · · · · · · · · · · · · · · · · · ·
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*	SHOP SUPPLIES	
	HAZARDOUS MATERIALS	
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, inclu-		
ing any implied werranty of merchantability or fitness for a particular purpose, and the seller neither	SPECIAL ORDER DEPOSIT	
assumes nor authorizes any other person to assume for it any liability in connection with the sale of professor and the sale of professor at the sale of professor and the sale of professor at the	DISCOUNTS	
	TOTAL DUE	
JÁL ORDERS 📆	2 25	



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

MIKE BELEW/5773 Work Phone 1G1ZU57N57F SHADY SHORES, TX Home Phone Delivery Date In-Service Date 1/17/08 Make Year Body Color License Number 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

DESCRIPTION OF SERVICE AND PARTS DECLINED	AMOUNT :
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 demage 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 price 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 end/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
μd	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.

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(C) ZXG DEALERTRACK 3YSTEMS_ING., Description Application Group (B00)945-1028

Indicately advincing the respect words shows to be close along with the encosacery material and argue that you are not respectable for table of reference and reflects and in the vehicle in case of the heart, or any other causes beyond your control of to may debye obtained in department and are already as in parts attriptionable by the supporter of temperature. Thereby grant year or your employees permitsion to operate the vehicle resent debeloid on threads, bythreads, or also wives for the purpose of results, additionable against a product and of the suppose of the subject of the suppose of the subject of the suppose of the subject of the suppose of the subject of the subj



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 Work Phone Vehicle Identification Number 1G1ZU57N57F SHADY SHORES, TX Home Phone Delivery Date In-Service Date 1/17/08 Year Make Color License Number 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

DESCRIPTION OF SERVICE AND PARTS #1 - MR 13CVZ: CUSTOMER REQUEST DIAGN CUST STS FRONT BUMPER IS LOOSE Work performed by BARRHET SMITH		AMOUNT Internal
SEND TO BODY SHOP CHECK ALL BOLTS IN BUMPER		Incernat
#2 - MR 07CVZ: CUSTOMER REQUEST DIAGN CUST STS FRONT RIGHT HEADLIGHT A LOOSE		
Work performed by BARRHET SMITH SEND TO BODY SHOP CHECK HEADLAMPS INSTALLATION , O		Internal
#3 - MR 07CVZ: CUSTOMER REQUEST DIAGN CUST STS HEADLIGHTS AIMED TOO LO	OSIS ELECTRICAL CONCERN W	·
Work performed by BARRHET SMITH SEND TO BODY SHOP CHECKED HEADLAMP AIM . HEADLAMPS	(976) AIMED CORRECTLY	Internal
#4 - MR 13CVZ: CUSTOMER REQUEST DIAGN CUST STS PASS FRONT DOOR CATCHES Caused by DOOR MISSALIGNED Corrected by B4000: (OG) (3A) Work performed by ROYCE DANIELL	WHEN CLOSING	
ALIGN DOOR	(204)	Warranty
#5 - MR 03CTZ: CUSTOMER REQUEST DIAGN SUSPENSION CONCERN CUST STS VEH PULLS TO RIGHT WHEN		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	" •
work hereinafter to be done along with the necessary material and agree that you are not respons- lible for loss or damage to vehicle or articles left in the vehicle in case of fire, thatt, or any other	PARTS	
cause beyond your control or for any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE	
shipments by the supplier or transporter. I hereby grant you or your employees permission to opporate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET	
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	SHOP SUPPLIES	
	HAZARDOUS MATERIALS	
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, included in the manufacturer.	SALES TAX OR TAX I.D.	1.00
ing 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	SPECIAL ORDER DEPOSIT	
said products. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS TOTAL DUE	



\$5RVIÇE 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

				MICHAEL PAY	NE/4/43
			Work Phone	Vehicle Identific	cation Number
				1G1ZU57N5	7F:
SHADY	SHORES, TX		Home Phone	Delivery Date	m-pervice Date
				1/17/08	
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
HISTORYADVISE 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 puthorize 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 supplior 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 setlor 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 sald products. Any limitation contained herein does not apply where prohibited by law.

	LABOR	.00
	PARTS	.00
	DÉDUCTIBLE	00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
d	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.

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(C) 2009 DEALERTHACK SYSTEMS Inc. : Destarable Application Group (2001945-1028

\\//	ARRANT	V DEDA			· Wark Ph	ione		en Date ::: 121	F/C:Number
V V /		INEFA	ועאט אוו					/09	62008843/1
				Ì			r R/O Cid	ose Date 😁	~∵Cross Rolerence#_~
SHADY	Y SHORES,	TY		l.	Body		Mile	age in	Mileage Out 💯 🐩
	i biiokas,	17	•	` [D SEDAN		354	· ·	35413
Yez	or	Make	Model		License Ni		334	Service /	
200		ROLET	MALIBU				TAMMY	LEON	9901
· ·	Vehiclo Identification	1 Number	Color						in-Service Date
	LZU57N57F		DARK BLU	E			1/17	/08	
17216	52								
DEC	CRIPTION OF SER	N//05 4ND DADTO							
#1 -	O3CTZ: CU SU C/S THERE NT SHOCKS Cause: VE Op: E3850 Tech: 36/ Part: 191 Part: 191 Part: 158 REPLACED AS NECESS	STOMER REQ SPENSION C IS AN UNU WHEN GOIN RIFIED, TR : (NI) (1J 0193 80745:*ABS 80746:*STR 36873:MOUN FRONT SHOC ARY TO REP Sub-Tota Sub-Tota	UEST DIAGN ONCERN SUAL HISSI G OVER BUM ACED TO FR) ORBER (073 UT KIT (07 T (07395-P KS AND ALI LACE LF ST LACE LF ST Labor: Labor: Lact DIAGN R GARAGE D	NG SOUND SHOULD SEE ONT SHOULD SEE ON SEE ON SEE ON SEE ON SEE OOR OPE	D FROM BRANDON CKS. 50hrs @ 0 SPECS. UNT (DAM 0.36 5.38 5.74 EIM CONC	THE FR STOLP 86.5 1 1 ASLO AGED). 302.8 302.9 605.7 CERN INOP A	OT 3 W 639	80.36 77.19 74.71 64.48	302.86 108.07 104.59 90.27
	WHEN SYSTEM NOT WORK Cause: FOR SHORE Tech: 179	EM IS WORK RKING STAT UND RKE/XM ORTED TO G	ING RADIO IC GOES AW /DVD/UGD F ROUND.	HAS ALC AY USE OPE	OT OF ST EN.CKT 1 0.00hrs	FATIC W			.00
	Line 1 Line 2	8/31/09 9/01/09	Tech 36 Tech 179		18:09 15:03		18:10 15:03	Hours Hours	.02 .00
	ACCOUNT # METHOD RECEIPT #	LABOR PARTS SUBLET SHOP SUPPLIES SALES TAX OR TAX DEDUCTIBLE	X I.D.					80.36 216.38	302.86 302.93 .00 .00
		TOTAL DUE						496.74	605.79



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

TAMMY LEON/8607 Work Phone Vehicle Identification Number -1G1ZU57N57F SHADY SHORES, TX Home Phone Delivery Date 1/17/08 Year Make Body Model Color License Nambana 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE

172162			
#1 - 03CTZ: CUSTOMER REQUEST DIAGNOSI: SUSPENSION CONCERN C/S THERE IS AN UNUSUAL HISSING INT SHOCKS WHEN GOING OVER BUMPS-Caused by VERIFIED, TRACED TO FRECORDECTED BY E3850: (NI) (1J) Work performed by JOSE CARRILLO Installed 19180745: *ABSORBER (0) Installed 19180746: *STRUT KIT (1) Installed 15836873: MOUNT (07395) REPLACED FRONT SHOCKS AND ALIGNEE AS NECESSARY TO REPLACE LF STRUT	SOUND FROM THE FRO SEE BRANDON STOLPT ONT SHOCKS. (36) 7345-PC) 07345-PC) -PC) D TO SPECS. ASLO W	Qty: 1 Qty: 1 Qty: 1	Warranty Warranty Warranty Warranty
#2 - 13CVZ: CUSTOMER REQUEST DIAGNOSIS C/S THE HOMELINK FOR GARAGE DOOR D REMOTE KEY FOBS STOPPED WORKING WHEN SYSTEM IS WORKING RADIO HAS EN NOT WORKING STATIC GOES AWAY Caused by FOUND RKE/XM/DVD/UGD FOUND SHORTED TO GROUND. WORK PERFORMED BY JAYSON GARCIA REPAIRED SHORT AND REPLACED FUSE #3 - 16RENTCAR: RENTAL SERVICE CHARGE 1G1ZH57B09F	Warranty		
AT 12PM CONTRACT 62808 35.00 64D TO PAY Work performed by WAYNE SMITH	OR 42.00 FOR 263		RENTAL POL
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR		
work hereinafter to be done along with the necessary material and agree that you are not respons- ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other	PARTS		
cause beyond your control or for any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE		
nipments by the supplier or transporter. I hereby grant you or your employees permission to perget the vehicle herein described on streets, highways, or elsewhere for the purpose of testing.			
and/or inspection. An express mochanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	SHOP SUPPLIES		
	HAZARDOUS MATERIALS		,
DISCLAIMER OF WARRANTIES. Any warfanties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, include			
ing any implied warranty of merchantability or fitness for a particular purpose, and the seller neither	SPECIAL ORDER DEPOSIT		
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.	DISCOUNTS		
	TOTAL DUE		
Al orders.			



SERVICE DEPARTMENT HOURS 7:00 a.m. to 7:00 p.m. Monday - Friday 8:00 a.m. - 12:00 p.m. Saturday TAMMY LEON/8607 Work Phone Vehicle Identification:Number 2012 2012 1G1ZU57N57F SHADY SHORES, TX Delivery Date In-Service Date in 1/17/08 License Number 🚋 Body Color 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

	OF SERVICE AND PARTS QUALITY CONTE		 	-	
5 - 01CVZ1	: FREE EXTERNA	L CAR WASH	•		
		n.			
	. •				
		•			

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, thete, or any other cause beyond your control or for any dalays 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 purposo, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sald products. Any limitation contained herein does not apply where prohibited by law.

	LABOR	. 00
ıd.	PARTS	.00
	DEDUCTIBLE	. 0.0
	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.

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(C) 2009 DEALERTRACK SYSTEMS, list. - Dealer ship Application Group (500)945-1009

Interest authorizes the region more above to be done along with the receivery medited and of picks that for it region for its or desmage to value or extended and in the value in ore one of the interest of the parts or desired to parts or desired



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

9/11/09 62009500/1
R/O Close Date 5: St

		'		MIKE BETEMA	5025*W*
			Work Phone	Vehicle Identifi	cation Number
				1G1ZU57N5	7 F
SHADY	SHORES, TX			Delivery Date	In-Service Date
				1/17/08	
Year	Make	Model		Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162		· · · · · · · · · · · · · · · · · · ·			·

#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

AMOUNT ---

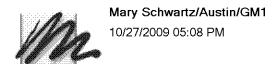
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control 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 harein described on stroets, 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 heroby are those made by the manufacturer. The seller heroby 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.

.00 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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

^



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@attorneysforcons umers.com> 10/23/2009 02:50 PM

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

2007 MALIBU SEDAN LTZ GENERAL MOTORS CORPORATION 25U DARK BLUE METALLIC /V6G & SUBSIDIARIES 842 EBONY RENAISSANCE CENTER ORDER NO. KRDSR7/TRE STOCK NO. DETROIT MI 48243-1114 VIN 1G1 ZU57 N5 7F VEHICLE INVOICE 1AD00228022 MODEL & FACTORY OPTIONS

1ZU69 MALIBU SEDAN LTZ

23615.00

22316.18

1NVOICE 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 BANK: GMAC - 005 (REPLACES STD/OPT RADIO) U2K XM SATELLITE RADIO - SERVICE 199.00 165.17 CHG-TO 07-090 FEE EXTRA 1ST 3 MONTHS INCL. VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 SHIP WT: 3317 HP: 36.5 GMS: 23446.93 SUPPLR: 24495.29 25564.00 MRM: DAN: LTZMEMO 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

PAGE: 1

VIN: 1G1ZU57N5 7F SELLG SCE: 13 MDL YR: 07 ORD NO: KRDSR7

7	/IN TYPE: N		_				
		ss/	DOCUMENT	I	INC		
	EVENT DESC	SITE CD	NUMBER	S EVENT DT	CD	AMOUNT	
	INCENTIVE MEMO	13 0709	734328	01/26/08		3,364.06	
	INCTV PAYMENT	13 0709	734328	01/26/08	XMJ 3	3,364.06	
	INCTV APPLICATN	13 0709	734328	01/26/08		3,364.06	
	INCENTIVE MEMO	13 0709	00033811655	01/19/08		34.49	
	INCTV PAYMENT	13 0709	00033811655	01/19/08		34.49	
	INCTV APPLICATN	13 0709	00033811655	01/19/08	FFC	34.49	
	DELIVERY D.O.E.	13 0709)	01/18/08		0.00	
	DELIVERY TO CUS	13 0709)	01/17/08		0.00	
	SERVICE OUT DAT	13 0709)	01/17/08		0.00	
	INCENTIVE MEMO	13 0709	00032266280	04/26/07		750.00	
	INCTV PAYMENT	13 0709	00032266280	04/26/07		750.00	
	INCTV APPLICATN	13 0709	00032266280	04/26/07	U5C	750.00	
	SERVICE IN DATE	13 0709	=	04/24/07		0.00	
	SETTLEMENT DATE	13 0709	1AD00228022	01/13/07		4,542.63	CR
	EXPIRATION TRAN	13 0709	1AD00228022	01/12/07		0.00	
	ORIGINAL INVOIC			01/09/07	24	4,542.63	
	COV/NVIS DATE	13 0709	1AD00228022	01/09/07		0.00	
	SHIPMENT DATE	13 0709)	01/09/07		0.00	
	PRODUCTION (BUI	13 0709)	01/09/07		0.00	
		13 0709		12/19/06		0.00	
	GM ORDER ACCEPT	13 0709)	12/14/06		0.00	
	GM ORDER ACCEPT			12/14/06		0.00	

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

02/14/09 12:36:20

PAGE: 1

VIN: 1G1ZU57N5 7F 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:

TRD DOE:

SRVC IN: 04/24/07 SHADY SHORES

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 U5C 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 DATEAMOUNT MTHD DLR SHR STAT 13 07090 734328 01/26/08 LMX 01 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 (1983) 489-4189	STATE IX
CO-BUYER	PHONE
ADDRESS	
PHONE SHORES STATE TX ZIF	
The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "to PROMISE TO PAY	j
PROMISE TO PAY	is." This contract may be transferred by the Seller
Odorada Pice is shown below as the "Total Sales" Pice "The	
orderedifferential to the terms of this contract. You agree to pay us the Amountainent the terms of this contract. You agree to pay us the Amountainent the terms of this contract. You agree to pay us the Amountainent the terms of this contract. You agree to pay us the Amountainent the terms of this contract in this contract in this contract in this contract in the	s also shown below. By signing this contract, you choose to purchase the vehicle
VEHICLE INFOTENCE A LEONISCONDE LE LA LA CONTROL DE LA CON	15.
Year Make	the PM come with the contract of the contract
Make Model Vehicle Identificati	on No. IT New USE FOR WHICH RUBCHASED
2997 - 1245-4501 CT	D Fectors D PERSONAL FAMILY OF LIPTOPE
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	(1912 Thompson at the same of the
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The cost of your amount the credit provided will have paid after	Your primary or until you have point all the Reep this insurance
rate credit will cost to you or on your	Trom Trom and Author property insurance
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ecurity. We will trave a security interest in the vehicle being purchased.	no) be provided unless year obtain credit. They will
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dditional information: See this document for more information about no ecurity interests, and any required repayment in full before the scheduled date.	
	☐ Credit Life, one buyer \$ N/A Term N/A.
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Cash price (including any accessories, services, taxes,	Maria Maria
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+ Mfra: Rabate: \$ N/A	Insurance Commissioner.
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B. Cost of optional credit insurance paid to insurance company or companies	Optional suggestions accommon The leaves
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-Disability of	Topic of the particular topic of the particular and
C'Other insurance paid to the insurance commany	approval process.
D Official fees paid to covernment agencies	Torre to
N/A	Coverage Months Organism

E Dealer's Inventory lax if not included in cash price \$				
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Sales tax if not included in cash price	13. AA	GAP		
G. Other taxes it not included in cash price	N/∩-	N/A	<u>60</u> □\$	<u> 336. 4</u>
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Government certificate of title fee	2. 30	- N/H	N/AUS_	_ N/
4 Spyanment vehicle inspection lees.	3.00	STONER	MIDGE SAP INS C	n — —.
K Deputy service fee paid to dealer	35.75	11	(Insurance Company)	<u></u> -
- Part of the bald to deale	N/A	N/A		;
Documentary fee A documentary fee			(Home Office Address)	
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charged to buyers for handling	• •		is determined to be a to pay us the difference	
relating to the closing of a sale: A		amount you	owe on the vehicle,	minus vo
adocumentary fee may not exceed \$50.			ut can cancel that Insur ays from the date of this c	
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M. Other charges (Seller must identify who is paid and	Loo	coverage includ	ed above is marked, the	in insuranc
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Purchaser agrees that this Order includes all of the terms and o	onnditi		NET TRADE-IN	-1743,83		ł	
the face and reverse side hereof, that this Order cancels and au	porsedes m	y prior	CASH		-17/6-1		
agreement and as of the date hereof comprises the comple statement of the terms of the agreement relating to the subject	a matters o	overed	TOTAL DOWN PA		-1745. 25500		
hereby, and that THIS ORDER SHALL NOT BECOME BINDING U BY DEALER OR HIS AUTHORIZED REPRESENTATIVE, P	JNTIL ACCE	PTED	BALANCE DUE C	ON DELIVERY	25560.	7/ / Pr	
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and has received a true copy of this Order.		- 1	DRAFT		25560	97	

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HOBERT CAPESTANY 661

ACCEPTED BY: DEALER OR AUTHORIZED REPRESENTATIVE



Mary Schwartz/Austin/GM1

10/30/2009 09:14 AM

To cmanke@attorneysforconsumers.com

CC

bcc

Subject Fw: 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>@SITELCWEB

CC

Subject Re:

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@attorneysforcons umers.com>

10/23/2009 02:50 PM

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

cc

Subject

v. General Motors Company

Please see attached.

Thank you.

Claire Manke Weisberg & Meyers, LLC 888 595 9111 ext 229 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.





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:

SR 71-754321541

OK

Mary_Schwartz@gmexpert.com

09/29/2009 04:04 PM

To todd.w.nelson@GM.com cc

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 Oldsmoblie 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



Re: Your client 2007 Chevrolet Malibu
VIN 1G1ZU57N57F

I have attached our offer and release for your client Schwirtz. 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:

Service Request: 71-754321541

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU57N57F

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

















September 15, 2009 Page 2

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

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:

v. General Motors Company

Our Clients:

Your Client:

Vehicle:

General Motors Company 2007 Chevrolet Malibu

VIN:

1G1ZU57N57F

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;
- 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 feeshifting 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:

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01/17/08 AUTOPARK, INC. DATE 3906 I-35 E South P O Box 50779 Denton, Texas 76206 JAMES SHADY SHORES IX 940-591-9663 972-434-1515 Metro M NEW MCAR E-MAIL ADDRESS MOBILE PHONE CHEVROLET 4D SEDAN L'I MAKE MODEL OR SERIES MAL IBU **BODY TYPE** VEHICLE IDENTIFICATION NO. DARK BLUE MET EBONY/L1 1 5940 172162 COLOR TRIM MILES STOCK NO. **OPTIONAL EQUIPMENT AND/OR ACCESSORIES** TRADE-IN MILES 111755 LIC.# VEHICLE PRICE YEAR 2002 MAKE FORD TRUCK MODEL 4 DOOR UT M Z U 6 3 E 9 2 U ZA. V.N. BALLOWED TO REGENTS BANK PHONE # / ACCT.# USED TRADE-IN ALLOWANCE 00 CONTACT GOOD TILL 6770. **BAL OWED** 85 GM EMPLOYEE AUTH # **NET ALLOWANCE ON USED TRADE-IN** -1745 SHOW LIEN: GMAC INVENTORY TAX DISCLAIMER ADDRESS P.O. 80X 8102 The Dealer's Inventory Tax charge is intended to reimburse the CITY COCKEYSVILLE dealer for ad valorem taxes on its motor vehicle inventory. The STATE MD ZIP 21030 charge, which is paid by the dealer to the county tax assessor-DRAFT ON: collector, is not a tax imposed on a consumer by the **ADDRESS** government, and is not required to be charged by the dealer to the consumer. CASH SALE OF MOTOR VEHICLE 55200100 A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE, A DOCUMENTARY FEE IS NOT REQUIRED BY 43.84 **DEALER'S INVENTORY TAX** 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 STATE AND LOCAL TAXES 1092119 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. LICENSE 12 30 REFERENCE # 56. /5 TRANS., TITLE, REG., STATE INSP. **CUSTOMER ACCEPTS PROTECTION DOCUMENTARY FEE** \$50 00 PACKAGE AT THIS TIME YES NO NO 23815,12 TOTAL PRICE OF UNIT DOWN PAYMENT CONSISTING OF: CUSTOMER SIGNATURE REBATES n /Ω DEPOSIT -1745185 **NET TRADE-IN** Purchaser agrees that this Order Includes all of the terms and conditions on both CASH the face and reverse side hereof, that this Order cancels and supersedes my prior agreement and as of the data hereof comprises the complete and exclusive -1745185 TOTAL DOWN PAYMENT statement of the terms of the agreement relating to the subject matters covered 2556**0**. BALANCE DUE ON DELIVERY hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE, Purchaser by his **GMPP** execution of this Order solziowiodges that he has read by terms and conditions and has received a true copy of this Order. DRAFT 25560197

SOCIAL SECURITY 01/17/2008

PURCHASER O DATE

SOCIAL SECURITY - 01/17/2008

HOBERT CAPESTANY

SALESMAN

ACCEPTED BY:

DATE

DEALER OR AUTHORIZED REPRESENTATIVE



X

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

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#3 - MR 07CVZ: CUST	Comer request diagn	NOSIS ELECTRICAL	CONCERN	
CUST STS HEADI	LIGHTS AIMED TOO LO	· WC	·	
work performed	by Barrhet Smith	(976)		Internal
SEND TO BODY S				
CHECKED HEADLA	AMP AIM . HEADLAMPS	AIMED CORRECTL	Y	
#4 - MP 13CV2. CTC				
#4 - MR 13CVZ: CUST	FRONT DOOR CATCHES	OSIS TRIM CONCE	RN	
Caused by DOOF	PROMIT DOOR CATCHES MICCALINGS	WHEN CLOSING		
Corrected by F	34000: (OG) (3A)		ļ	
Work performed	by ROYCE DANIELL	(204)		NT
ALIGN DOOR	· ~ J MOTOD DAMARDID	(204)	,	Warranty
				
#5 - MR 03CTZ: CUST	OMER REQUEST DIAGN	OSIS OF STERRIN	IG OR	
Suspensi	ON CONCERN			
Cust sts veh e	PULLS TO RIGHT WHEN	DRIVING SEE		
TERMS: STRICTLY CASH UNLESS ARRANGEMEN	HTS ARE MADE. "I hereby extractive the repeix	LABOR		
work tracelnation to be done along with the necessarilities for loss of damage to subjete or articles light				*
Subments by the embelor of the sub-details care.	ed by universitability of parts or delays in parts	DEDUCTIBLE		
possible the which herein described on sheets, high and/or impection. An express mechanics lien is he amount of receive themses.		BUBLET		
ho amount of repairs thoroto."		SHOW SCHAFFES		
DISCLAIMER OF WARRANTIES. Any extremises of	in the products sold heraby are those made by	HAZARDOUS MATERIALE		
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naturnes nor authorized any other person to assume and products. Any timitetion contained benith door (SPECIAL ORDER DEPOSIT		
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3908 I-35E South Denton, TX 78205 (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

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29374	29374
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MICHAEL PAYNE/4743 Pelo el Jesticialne 1G1ZU57N57F SHADY SHORES, TX in Tares of Dust 1/17/08 Estation Hamper 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

HISTORYADVISE 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 sulfrorso the repet Industrialities to be done story with the necessary executed and agree that you are not report found to receive the story extracts of agree that you are not responsible to rices or deringe to vehicle to stoke left in the vehicle in case of the find, or any other cause beyond your control or for any delays caused by unavailability of pans or delays in parts shipments by the supplier or thankportor. I hereby grant you or your employees permission to consiste the vehicle herein described on streets, highways, or observing for the purpose of testing end/or separation. An oxpress machientife from is hareby acknowledged on above vehicle to secure the emount of repeals thereto.

DISCLABRER OF WARRANTIES. Any were raise on the products sold hereby are those made by the menufacturer. The solds hereby expressly disclaims all varrantee either express or implied, including any implied warranty of merchentability or throse for a particular purpose, and the selfor neither passures has authorized any other person to account for it any liability in connection with the selfor of products. Any limitation contained herein does not apply where prohibited by law.

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LABOR	.01
PARTS	.01
DEDUCTIBLE	.01
SUBLET	.0(
BHOP SUPPLIES	-01
HAZARDOUS MATERIALS	.01
BALES YAX OR TAX LD.	.00
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TOTAL DUE	10.

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

7:00 e.m. to 7:00 p.m. Monday - Friday 8:00 a.m. - 12:00 p.m. Saturday

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2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
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Qty: 1	Warranty Warranty
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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

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MICHAEL PAYNE/4224 4. To like the above tambée 1G1ZU57N57F SHADY SHORES, TX more space Park, propriitable Territory, United 1/17/08 12.36 Letter of Attribute 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

#4 - MR 01CVZ1: FREE EXTERNAL CAR WASH Sub Total: Labor: .00 Parts: .00 Total: .00	75C 0 (4.1)
#5 - MR 20CVZ: PERFORM MULI-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	SRV POLICY
#7 - MR 16CVZ: SUBLET REQUIRED FOR REPAIR CUST REQUESTS COURTESY TRANSPORTATION WHILE WORK IS BEING PERFORMED 1GKFC36059J JWRENTAL #11 CUST PUT IN 5-7-09 AT 9AM CONTRACT #73841 42.00 64D TO PAY Work performed by 1000 : 73841	RENTAL POL

TERASS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. It hereby authorize the repeir work hereination to be done stong with the necessary material and spree that you are not responsible for loss of donesies to vertice or articles list in the verticity in case of the, that, or any other cause beyond your control or for any delays passed by unavaliability of parts or delays in parts of parts of the supplier or transporter. I hereby grant you or your employees permission to operate the verticle havin described on streets, highways, or elsewhere for the pospose of testing and/or inspection. An express mechanic's ten is toyetry acknowledged on above verticio to secure the amount of repetite Sterato."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the interactioner. The selfar hereby expressly disclaims all warranties after rupress or implied, including any implied warranty of marcharchitity or times for a particular purpose, and the selfar malifer passumes nor sutherlass any other parson to assume for it any liability in connection with the sale of baid products. Any implies on constitued betain door not expiry where prohibited by task.

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LABOR	.0.
PARTS	.01
DEDUCTIBLE	.01
SUBLET	
SHOP SUPPLIES	.01
HAZARDOUS MATERIALS	.01
SALES TAX OR TAX (D.	.01
SPECIAL ORDER DEPOSIT	. 61
DISCOUNTS	.01
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3906 I-35E, South Denton, TX 75205 (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

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SHADY SHORES, TX

SHADY SHORES, TX

CARL SMITH/11

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#1 - MR 51CVZ: BODY SHOP REPAIR OR REPLACE	Approximately
REPLACE FRONT COVER Work performed by BARRHET SMITH (976) Installed 15266275 : FASCIA (07831-C) 1@347.34 Sub Total: Labor: 91.20 Parts: 347.34 Total: 438.54	91.2 [.] 347.3
#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	151.2
#3 - BS 51CVZ5: BODY SHOP CLEAN UP WASH AND VACCUMN 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	100.8
Please Note: CHARGE TO SERVICE ACCT 306704	'

TERMS: STRICTLY CASH INCLESS ARRANGEMENTS ARE MADE. It horeby suitorize the repetrout himilation to be done stong with the necessary material and agree that you are not reponsible for loss of damage to vehicle or articles left in the vehicle in case of lies, that, or any other masse beyond your control or for my delays caused by unrealigability of parts or delays in parts shipments by the supplier or transparter. I hereby grant you or your employees commission to operate the vehicle hardin described on streets, highways, or alsowhere for the purpose of testing and/or inspection. An actives mechanics her is hereby acknowledged on above vehicle to occurs the emount of repets thorses.

DISCLAIMER OF WARRANTIES. Any varianties on the products sold himsly sty those made by the merutacture. The seller hereby expressly dischains all manustive ether express or inspired, including any implied warranty of merutantability or fitness for a particular purpose, and the seller neither assumes not sustantees any other person to sesume for a any liability in connection with the sale of sale products. Any limitation contained herein does not apply where prohibited by law.

LABOR	242.41
PARTS	448.1
DEDUCTIBLE	.01
SUSLET	.01
SHOP SUPPLIES	.0(
HAZARDOUS MATERIALS	. 01
SALES TAX OR TAX LD.	36.9
SPECIAL ORDER DEPOSIT	.07
DISCOUNTS	.0(
TOTAL DUE	727.53
MISC-OTHER 306704/82001046	727.5

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3906 I-35E South Denton, TX 76208 (940) 591-9663

SERVICE DEPARTMENT HOURS 7:00 e.m. to 7:00 p.m. Monday - Friday 8:00 e.m. - 12:00 p.m. Seturday

SHADY SHORES, TX

SHADY SHORES, TX

Company of the state

Detail@edickloss (Bed Casping) ARTRIBLE #1 - MR 51CVZ: BODY SHOP REPAIR OR REPLACE SEND TO BODY SHOP TO REPAIR FRONT BUMPER AREAS THA T 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: Internal Work performed by 1000 : 73772 Internal Please Note: 2G1WT57K691 J W REINAL #8 CUST PUT IN 4-27-0

9 AT 4:05PM CONTRACT #73772 42.00 64D TO PAY

TURNAS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby sufficite the repet work invaluable to be done along with the necessary material and agree that you are not insponsible to focus or demands to vehicle or indicate left in the vehicle in cross of first, that, or any other clause payond your control or for any delays caused by unavolatifity of perts or delays in parts shipments by the supplier or transporter. I hereby great you or your employees permission to oppose the employee of testing another to the purpose of testing sendior impeation. An express mechanics ben't in house accommended on above vehicle to secure the amount of repetits thereby.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The soler hereby expressly disclaims all warranties alther express to implied, including any implied warrantly of morchantability or fitness for a particular surpose, and the saler retirer salestries not outhorizes any either passon to estimate for it any liability in contraction with the sale of sales products. Any firnitation contained herein does not apply where prohibited by law.

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NO RETURN ON THE CIRICAL OR SAFE "NOTE MOOR SPECIAL ORDERS.

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3906 H35E South Denton, TX 76205 (940) 591-9663

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

Felix Other Dali	Fact Number
4/26/09	62001071/2
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LUKE RICHMOND/2017 Notable Literative dead Margher 1G1ZU57N57F1 SHADY SHORES, TX to surrey to ac-1/17/08 la a c Tryongle Matabe 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

	· · · · · · · · · · · · · · · · · · ·	
#1 - MR 03CTV: CUSTOMER REQUEST DIAGN SUSPENSION CONCERN CUST STS VEH MAKES A LOUD CREAKI WHEN HITTING BUMPS-SEE HISTORY WORK PERFORMED BY JOSE CARRILLO ROAD TESTED AND ONLY HEARD FRONT E TO DAMAGE.	NG/RATTLING NOISE	Warranty
#2 - MR 16CVZ: SUBLET REQUIRED FOR RE COURTESY TRANSPORTATION BEING PR VEHICLE IS BEING REPAIRED. Caused by 2GIWT57K691 #8 CI 4/24/09 AT 1:00PM ON ACCT VEHICLE NOT DRIVEABLE Work performed by WAYNE SMITH Work performed by 1000: ALTERNATE TRANSPORTATION BEING PR RTESY TRANSPORTATION. CUSTOMER SE	OVIDED WHILE YOUR UST PUT IN RENTAL ON #73758 263 TO PAY (937) ROVIDED PER GM COU	Internal Internal
#3 - MR 01CVZ1: FREE EXTERNAL CAR WAS: COURTESY EXTERIOR WASH Work performed by WAYNE SMITH Sub Total: Labor: .00 Parts;		
#4 * MR 16CVZ: SUBLET REQUIRED FOR RERENTAL CAR Please Note: J w RENTAL #8 CUST PUT II CONTRACT #73758 42.00 26	W 4-24-09 AT 1PM	
ERMS: STRICTLY CASH UNLESS ARRANCEMENTS ARE MADE. "I haveby sufficies the repor	LABOR	<u>. 0(</u>
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LUKE RICHMOND

1G1ZU57N57F

1/17/08

SHADY SHORES, TX

2007

172162

CHEVROLET

MALIBU

4D SEDAN LT

DARK BLUE

#1 - MR 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END OF **VEHI CLE**

CUST STS VEH MAKES A LOUD CREEKING/RATTLING N OISE WHEN HITTING BUMPS

Caused by VERIFIED INSTLLED CHASSIS HARS TO ISOLAT E AND TRACED TO LEFT FRONT STRTU

Work performed by JOSE CARILLO (36)

Warranty

#2 ~ MR 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN CUST STS INSIDE OF TRUNK WAS WET AFTER RAININ G Caused by WATER TEST FOR 1 HOUR. NO LEAK INTO TRUN K WAS FOUND.

Work performed by ROGER MUSGROVE (801)

Warranty

#3 - MR Olcvzvehin: Multi-Point veh insp perform Multi-Point VEHICLE I NSPECTION.

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 PROVI DED 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

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4/20/09

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4/21/09

Reprint

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LUKE RICHMOND

1G1ZU57N57F

1/17/08

DARK BLUE

SHADY SHORES, TX

2007

CHEVROLET 172162

MALIBU

4D SEDAN LT

(801)

CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE Caused by TRUNK OUT OF ALIGNMENT. Work performed by ROGER MUSGROVE

Warranty

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dress		<u> </u>			GAP Insurance Premium	
201 Northwest F	reeway; Suite 80				336. 41	
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Liston	TX	Ζiρ	Phone		1	
		77040			Average Retail, if Used Vehicle	
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					Vetica delitification Number (VIN) 2007.	
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HADY SHORE	STX	<u>-</u>	Phone	-	1 '	
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0. BOX 660	129a				Financing Agreement Term (Months)	ent
•	State	· Zip	Phone		Policy Effective Date (Month/Day/Year)	
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					01/17/2008 (12:01 A.M. Std Time)	
RINFORMATION	•				POLICY TERM LIMITS	
					Minimum Term: Loans – 48 Months	
			Dealer Code		Leases and Loans w/Belloon Pmt 24 M	onths
TOMES ANDS					Maximum Term: 84 Months	
JONES HOOD	CHEA-CUD				POLICY COVERAGE LIMITS	
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	State	Zlp	Phone	 -	Maximum Percentage of MSRP/NADA: 1 Maximum Load Capacity: 3	1/4 T
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ca will not be only	Arlari imiaco i circo	to location and permitted sign	R K S CONDIDION OF D	ue extension of c	creat, and can be purchased from another source. Lunderstan	d this G
nd conditions of th	e attached Policy. I	understand the am	ount financed can	of excess to	MONTH The Declarations. Funderstand this coverage is suf	bject to i
rome rinancing	Agreement tem	s greater than the	Maximum Term, s	stated in the Dec	my Financing Agreement does not have uniform monthly parations. Leases are considered to have uniform monthly parations.	iepayin Mananh
.,	nis insulance is not decide Dellectual e	CAMPORT II BIC ITALI	n of my Financing ,	Agreement is le	Distributions. Leases are considered to have uniform monthly pass than the Minimum Term , stated in the Declarations .	-yrw-142

act 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 red 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 nount of coverage exceed \$50,000, I understand coverage does not include any refundable additions to my amount financed. enstand at the inception date of my Financing Agreement, the amount financed for my Covered Collaboral cannot exceed the Maximum Percentage of P/NADA, shown in the Declarations. I understand my Financing Agreement will not be disqualified from coverage, if the amount financed exceeds such maximum; yer, the coverage will be subject to the limits stated in the paragraph above.

erstand coverage under this Policy will not be provided for more than one Covered Collateral under any Financing Agreement.



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

NO RETURN ON FLECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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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

		MIKE BELEW/	⁷ 5773
	Mort. Phone	Venicle Identili	cation Number
CHADY GUODIG CIT		1G1ZU57N57F	
SHADY SHORES, TX	Home Phose	Delivery Date	In-Service Date
		1/17/08	
Yuar Make Mo	del sody	Color	License Number
2007 CHEVROLET MALIBU	4D SEDAN LT	DARK BLUE	
172162	•		

172	162	TO DEDAN III	DARK BLUE	<u> </u>

	DESCRIPTION OF SURVICE AND PARTS			1
#1	- 07CVZ01: CUSTOMER REQUEST REPAIR WARR//CUST STS BOTH REMOTE FOBS Caused by CHECKED FOBS WITH KEYL OUTPUT SIGNAL. ALSO NO COM RCDLR.CHECKED VOLTAGE, GROUN	ARE INOPERATIVE ESS ENTRY TESTER MUNICATION WITH ND AND LOW SPEER	R-NO	T:4UOMA.
	LAN-OK.INTERNAL FAIL- URE	AT RCDLR.		
	Corrected by R4480: (OJ) (6F)			
	Work performed by JAYSON GARCIA Installed 22733524 :TRANSMITT (1 REPLACED RCDLR AND PROGRAMMED.RES AND PROGRAMMED 2.TEST OK	(179) 0485-BPC) PLACED 2 KEY FOR	Qty: 2 3s	Warranty Warranty
#2	- 07CVZ01: CUSTOMER REQUEST REPAIR WARR//CUST STS THE HOMELINK IS IN WORK performed by JAYSON GARCIA Installed 15912630 :RECEIVER (104 SEE LINE 1	NOPERATIVE (179)	CERN 912 Qty: 1	Warranty Warranty
#3	- 03CTZ01: CUSTOMER REQUESTS REPAIR WARR//CUST STS THERE IS A LOUD NO FRONT END WHEN GOING OVER BUMPS, Caused by ROAD TESTED AND DID NOT WORK PERFORMED BY JOSE CARRILLO TEST DROVE WITH SHOP FOREMAN. UNI	OISE HEARD IN TH SEE HISTORY T DUPLICATE CONC (36)	eern.	Warranty
#4 -	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)			
ERMS: ST	RICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repeir latter to be done along with the necessary motorial and agree that you are not respons-	LABOR		•
	OF COMBIGO ID VENICLE OF ENICLES INTO IN the vehicle in case of the third or new other.	PARTS	. , ,,	
Appropriate to	and your control or for any delays caused by unavailability of parts or delays in parts by the supplier or transporter. I hereby grant you or your employees permission to	DEDUCTBLE		
10/01 inspe	various resem operation on streets, highways, or elsewhere for the purpose of testing inction. An express mechanic's lien is hereby acknowledged on above vehicle to secure	SUBLET	······································	
e amount of repairs thorsto." ISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby ere 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 issumes nor authorizes any other person to assume for it any liability in connection with the sale of sid products. Any limitation contained herein does not apply where prohibited by law.		SHOP SUPPLIES		- · · · · .
		HAZARDOUS MATERIALS SALES TAX OR TAX I.D.		
		SPECIAL ORDER DEPOSIT		
		DISCOUNTS		
		TOTAL DUE		
	İ			



3906 1-35E 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	8:0 Number		
8/17/09	62007969/:		
900 Close Date	Status		
8/21/09	Pre-Invoice		
kli eage In 💎 .	iddeago Outur u		
34514	34514		
Service Advisor / Tag # 9 19 101 satu			

MIKE BELEW/5773 Work Phone Venicle Identification Number 1G1ZU57N57F1 SHADY SHORES, TX Home Prione Cachivery Date 1/17/08 Body Ligense Nomber Color 2007 MALIBU CHEVROLET 4D SEDAN LT DARK BLUE

172162			
DESCRIPTION OF SERVICE AND PARTS DECLINED Sub Total: Labor: .00 Parts:.00 Total: .00	AMOUNT		
#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.	Interna?		
#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. If 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 teff in the vehicle in case of fire, theft, or any other cause beyond your control or for any detays caused by uneveilability 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 alreets, 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 regarity thereto.

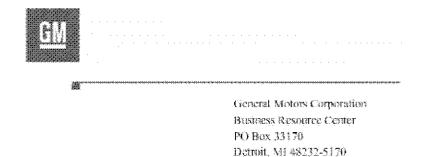
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warrantly of merchantability or frences for a perfocular purpose, and the seller neither lastumes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

	LABOR	.0
	PARTS	.0
	DEDUCTIBLE	. 0
	SUBLET	. 0
	SHOP SUPPLIES	.0
	HAZARDOUS MATERIALS	.0
JO:	SALES TAX OR TAX I.D.	. 0
Ì	8PECIAL ORDER DEPOSIT	. 0
	DISCOUNTS	.0
	TOTAL DUE	.01

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

ACS AND DEAL CHITICAL X SYNTEMS. Inc. : Designation Applications (Design (GROSPA) TEXT

X



VIA FAX ONLY

September 11, 2009 Fax: 866-317-2674

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

RE:

Service Request: 71-754321541 2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU57N57F

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.

\boxtimes	Copy of owner's current title and/or registration	Finance agreement
	Other:	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	,	
I(Client's Name)	(Client's Social Security Number)	
hereby authorize		
(Lien holder N	Jame)	
(Lien holder Address)	(Lien holder Phone Number)	
to release any and all information regar	rding my loan account #(Account Number)	
with		
(Lien holder Name)		
to General Motors Corporation, includi- loan payoff amount, and per diem infor	ing but not limited to a complete payment history of my accomation.	count, a
Date		
V	EHICLE INFORMATION	
The current vehicle mileage is	Date mileage read:	
Signature	Signature	
Digimitate	Signature	
LG0006 V08012008		

















Mary Schwartz/Austin/GM1

10/13/2009 09:56 AM

То	"Susan Landgraf" <slandgraf@attorneysforconsumers.com>@SITELCWEE</slandgraf@attorneysforconsumers.com>
cc	
bcc	
Subject	Re:

Susan.

Attached is a counteroffer and demand. Please confirm receipt of this offer and advise if your client is in





Offer 3rd.doc Release 3rd.doc

Thank you, Mary

"Susan Landgraf" <slandgraf@attorneysforconsumers.com>



"Susan Landgraf" <slandgraf@attorneysforco nsumers.com> 10/09/2009 04:00 PM

To "'Mary_Schwartz@gmexpert.com'" <Mary_Schwartz@gmexpert.com> CC Subject

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

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

^{*}Licensed in Texas

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.

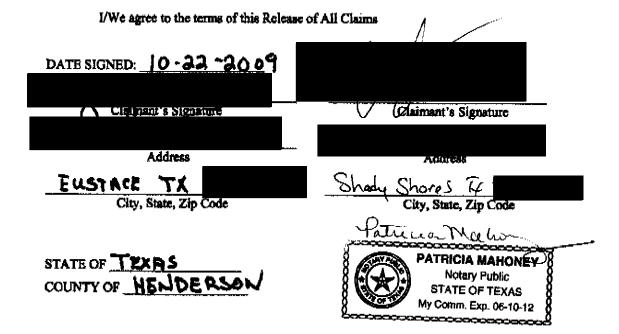
RELEASE OF CLAIM

(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 lesigners and suppliers of vehicles, parts and components that are distributed by them, and their espective 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, directly on use of Releasor(s) 2007 Chevrolet Malibu bearing Vehicle Identification Number ("Subject Vehicle"), including but not limited to any claims based on any allege 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
named persons or entities from any liability regarding claims of personal injury or products liability urising 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 Protoction Plans which accompanied that of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasers, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 394 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, ar 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.



Sworn to (or aftir	med) and subscribed before me this day of	, 20
PATRICIA MAHONEY Notary Public STATE OF TEXAS	Signature of Notary Public	
Му Соптп. Ехр. 06-10-12 об му Соптп. Ехр. 06-10	Type of identification TX DV	<u>×</u>
CC: File LG0024 V6302006	My commission expires:	,



VIA FAX ONLY

October 13, 2009

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

RE:

Service Request: 71-754321541

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU57N57F

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 <u>separately from all other settlement documents</u>. 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	Client's Signature					
Date	 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: Service Request: 71-754321541

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: In Service Date: Vehicle is: New BAC Code: 1G1ZU57N57F 4/24/2007 112277

Vehicle Purchased Used on: N/A at Year, Make & Model: 2007 Chevrolet Malibu

odometer N/A

Current Mileage: 35,408 Dealer Name: JAMES WOOD

CHEVROLET, CADILLAC, OLDSMOBILE

Sale Type: Purchase X Lease Other CAM Name: Larry D. Shields

Phone Number: 972-443-2901

DVM Name: Todd Nelson Lien holder: GMACX Other

Phone/Cell Number: 972075-8222

Service Manager Name: Mike White

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 &

Phone Number: 512-436-0036 Fax Number: 866-317-2674

Meyers, LLC Phone Number: (940) 591-9663

Are there <u>additional</u> 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.

X 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.

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Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 turne Road tested w/shop fore-man and did NOT DUPLICATE CONCERN

☐ <u>Steering</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/30/09	10568	*	37262	C/S veh has leak from engine comp

Engine oil pan gasket leaking from the frong and rear arch Replaced the engine oil pan gasket

C/s veh has ver low idle Ran diagnostics found matching program for complaint. Reprogrammed PCM with latest calibrations. Tested good.

☐ <u>Transission</u>

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

|--|

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

☐ <u>HVAC</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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. Recirculate 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

☐ <u>Paint</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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)

\boxtimes Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/20/09	04/20/09 757417 2		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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 I	light is to be capt	tured under affected componer	nt above.
ACCIDENT / IN Repeat as necessary	ISURANCE INFO	ORMATION:	
Has the vehicle ev	our answer with t	_	Yes Yes
Minor accident - put	t front bumper. Spec	d (example: front end collision)? cific concern - rattle issues, brakes and which was caused by minor accident.	
		was in an accident? (Y or N)	Yes
If Yes obtain the follow		ces claims on this Vehicle? (Y or I	N) <u>No</u>
	wing information belov		N) No
If Yes obtain the follow	wing information below ny: N/A N/A		N) <u>No</u>
If Yes obtain the follow Insurance Companion Insurance Rep :	wing information below ny: N/A N/A		N) <u>No</u>
Insurance Compared Insurance Rep: (First and Last Name)	wing information below ny: N/A N/A		N) No
Insurance Compainsurance Rep: (First and Last Name) Phone # N/A	wing information below ny: N/A N/A		N) No
Insurance Comparing Insurance Rep: (First and Last Name) Phone # N/A Claim Made? (Y or Claim Status:	wing information below ny: N/A N/A N/A r N): N/A		N) No
Insurance Comparing Insurance Rep: (First and Last Name) Phone # N/A Claim Made? (Y or Claim Status: Pending/Denied/NA Claim # N/A	wing information below ny: N/A N/A r N): N/A N/A		N) No No No No No No No No No No No No No
Insurance Comparing Insurance Rep: (First and Last Name) Phone # N/A Claim Made? (Y or Claim Status: Pending/Denied/NA Claim # N/A Did Insurance Cor	wing information below ny: N/A N/A r N): N/A N/A mpany refer custo	N	
Insurance Comparing Insurance Rep: (First and Last Name) Phone # N/A Claim Made? (Y or Claim Status: Pending/Denied/NA Claim # N/A Did Insurance Cor	my: N/A N/A N/A N/A N/A N/A mpany refer custo surance company of	mer to GM? (Y or N)	

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 DIr 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 DIr 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?						

Final Repair/Arbitration Complete?

	State Pres	umption Is:	
# of Visits for a Non-Conformity?	4 (2 in	# of Days out of Service?	30
	12,000 and 2		
	in 24,000)		
# 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 2	24,000 miles	
Vehicle Service	History (Du	ring 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

Does History appear Presumptive: No

No

Complaint appears to Continue?

Vehicle Service Hi	story (Durir	g 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 NV Customer Pay?	/LW: NA	No If no, identify responsible party:	NA
3		3 1 1 3	
Additional Days out of Service?	NA	Additional # of Repair Visits?	NA

Other Considerations:NoOutcome/Findings of Arb/Final Repair:NAPrior Goodwill/reimbursement:NAOut of Pocket Expenses: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 pefect 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 DIr 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 DIr 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

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 Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: \$NA/\$NA \$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: Inclusive Offer:	\$NA/NA \$5,500	Settlement Type: NA Date: NA	Countered
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\$NA/\$NA \$2,500	Settlement Type: NA Date: NA	Countered
PLAINTIFF Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\$NA/\$N/A \$5,000	Settlement Type: NA Date: NA	Countered
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\$NA/\$NA \$3,500	Settlement Type: NA Date: NA	Countered
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\$NA/\$NA \$4,900	Settlement Type: NA Date: NA	Accepted
CRS Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – ADR Cases Only

TEAM LEAD APPROVING:

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:** Settle case: Arbitrate case: Attorney Fees (if applicable): **Settlement Type:** {GW/Repurchase/Repair} **\$**{Amount} **Recommendation of Field:** Arbitrate case: Settle case: Attorney Fees (if applicable): **Settlement Type:** {GW/Repurchase/Repair} **\$**{Amount} **Final Decision:** Arbitrate case: Settle case: Attorney Fees (if applicable): **Settlement Type:** {GW/Repurchase Repair} **\$**{Amount}

Date:{mm/dd/yy}

{Name}

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

General Motors Business Resource Center

FAX

Mr. Mike White, Service Manager

Company: JAMES WOOD CHEVROLET, CADILLAC, OLDSMOBILE

Fax: 9403499605

Phone:

From:

Nita DeHoyos

Fax: Phone: 1.866.255.3730

E-mail:

1.866.790.5600 Ext 11285

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.

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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

RECOMM	ENDED	SERVICES
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129427	WILL JAMESON	v 562	2 2189	04/16/08	VCCS687236
	LABOR RATE	LICENSE No.	MILEAGE 10,670	DARK BLUE M	sT72162
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	ADVISOR WILL JAMESON LABORRATE LICENSE NO. YEAR MAKE / MODEL O7 / CHEVROLET / MALIBU/ VETICLE ID Nº2 U 5 7 N 5 7 F. T. E. No. COMMENTS	562 TAG No. 2189 MILEAGE 10,6	04/16/08 70 DARK BLUE M 01/17/08 \$100 DEALER NO.	VCCS687236 VCCS687236 STACE PER STACE PRODUCTION DATE
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VCWS687236

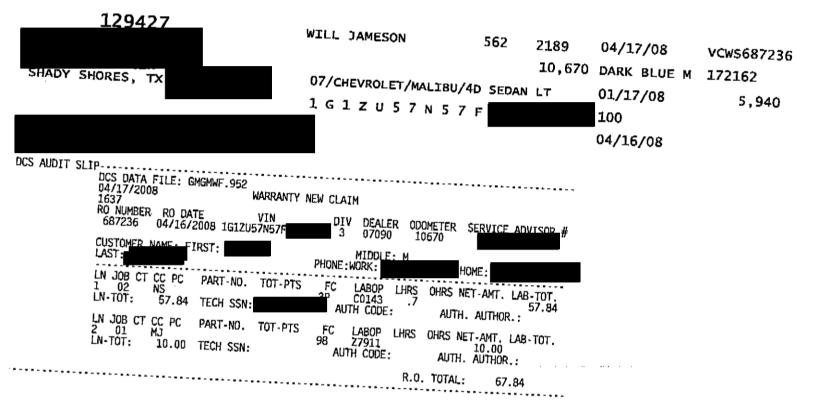
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SHADY SHORES, TX	WILL JAMESON 07/CHEVROLET/MALIBU/4D 1 G 1 Z U 5 7 N 5 7 F	562 SEDAN	2189 10,670 LT	04/17/08 DARK BLUE 01/17/08 100	М	
LABOR & PARTS				04/16/08		
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CLAIM# TOTAL 67.84 CLAIM TOTALS 67.84			•			

APPROVED BY SIGNATURE





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

[CONTINUED ON NEXT PAGE]

687236

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MQ/MI	TOTAL	OPERATION	1.	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68					
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SERVICE HISTORY

PAGE 1 OF 3

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/17/08	669934	6801	321	373		61CVZ	MAKE READY DEPT
01/17/08	009934	5940	778	734 133	! !	61CVZ01 60CVZZI3	NC STATE INSPECTION CLEAN FOR DELIVERY
1 .				133		60CVZZI6D	CLAY&BUFF(FALL OUT)
09/12/07	644266	5747	956	945	i	02CVZ00	MAINTENANCE
07/16/07	631130	5719	778	808	1	61CVZ08	RE POI DEALER TRADE
CALLEDED CORE NO.	CET OFFICER A	ABECTARUZ					

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG# 3 PRODUCTION DATE **†G1ZU57N57F** 687236 07/CHEVROLET/MALIBU/4D SEDAN LT 172162 CUSTOME I NO 129427 5,940 100 01/17/08 UCLLING OFALER NO 04/16/08 2189 DARK BLUE MET/EBO SHADY SHORES, TX 10,670 562 WILL JAMESON NOTICE PURSUANT TO \$70.001, Taxas Property Code INC ON REHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE HEPAIR OF THE M AGREEMENT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORD 04746708 05:00pm APPOINTMENT XI No Yes: URIGINAL CUSTOMER ESTIMATE: LABOR TOTAL **W** * 03€VZ FRONTEND OFF WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN URNING IN OUT: TIME CLOCK TRIM-MISC 2055**APR 16** am**10=0** WARR/CUST STATES THAT DRIVERS SIDE REAR WINDOW MAKES A CM333E1 Q (11/02) 2655 APR 16 AM OUT OTHER HRS.

CUSTOMER COPY



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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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SERVICE HISTORY	<i>(</i>							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION	
01/29/08 01/17/08	671913 669934	6801 5940	321 778	373 734 133		61CVZ 61CVZ01 60CVZZI3I	MAKE READY DEPT NC STATE INSPECTION CLEAN FOR DELIVERY	

60CVZZI6D 02CVZ00 61CVZ08 CLAY&BUFF(FALL OUT) MAINTENANCE RE PDI DEALER TRADE 09/12/07 07/16/07 945 808 631130 SALESPERSON NO. 661 ROBERT CAPESTANY STATE REG# 3 5 E R

Ī.		TG1ZU57N57F	YEAHMAKE/MODEL	LET/MALIBU/4D SEC	NAME OF THE PERSON OF THE PERS	PRODUCTION DATE		NSE NO. H. O. NO.
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	`	SHADY SHORES, TX	CO	DARK BLUE MET	Г/ЕВО	ACT NO.	EXPIRATION DATE EXPIR	
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CUSTOMER COPY

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687236



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

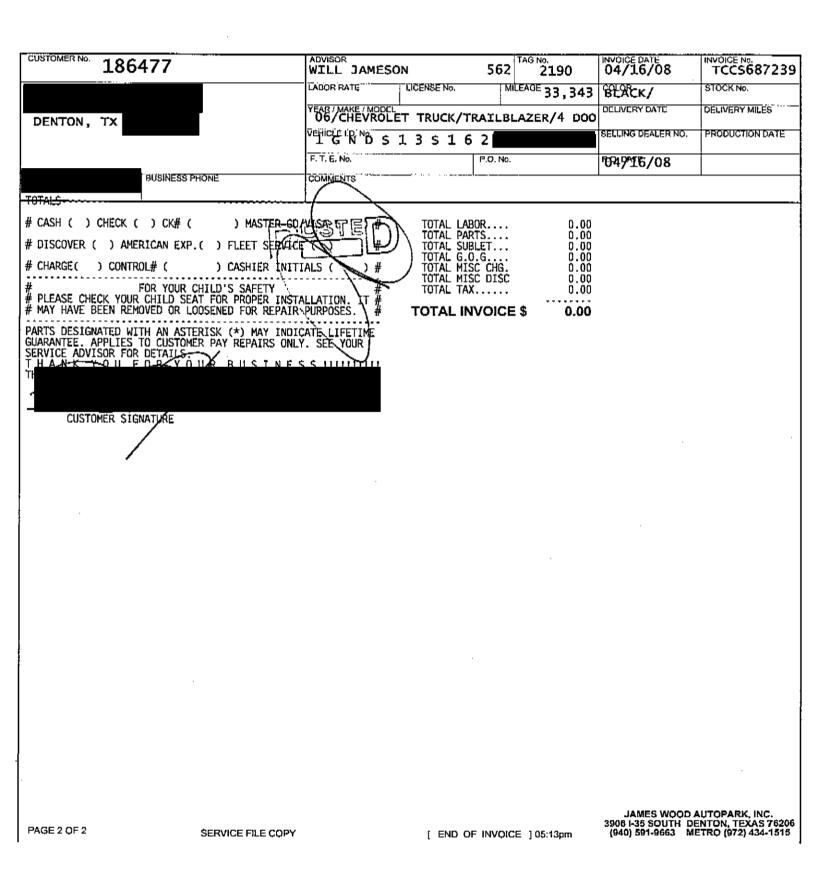
RECOMMENDED SERVICES

OPERATION OPERATION U2C12 LOF SERVICE	DESCRIPTION MO/MI	TOTAL 32.68	OPERATION	OPERATION DESCRIPTION	МО/МІ	TOTAL
SERVICE HISTORY					<u> </u>	

	<u> </u>						<u> </u>
01/29/08	REPAIR ORDER		DVISOR	TECHNICIAN	TYPE		
01/17/08	669934	6801 5940	321 778	373	!	OPERATION 61 CVZ	OPERATION DESCRIPTION
09/12/07		["	734 133		61CVZ01	MAKE READY DEPT NC STATE INSPECTION
07/16/07	644266 631130	5747 5719	956	133 945		60CVZZI6D	CLEAN FOR DELIVERY CLAY&BUFF(FALL OUT)
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A PLANCE OF STREET	- JULIANI	SERVICE		CTA	TE DECLE	
1G1ZU57N57	7F	ROLETANALIBATA	PRODUCTION	AIC	ATE REG# 3	
4 m		ROLET/MALIBU/4D SEDAN LT		172162	LICENSE NO.	687236
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SHADY SHORE	5. TX	COLOR	CONTRACT NO.	[XPIRATION D	40 100	04/16/08
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-APPOINTMENT	LABOR HATE	WITH § 9,503, THISS BHIRDS WITH CONTINUES COOL. OR A CRIDDIT CARD TRANSACTION IS STOPPED, DI OR DRAWER OF THE ONDER OH THE CREDIT CAR CREDIT CARD ACCOUNT HAS BEEN CLOSED.	RHONORIO BECAUSE (PERMIT OF THE MOTO	M VEHICLE BY A CHECK I	ACCORDANCE MONEY ORDER
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186477	ADVISOR WILL JAMESON	5	52 TAG No. 2190	04/16/08	TCCS68723
The second secon		IČENŠE No.	MILEAGE 33,343	BLACK/	STOCK No.
DENTON, TX	06/CHEVROLET	TRUCK/TRAI	BLAZER/4 DOO	DELIVERY DATE	DELIVERY MILES
	TENBS1			SELLING DEALER NO.	PRODUCTION DATE
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	JOB # 1 TO	TAL LABOR & PAR	TS 0.00		
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ARTSQTYFP-NUMBERDESCR	IPTIONJOB	# 3 TOTAL PAR	CE- TS 0.00		
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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

OPER	RATION	OPERATION LOF SERVICE	DESCRIPTION		TOTAL	OPERATIO	N	OPERATION	DESCRIPTION	MO/MI	TOTAL
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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

RECOMMENDED	ECOMMENDED SERVICES											
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MQ/MI	TOTAL					
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	DENTO	1 7774					- 1	BLAC		*: -	.1 1 C.	CON	THACT NO.		EXP#HA	MION DATE	EXPIRATION MILLS	21
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P\$4 8	LABOR RA		1	ISE No.		MILEAGE 11,079	DARK BLUE M	sT72T62
SHADY SHORES, TX	₹59 7%	KE7MOD HEVRO	ELET/M/	ALIBU/	ID S	EDAN LT	51717708	DELIVERY MILES
SHADY SHORES, IX				N 5 7			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No				P.O. N	No.	795701/08	
	СОММЕНТ	rs:					03,01,00	
ADOR & PARTS								
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PARTSQTYFP-NUMBERDES	SCRIPTION		J0B #	UNIT 1 TOTAL	PRIC PART	E- S 0.00		
		JOB #	1 TOTAL	LABOR &	PART	rs 0.00		
J# 2 01GVZVEHINSPEGT MULTI-POINT VEH INSP PERFORM MULTI-POINT VEHICLE INS NO WORK DONE, PREFORMED ON 4/29	SPECITON.	TECH	S)::562	r detectorio di Albertado populario de Albertado d				
PARTSQTYFP-NUMBERDES	SCRIPTION		JOB #	UNIT 2 TOTAL	PRIC PART	E- rs 0.00		
				LABOR 8				
# 3+07CVZ ELECTRICAL MISC CUSTOMER STATES KEY FOB IS INOF CHECKED FOB WITH KEYLESS ENTRY FAILED FOB. REPLACED 1 KEY FOB AND PROGRAMM	TESTER-NO (וטידוטנ	S):179 SIGNAL.	હતું કરતા કેવનો હામ તેમહીન પ્રત મુખ્ય (૧૦૦ કહ્યું કહ્યું) કહ્યું કહ્યું કહ્યું કહ્યું	a V/1441. a () v 6 ₁ / 1444. a ()	alada (mga) a a WARRANTY		
PARTSOTYEP-NUMBERDES	CRIPTION			<i></i> UNIT	PRIC	:F <i>-</i>		
00B # 3 2 22733524 TR	ANSMITT 10.4	185	-	3 TOTAL		WARRANTY		
	,	JOB #	3 TOTAL	LABOR 8	PART	rs 0.00		
# 4+13CVZ TRIM-MISC INSTALL PAINTED PART. REPLACED RIGHT ROCKER PANEL.	Parket Market Handle Vision	ETECH(S)::179)	a in ilija jita ya isa sii i in inganiyên ya gasasii	gharitasi, naga yan majayan	ani mangani Enternal		
PARTSQTYFP-NUMBERDES	SCRIPTION		JOB #	UNIT 4 TOTAL	PRIC PART	CE- r\$ 0.00		
		JOB #	4 TOTAL	LABOR 8	PART	o.00		
G.O.G. & SUPPLIES	·							

5,940

276 07/26/08 vcws690302 ALEX RUVALCABA 3374 11,079 DARK BLUE M 172162 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 SHADY SHORES, TX 100 1 G 1 Z U 5 7 N 5 7 F 05/01/08 LABOR & PARTS----J# 3+07CVZ CUSTOMER STATES KEY FOB IS INOP.
CHECKED FOB WITH KEYLESS ENTRY TESTER-NO OUTPUT SIGNAL. 175.08 175.08 JOB # 3 TOTAL LABOR & PARTS 208.13 COMMENTS -----SENE SOP PART TO BODY SHOP R/O TAX R/O TOTALS 0.00 208.13 WARRANTY CLAIM DETAIL TOTALS------TOTAL.. 208,13 CLAIM TOTALS 208.13 APPROVED BY SIGNATURE DCS AUDIT SLIP-----DCS DATA FILE: GMGMWF.451 WARRANTY NEW CLAIM 07/26/2008 1024 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR # 05/01/2008 1G1ZU57N57F 07090 3 11079 MIDDLE-CUSTOMER NAME: FIRST: LAST: PHONE: WORK: HOME: LN JOB CT CC PC 1 03 OJ 2 PART-NO. TOT-PTS 22733524 175.08 FC LABOP LHRS OHRS NET-AMT. LAB-TOT. R4490 33.05 AUTH CODE: LN-TOT: AUTH. AUTHOR.: R.O. TOTAL: 208,13

CUSTOMER No. 129427	ADVISOR			276	TAG No.	INVOICE DATE	INVOICE No.
125721	1	RUVAL		276		07/23/08	VCCS690302
	LABOR RA		LICENSE No.		ILEAGE 11,079	l I	⁸ 1772162
SHADY SHORES, TX	₹ 69/8	HEVROL	ET/MALIBU/	4D SE	DAN LT	61777708	DELIVERY MILES
	VETICE T	ΊŽψ	5 7 N 5 7	7 F		STUNG DEALER NO.	PRODUCTION DATE
	F. T. E. N	ia.	,	P.O. No.	******	505701/08	
TF -	COMMEN	ITS		.1			I
TOTALS							
# CASH () CHECK () CK# () MASTER CD/	VISA () #	TOTAL LA	BOR	0.00		
# DISCOVER () AMERICAN EXP.() FLEET SERVICE	()	#	TOTAL PAR TOTAL SUB	BLÉT	0.00		
# CHARGE() CONTROL# () CASHIER INITI	AL\$ () #	TOTAL G.C TOTAL MIS	O.G SC CHG.	0.00 0.00		
# PUTACE CHEEK NOW FOR YOUR CHILD'S SAFETY		#	TOTAL MIS TOTAL TAX	X	0.00 0.00		
# PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTA # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR	LLATION PURPOSE	i. IT# S. #	TOTAL IN	IVOICE	\$ 0.00		
PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDIC	'ATE LIE	ETIME					
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY SERVICE ADVISOR FOR DETAILS.	/. SEE Y	OUR					
THANK YOU FOR YOUR BUSINES	S 1111	111111			1.		
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CUSTOMÉR SIGNATURE V			(5)	(목일)			
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ECOMMENDED SERVICES OPERATION OPERATION DESCRIPTION UZCIZ LOF SERVICE	3906 I-35 E. SOUTH • F DENTON (940)	P.O. BOX 50779 • DENTON, TEXAS 76206 591-9663 • METRO (972) 434-1515
ERVICE HISTORY RECOMMENDATIONS FI		D===189.32 ===INT PRICE OPERATION OPERATION DESCRIPTION
04729708 689751	11078 562 W 36 A C 030 130 204 C 010	FRONT END FRONT
	2 L K A T C L	STATE REG# 3 [PRODUCTION DATE STOCK NO. LICENSE NO. [B.,O, NO.
1G1ZU57N57F	07/CHEVROLET/MALIBU/4D SEDAN LT	172162 690302
	CUSTOMENSO SLIPVICE CONTINGE	01/17/08 5,940 100 05/01/0
SHADY SHORES, TX	DARK BLUE MET/EBO	3374 JWS
	TURBO COND. R S. TRANS	MILEAGE , 079 DOUGON NO. ADVISON WILL JAMESON JESUANT TO \$70.001, Taxos PROTENT CAP / FOR THE REPAIR OF THE MOTOR NOBERSTAND THAT THE VEHICLE IS SUBJECTED REPOSSESSION IN ACCORDANCE.
07:2*4m 05/01/08 07:00	DPM WITH \$ 8.300. Texas Business and Continuous Code, IF the A CREDIT CARD HANGACTION IS STOPPED, DISHORD OR DRAWER OF THE ORDER OH THE CHEDIT CARD ACCOUNT HAS BEEN CLOSED. SIGNATURE OF PERSON RESPON	PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER (ONODED DE GAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BEGAUSE THE MAKE HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE ACCOUNT UPON WHICH UPON WHICH IT IS DRAWN OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE ACCOUNT UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WHICH UPON WH
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1 L 51CVZ BODY PAINT SOP PART TO MATCH VEH	SHOPMISC THE HARMAN AND AND LINE	ON
Parte		INOUT
	and the second s	TECH # TIME LABOR OPP TIME CLOCK
		ON ON
C * 010VZVEHINSPECT MULTI PERFORM MULTI-POINT VEHICLE INS	POINT VEH INSP PECTION.	OTHER HRS. SIGNATURE TIME CLOCK OFF ON
	and the second of the second o	RECEIVED NO 2855 JUL 23 AM S
	201	179 .2 RY490 NOW ON ON

Regards and Beyonds H

129427	WILL JAMES)N 5	62 TAG No. 2063	04/29/08	VCCS68975
	LABOR RATE	LICENSE No.	MILEAGE 11,078	DARK BLUE M	⁸
SHADY SHORES, TX	YEAR /MAKE / MODEL	T/MALIBU/4D	SEDAN LT	61717708	DELIVERY MILES
SHAD! SHOKES, TX		5 7 N 5 7 F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.		No.	1047 29/08	**************************************
	COMMENTS			- 1, -+, ++	
BOR & PARTS					
FRONT END WARR/CUST STATES THAT VEH MAKES WHEN TURNING VERIFIED. I-SHAFT NOISE. LUBED I-SHAFT PER GM BULLETIN AN	A POP NOISE IN FRI	END	WARRANTY		
RTSQTYFP-NUMBER	KIT 8.800	UNIT PRI	WARRANTY		
		TOTAL LABOR & PAR			
2203CVZDZ	TECH(S)	36			
WARR/CUST STATES THAT STEERING W SEE LINE 9.	HEEL IS NOT STRAIG	147			
RTSDESC	RIPTION3	OB # 2 TOTAL PAR	CE- RTS 0.00		
	JOB # 2	TOTAL LABOR & PAR	TS 0,00		
3-14CVZ BRAKES MISC WARR/CUST STATES THAT BRAKES SOU ROAD TESTED AND DID NOT DUPLICAT SOME BRAKE NOISE IS ACCEPTABLE D	EEL AT TIMES E.INSPECTED BRAKES	. O.K.	Turning the state of the state		
RTSQTYFP-NUMBERDESC	RIPTION	UNIT PRI	CE-		
		TOTAL LABOR & PAR			
4313CVZ					
WARR/CUST STATES THAT DRIVERS SI WHEN GOING UP AND DOWN AT TIMES WINDOW CHANEL LOOSE & BINDING GL R&R CHANEL & ALIGN & RESECURE TO NOISE/TEST SYSTEM ALL OK	DE REAR WINDOW SQU ASS	EEK\$	14.7 2.7 (A.)		
RTSQTYFP-NUMBERDESC	RIPTIONJ	OB # 4 TOTAL PAR	CE- CTS 0.00		
	JOB # 4	TOTAL LABOR & PAR	TS 0.00		
EXTERIOR TRIM CUST STATES THAT UNDER PASS SIDE DAMAGED AND SCRATCHED. SOP PART	DOOR ON THE FRAME	204 - Mario Anton Mario	ANTANIA MARIANTANIA NI ERNAL		
PART ON SPECIAL ORDER	ING 8.304	UNIT PRI	CE- INTERNAL	,	
** QUANTITY 1 IS SPECIAL	ORDERED **				

129427	WILL JAME	SON	""	562	TAG No. 2063	1NVOICE DATE 04/29/08	VCCS68975
	LABOR RATE	LICEN	ISÉ No.		AILEAGE 11,078	DARK BLUE M	sT72Y62
CHARV CHARC TW	VEAR/MAKE/MOTO	DEL DI ET/M/	ALTRUZ			6177708	DELIVERY MILES 5,940
SHADY SHORES, TX	VETICE 12 NZ				DAN LI	ELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.		N 3 7	P.O. No		16747°29/08	****
	COMMENTS					04/23/06	
		JOB #	5 TOTAL	PARTS	0.00		••••
	JOB #	5 TOTAL					
# 6 01CVZVEHINSPECT MULTI POINT VEH INSP PERFORM MULTI-POINT VEHICLE INSPE COMPLETE	Manufacturação do postado se de la Color						
PARTSQTYFP-NUMBERDESCR	IPTION	JOB #	UNIT 6 TOTAL	PRICE PARTS	0.00		
	JOB #	6 TOTAL	LABOR 8	PART\$	0.00		
# 7:16CVZE FREE EXTERIOR WASH. COURTESY EXTERIOR WASH. COMPLETED.	<u> ТЕСН</u> і	(S) : 508	n nakaning passyo An Mark that regarders _{An} Mathattan ndare eg	Entrational (* * *).			
'ARTSQTYFP-NUMBERDESCR	IPTION	JOB #	UNIT 7 TOTAL	PRICE PARTS	0.00		
••••	JOB #	7 TOTAL	LABOR &	PARTS	0.00	•	
# 8 21CVZRENTAL RENTAL VEHICLE JAMES WOOD RENTAL #2 CUSTOMER PUT AT 8:50AM CONTRACT #63350 42.00 1 E E E E VEHICLE IS NOT DRIVABLE ALTERNATE TRANSPORTATION PROVIDED TRANSPORTATION. CUSTOMER SATISFAC	IN RENTAL 4-25 5A TO PAY FOR F PER GM COURTES TION	9-08 RENTAL SY		ng () gang ang ang ang ang ang ang ang ang an	TNTERNAL		
ARTSDESCR	IPTION	JOB #	TINU B TOTAL	PRICE	- 0.00		
	JOB #	8 TOTAL					
# 9102CVZALIGNA ALIGN FRT/REAR SUSP ALIGN FRONT/REAR ENDS. DOES NOT IN PICKUPS ROUTINE MAINTENANCE ALIGNED FRT/REAR SUSPENSION	NCLUDE CORVETTE	50:36 S OR DI	VALI	izik vizikiying			
ARTSQTYFP-NUMBERDEŞCR.	IPTION	JOB #	UNIT 9 TOTAL	PRICE PARTS	0.00		
**		9 TOTAL			0.00		
ISCCODEDESCRIPTION							

JAMES WOODS SERVICE

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OUCTOMES NO.				T. S. I.		100000000000000000000000000000000000000
129427	WILL JAMESO	N	562	TAG No. 2063	04/29/08	VCCS689751
	LABOR RATE	LICENSE No.	-wip	EAGE 11,078	BARK BLUE	,
SHADY SHORES, TX	07/CHEVROLE	T/MALIBU/	4D SEC	AN LT	85%1717	DELIVERY MILES 5,940
	VETICE IT NO U	5 7 N 5 7	F		SELVING DEALER NO."	
	F. T. E. No.		04729/08			
	COMMENTS					7
SERVI	TALS # TALLATION: IT # PURPOSES. #	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.O TOTAL MIS TOTAL TAX TOTAL IN	TS LET .G C CHG. C DISC	0.00 0.00 0.00 0.00 0.00 0.00	Krea	Half

JAMES WOOD AUTOPARK, INC. 3906 I-35 SOUTH DENTON, TEXAS 76206 (940) 591-9663 METRO (972) 434-1515

WILL JAMESON 562 2063 04/30/08 VCWS689751 11,078 DARK BLUE M 172162 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 SHADY SHORES, TX 5,940 1 G 1 Z U 5 7 N 5 7 F 1.00 04/29/08 #1 03CVZ FRONT END HOURS: 0.30 TECHCS1:35 WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END 7.36 7.36 10.30 FOTAL 7.36 JOB # 1 TOTAL PARTS 10.30 10.30 JOB # 1 TOTAL LABOR & PARTS 35.09 J# 4 13CVZ 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 R/O TAX R/O TOTALS 0.00 WARRANTY CLAIM DETAIL TOTALS-----117.72 CLAIM TOTALS 117.72 APPROVED BY SIGNATURE



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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTŽ	LOF SERVICE	MI	32.68	'			
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SERVIÇ	E HISTOR	Y		-					•		
	DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE		PERATION		TION DESCRIPT	ION
04/10	6/08	687236	10670	5 62	737 204 737 204 508 937	33300-	16CV	Z Ž ZVEHINSPECT	FRONT END TRIM-MISC BRAKES-MI MULTI-POII FREE EXTER RENTAL VE	SC NT VEH INSP IOR WASH	
ALESPEI	RSON NO.	561 ROBERT	APESTANY	SE	R V]	[C	E		STATE	REG#3	
14	fGfZU	57N57F	VEAR/MAKE/M 07/CHE		IALIBU/4D SE	DAN LT		PHODUCTION DATE	8тоск но. 172162	LICENSE NO.	689751
150			A Section Control	CUSTOME	29427 SERVI	CE CONTRAC	et .	01/17/08	5,940	SELLING DEALER NO. 1 00	04/29/08
i mariya Tagalay ili sa	SHADY S	HORES, TX		DAR	K BLUE ME	T/EBO	CONT	ACT NO.	EXPINATION DATE	EXPIRATION MILLS	2063
			and the second	10н00	VZZ AFFICOND	A PLSA	TRANS "	11,078	ADVISOR NO. 562	WILL JAMESO	N
·	That December	LOATE THAT DROWINGS	I BRION	VEHICLE:S		ACTING ON.	DEHALF OF	CUANT TO \$70,001, THE PERSON, WHO CHSTAND THAT THE VI	IS OBJUGATED TO F		

08:50am 04/29/08 05:00pm LABOR BATE APPOINTMENT

ΧŢ TECH# WARR/CUST STATES THAT VEH MAKES A POP NOISE IN FRT END WHEN TURNING IN OUT 36 OTHER HRS SIGNATURE

W 2 03CVZ02 NARR/CUST STATES THAT STEERING WHEEL IS NOT STRAIGHT

IN OUT LABOR OFF TIME CLOCK TIME CLOCK OTHER HRR ON

out

CUSTOMER COPY

689751 [CONTINUED ON NEXT PAGE]

TIME CLOCK-

TIME CLOCK

PAGE 1 OF 4



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

ECOMMENDED					, m/ _{10.7}					
OPERATION 02CTZ	OPERATION DESCRI LOF SERVICE	IPTION	MI	32.68	OPERATION	N	OPERATION D	ESCRIPTION	MO/MI TO	DTAL
					•					
RVICE HISTO	₹Y									
DATE 04/16/08	REPAIR ORDER 687236	MILEAGE 10670	ADVISOR 562	737 204 737 204 737 204 508 937	ICIAN TYPE W W C	03C 13C 14C 01C 16C	VZ VZ VZVEHINSPECT	FRONT END TRIM-MISC BRAKES-MI	SC NT VEH INSP LIOR WASH	
ESPERSON NO	. 661 ROBERT	APESTANY	<u> </u>		VIC	E	VERENTAL		REG# 3	
1 G1 Z(Ĵ57N57F	VEAR/MAKE 07/CH	MODEL IEVROLET	/MALIBU/	4D SEDAN LT	-	PRODUCTION DATE	8TOCK NO. 172162 DELIVERY MILES	LICENSE NO. R. 68	
(Alexander)		0 0 0	СОГОН	129427		CON	01/17/08 THACT NO.	.5,940	EXPINATION MILES TAG	/29/08
SHADY	SHORES, TX				E MET/EBO	TRANS	MILEAGE 11,078	ADVISION NO. 562	ADVISOR WILL JAMESON	063
JIME BECEIN	m 04/29/08 0	5:00pm PR	OR A C	LE SURJECT TO § 9,503, THINK B DREDIT CARD THE JAWER OF THE	R.ACENT ACTING OF THE REPAIR ACRES DRIVERS AND CONTROLS	I BEHALF (MENT. I UN • Coxin. IF I PED. DISHO DIT CARD H	IDERSTAND THAT THE VI NAVMENT FOR THE REPA	IS OBLIGATED TO F EHICLE IS SUBJECT IS OF THE MOTOR !	MY FOR THE REPAIR OF TH TO REPOSSESSION IN ACC RHICLE BY A CHECK, MONE NO FUNDS, OR RECAUSE TO TUPON WHICH IT IS DRAW	ORDANCE Y ORDER
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W-1146VZ	STATES THAT BRAI	R <i>AKES-MIS</i> KES SQUEEL	AT TIME	ES	ager en gran vega et er gran en en en en en en en en en en en en en	ESSANTA ANTA MENERAL M	TECH # TIM	SIGNATURE	OR OPP. TIME CI	
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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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTŽ	LOF SERVICE	MI	32.68	•			
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DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/16/08	687236	10670	562	737 204 737 204 508 937	-∩∩≶≶≶	16CVZE	FRONT END TRIM-MISC BRAKES-MISC MULTI-POINT VEH INSP FREE EXTERIOR WASH RENTAL VEHICLE

SALESPERSON NO. 661 ROBERT CAPESTANY STATE REG#3

;: .	161ZC	Ĵ 57 N57I	-	07/CHEVE	COLET/MALIBU/			PRODUCTION DATE	172162	LIGENSE NO.	6897
					129427	SERVICE CONTRACT		01/17/08			04/29
	SHADY	SHORES,	TX	Note: 1		E MET/EBO		ACT NO.	EXPINATION DATE	'	206
411	1.5	P. C. C.	400 10	11 11 11	TUHBO M/MC	AIH COND. P. S.	CHANG	11,078	562	WILL JAMES	DN .
1.0					I AM THE PERSON O	R AGENT ACTING ON E	BEHALF OF	UANT TO 570,001, THE PERSON, WHO	IS OBLIGATED TO I	PAY FOR THE REPAIR	OF THE M
	08:50ai	n 04729	9708 05:0	00pm PRIORITY	` WITH § 0.503, Texas Β) THE REPAIR AGREEME usiness and Commerce C BANSACTION IS STOPPE	Code, IF PAY	YMENT FOR THE REP	AIR OF THE MOTOR !	FHICLE BY A CHECK.	MONEY OF
POINTMENT	-		Lake Merking	LABOR RATE	OR DRAWER OF THE	ORDER OR THE CREDIT NT HAS BEEN CLOSED.	CARD HO	DER HAS NO ACCOL	INT OR THE ACCOUNT	NT UPON WHICH IT IS	DRAWN O
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CUST	STATES	THAT UN	DER PASS S	IDE DOOR O	N THE FRAME	E 15	22222	. 7	inc Example 1	OFF	
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		· · · · · .	and the second	1	180	7.3 -	<u>_</u>	THER HRS.	SIGNATURE	TII OFF	ME CLO
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	OICVZV	EHINSPEC	TENNESS MESET	I-POINTAVE	HINSP		Agitarometin E	TECH# TIN	IE LAB	OR OPP. TI	ME CLO
PERF	ORM MU	LTI-POINT	VEHICLE IN	SPECTION.	***************************************	No. contract to the administration of the ad	12	-041		ON	
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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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	- TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CT2	LOF SERVICE	MI	32.68				
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SERVICE	HISTOR	Y		•				•			•	
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CUSTOMER COPY

JAMES WOODS SERVICE



129427	TAMMY L	_EON		641	AG No. 8734	12/24/08	VCCS737560
Transaction of the second of t	LABOR RATE		LICENSE No.		AGE 21,849	DARK BLUE M	sT92262
SHADY SHORES, TX	YEAR MAKE	VROLET	/MALIBU/	4D SEDA	N LT	851717708	DELIVERY MILES
			7 N 5 2		7/17 T TO ME.L.A	SELECTION DEALER NO.	PRODUCTION DATE
	F. T. E. No.			P.O. No.		PI2723/08	·,
	COMMENTS						- A MINISTER AND A MI
PARTS			·-UNI	T-PRICE 14.17	0.00	VVOIN	71
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			OTAL LABOR	•	0.00		
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	JOB	# 6 TC	TAL LABOR	& PARTS	0.00		
3.0.G. & SUPPLIES		/UNIT	TOTAL	- GOG	WARRANTY 0.00		
STIMATE- USTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)							
CASH () CHECK () CK# () MASTER CD/	VISA () #	TOTAL LA	30R	0.00		•
DISCOVER () AMERICAN EXP.() FLEET SERVICE	()	#	TOTAL PA	BLET	0.00		
CHARGE() CONTROL# () CASHIER INITIA	ALS () #	TOTAL G.	SC CHG.	0.00		
FOR YOUR CHILD'S SAFETY PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTA	LIATTON T	. #	TOTAL MI TOTAL TA	X	0.00 0.00		
MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR	PURPOSES.	#	TOTAL IN	IVOICE \$	0.00	in T	
ARTS DESIGNATED WITH AN ASTERISK (*) MAY INDIC. WARANTEE. APPLIES TONCUSTOMER PAY REPAIRS ONLY ERVICE ADVISOR FOR CETAILS. HANK 1470 W FOUR YOUR BUSINES HIS VEHICUE WAS RELEASED TO	ATE LIFETING. SEE YOUR	ME !!!			BELF	(A) The	
					\mathscr{K}		
CUSTOMER SIGNATURE					1		

5.940

129427 TAMMY LEON 641 12/31/08 8734 vcws737560 21.849 DARK BLUE M 172162 07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08 SHADY SHORES, TX 1 G 1 Z U 5 7 N 5 7 F 100 12/23/08 LABOR & PARTS-----J# 1 19CVZ

TRIM-MISC

HOURS

HOURS

TECH(S):217

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 NO WORK PERFORM AT THIS TIME. CHECKED SYSTEM OPERATION AND CODES ALL OK. JOB # 1 TOTAL LABOR & PARTS 0.00 #2.13CVZIII TRIM WORK HOURS 10.90 TECH(S):217 74.37

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. JOB # 2 TOTAL LABOR & PARTS J# 4 03CVZ

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. 66.10 1.0 RENTAL CAR 42.000 /UNIT 42.00 TOTAL - GOG 42.00 R/O TAX R/O TOTALS 0.00 182.47 WARRANTY CLAIM DETAIL TOTALS-----CLAIM#...... 182.47 CLAIM TOTALS 182.47

JAMES WOOD AUTOPARK, INC. 3906 I-35 SOUTH DENTON, TEXAS 76206 (940) 591-9863 METRO (972) 434-1515

APPROVED BY SIGNATURE

129427 TAMMY LE

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 1 Z U 5 7 N 5 7 F 100 100

182.47 (~9 cg

12/23/08

DCS AUDIT SLIP---DCS DATA FILE: GMGMWF.462 12/31/2008 WARRANTY NEW CLAIM RO NUMBER RO DATE VIN 737560 12/23/2008 1G1ZU57N57F DIV DEALER ODOMETER SERVICE ADVISOR # 07090 21849 CUSTOMER NAME: FIRST: MIDDLE: M PHONE: WORK: LAST: LN JOB CT CC PC 1 02 NO FÇ PART-NO. TOT-PTS LABOP OHRS NET-AMT, LAB-TOT. LN-TOT: 74.37 TECH SSN: AUTH. AUTHOR .: AUTH CODE: LN JOB CT CC PC 2 04 NV FC LABOP LHRS 01R01 H0042 .8 PART-NO. TOT-PTS OHRS NET-AMT. LAB-TOT. IN-TOT: 66.10TECH SSN: AUTH CODE: AUTH. AUTHOR.: LN JOB CT CC PC C LABOP LHRS OHRS NET-AMT. LAB-TOT. Z7901 42.00 AUTH CODE: AUTH. AUTHOR.: PART-NO. FÇ TOT-PTS 03 LN-TOT: 42.00 TECH SSN: COMMENTS: 164HD57258U

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R.O. TOTAL:



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

02	OPERATION 2C12	OPERATION DESCRIPTION LOF SERVICE	MO/MI MJ	TOTAL 32.68	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	ļ
SEF	RVICE HISTOR			- 1,139,181.7 - 1,139,181.7					

SERVICE HISTORY

	05/01/08	REPAIR ORDER	MILEAGE 11079	ADVISOR 276	TECHNICIAN 546	TYPE	OPERATION 51 CVZ	OPERATION DESCRIPTION	<i>l</i> (
	04/29/08	689751	11078	562	562 179 179 36	_8_8 	01CVZVEHINSPECT 07CVZ 13CVZ	BODY SHOP-MISC MULTI-POINT VEH INSP ELECTRICAL-MISC TRIM-MISC	
S	ALESPERSON NO.	661 ROBERT C	APESTANY		36	_ č	03CVZ 03CVZ02	FRONT END FRONT END	
Ŀ	1764 7 m	EZNIEZE			KVI	C I		STATE DESIGNATION	

SALESPERSON NO. 661	ROBERT CAPESTANY	SFRV		03CVZ02	FRONT EN	B	
1G1ZU57N57		SERV	IC	E	STATE	REG#3	
	1 O7/CHEV	ROLET/MALIBU/40	SEDAN LT	PRODUCTION DATE	172162	LICENSE NO.	H. O. NO.
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		TUHBO MAG AIRC	The second secon	1	EXPIRATION DATE	EXPIRATION MILES	873
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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

3756

RECOMMENDED SERVICES

PAGE 2 OF 3

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02C1Z	LOF SERVICE	MI	32.68				
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SERVICE	HISTORY											
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i Skie od Lineari di			743 - 35 pj 3	CUSTOME	29427 BERVI	CE CONTRAC	ET .	01/17	708 ⁻	5,940	RELLING DEALS	50 NO. 112/23/0
	SHADY S	HORES, TX		DAF	K BLUE ME	T/EBC) СОМТР	CT NO.	·5 · 1 · 1	XPINATION DATE	EXPIRATION MI	
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CUSTOMER COPY [CONTINUED ON NEXT PAGE]



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

RECOMMENDED SERVICES

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

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

ROBERT CAPESTANY SALESPERSON NO. 661 STATE REG#3

1G1ZU3/N3/F		MALIBU/4D SEDAN LT			2162	. " District Malabers	737560
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AND AND AND AND AND AND AND AND AND AND	COLOR	K BLUE MET/EBO	Lemerica er sier			EXPIRATION MILES	8734
SHADY SHORES, TX	TURDO	M/MC AH COND. P. S. S.	TRANS MILEAGE	ACN	/ISOR NO.	ADVISOR	0/34
Statistics of the state of the		CVZZ Reactifiede : 1	<u> 21,</u>			TAMMY LEO	
4.00	I AM THE	PERSON OR AGENT ACTING ON	TICE PURSUANT TO 97 BEHALF OF THE PERK	70.001; Texas F ON, WHQ IS O	Property Code BLICATED TO PA	Y POH THE HERVIR C	FITHE MOTOR
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PAGE 3 OF 3	CUSTOMER	COPY	mar said. Sagar and	.5 .000 700	P. C. Condition of Condition	a made sadiulium saaaa sadaada	737560

129427	TAMMY LEON		641	TAG No. 8004		12/29/08	VCCS738288
	LABOR RÄTE	CICENSE No.	М	IILEAGE 21,	952	DARK BLUE M	sT272162
SHADY SHORES, TX	YEARTMAKE / MODEL 07/CHEVROLE	T/MALIBU/4				61717708	DELIVERY MILES 5,940
5.5.5. 5.6.125, 1X	VETICE IN SU					SELLING DEALER NO.	PRODUCTION BATE
	F. T. E. No.		P.O. No.			12729/08	
	COMMENTS	,,	***				
# 1 13CVZ C/S THERE IS A RATTLE SOUND FROM TO THE DASH PAD ON THE PASSENGER SOUND FROM THIS NOISE GOES AWAY IF YOU TURN DO COWLING VIBRATING DUE TO CROSS WIN RESEAL COWLING AND RETEST OK.	TOE NEXT TO THE	ON THE TOP	andiemerke n'uk	nitima di ultimata alan V	1.00		
,	JOB # 1	TOTAL LABOR &	PARTS	(00.0		
D# 2 21CVZRENTAL RENTAL VEHICLE JAMES WOOD RENTAL #8 CUSTOMER PUT AT 11:14AM CONTRACT# 76719 42.00 6	TECH(S) IN RENTAL 12-29- 4D TO PAY	:937 08	MilyMar Million George Google	(m) were winter	RNAL		
CUSTOMER TO RETURN RENTAL BY 12-30	BY NOON						
	JOB # 2	TOTAL LABOR &	PART\$	(0.00	-	
# 3 16CVZE FREE EXTERIOR WASH. COURTESY EXTERIOR WASH. COMPLETED.	THE THEORY TECHCS)	1937	han Angilas	g a nang (sag) na ansa d	000		
		TOTAL LABOR &					
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	JOB # 4	TOTAL LABOR &	PARTS	(0.00		
G.O.G. & SUPPLIES JOB # 2 1.0 RENTAL CAR @	INUK	TOTAL -	GOG	INTER	RNAL		
HISCCODEDESCRIPTION DOB # 2 RCP RENTAL CAR POLICY EXP	•••••	-CONTROL NO		- INTER			
COMMENTS							
SEE HISTORY-HERE LAST WEEK FOR THIS							

CUSTOMER'NO. 129427	TAMMY LEON	641 8004	12/29/08	VCCS738288
SHADY SHORES, TX	VEAR MAKE MODEL VEAR MAKE MODEL VEHICLE ID No. U 5 7 N 5 F. T. E. No.	J/4D SEDAN LT 7 F	DARK BLUE M OFIVERY 7/08 SELUG DEALER NO. F129729/08	PRODUCTION DATE
Tomes	COMMENTS			
# CASH () CHECK () CK# () MASTER CD # DISCOVER () AMERICAN EXP.() FLEET SERVICE # CHARGE() CONTROL# () CASHIER INIT # FOR YOUR CHILD'S SAFETY # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INST # MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDI GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONL SERVICE ADVISOR/IFOR DETAILS. T H A N K Y O W F D R Y O U R B U S I N E THIS VEHICLE.	TOTAL TOTAL	LABOR 0.00 PARTS 0.00 SUBLET 0.00 G.O.G 0.00 MISC CHG. 0.00 MISC DISC 0.00 TAX 0.00 INVOICE \$ 0.00		



JAMES

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

RECOMMENDED SERVICES

120011111111111							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	Mi	32.68				···
					т.		

SERVICE HISTOR	Y	0								
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIA	N TYPE	0	PERATION	ÓPERA	TION DESCRIPT	ON
12/23/08	737560	21849	641	217 217 937 36 641 937	აგ≼გ	13CV 13CV 21CV 03CV 02CV 16CV	Z11 ZRENTAL Z Z00	TRIM-MISC TRIM WORK RENTAL VEI FRONT END MAINTENAN FREE EXTER	HICLE NCE	
ALESPERSON NO.	661 ROBERT C	APESTANY	SE	E R V	ΙCΙ	E		STATE	REG#3	
1G120	57N57F	07/CHE	ODLL VROLET/M	/ALIBU/40	SEDAN LT	.:	PRODUCTION DATE	втоск NO. 172162	LICENSE NO. : :	738288
			CUSTOMER	29427	ERVICE CONTHAC	18 1 N 10	01/17/08	5,940	REILLING DEALER NO.	R. O. CATE 1 2/29/08
'			COLOR	K BILLE	AET/ERO	CONT	RACT NO.	EXPINATION DATE	EXPINATION MILES	186 NO 4

SHADY SHORES, TX 21,952 641 TAMMY LEON NOTICE PURSUANT TO \$70,001, Taxas Property Code

I AM THE PERSON OR AGUNT ACTING ON BEHALF OF THE PERSON, WHO IS ORLICATED TO PAY FOR THE REPAIR OF THE MOTORVEHICLE-SUBJECT TO THE REPAIR AGREEMENT. I UNDURSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE
WITH § 1,553, Texas Subjects and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER,
OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONGRED BECAUSE OF INSURPICIENT FUNDS, NO FUNDS, OR RECAUSE THE MAKEN BUSINESS PHONE 214-718-7704 x1 111:53am |172725788 07:00pm OR DRAWER OF THE ORDER OR THE CREDIT, CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE LAROR RATE APPOINTMENT X⊟ Yes SIGNATURE OF PERSON RESPONSIBLE OF AGENT FOR PERSON RESPONSIBLE FOR PAYMENT JOB ORIGINAL CUSTOMER ESTIMATE: TECH # LABOR OPP TIME CLOCK OTHER HRS. TIME CLOCK COMMENTS: SEE HISTORY-HERE LAST WEEK FOR THIS **ÍV**ÍISCVZ 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 IN THIS NOISE GOES AWAY IF YOU TURN DEFROSTER ON HIGH-ADVISE dt# TECH # LABOR OPP TIME OTHER HRS SIGNATURE TIME CLOCK * 21CV2RENTAL AND RENTAL VEHICLE COURTESY TRANSPORTATION BEING PROVIDED WHILE YOUR VEHICLE IS BEING REPAIRED OUT TECH# OTHER HRS SIGNATURE TIME CLOCK CUST RETURN BY

ERAZHADZE GNOSESTO (11/9)

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

738288

STATE REG# 3

LICENSE NO.



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

PRODUCTION DATE | STOCK NO.

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RECOM	JEI J 35/EP	3VII 3

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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	SERVICE HISTOR	Υ				•			
	DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION	
	12/23/08	737560	21849	641	217 217 937 36 641 937	3}_>∪∪	13CVZ 13CVZ11 21CVZTENTAL 03CVZ 02CVZ00 16CVZE	TRIM-MISC TRIM WORK RENTAL VEHICLE FRONT END MAINTENANCE FREE EXTERIOR WASH	
1	SALESPERSON NO.	661 ROBERT C	APESTANY	5 5	- R V T			STATE REG# 3	

RV

ICE

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·	1G1205/N5/F	07/CHEVR	OLET/MALIBU/4		1.1.1.1.1		2162		738288
			1 29427	SERVICE CONTRACT	OI/I	7/08	5,940		R. O. DATE 1 2/29/08
	SHADY SHORES, TX		DARK BLUE	MET/EBO	CONTRACT NO.	ÉXF	PRATION DATE	XPIRATION MILES	8004
			TUHUO M/MC AI	H COND. P. S. 1147	MILLAGI:		7504 NO. 7	AMMY LEO	V
	BUSINESS PHON 214-718	E I–7704 x1	I AM THE PERSON OR	NOTICE AGENT ACTING ON BEH	PURSUANT TO 61	70.001, Texas F ON, WHÓ IS O	Toperty Code BLIGATED TO PAY	FOH THE REPAIR C	F THE MOTOR
	11:53am 12/29/08 07:00	PRIORITY	VEHICLE SUBJECT TO 7 WITH § 9.503, Texas Bus	HE:REPAIR: AGREEMENT heas and Commerce Code NSACTION IS STOPPED, I	. I UNDERSTAND TH	AT THE VEHICI THE REPAIR OF	E IS SUBJECT TO THE MOTOR VE) REPOSSESSION IN HICLE BY A CHECK, N	ACCORDANCE MONEY ORDER.
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PAGE 2	OF 2	CUST	OMER COPY			Loui		1.	738288

DCS DATA FILE: GMGMWF.459 04/22/2009

RO NUMBER RO DATE

VCWS757417

5,940

172162

129427

LUCAS RICHMOND 808 2214 04/22/09

28,641 DARK BLUE M

07/CHEVROLET/MALIBU/4D SEDAN LT 01/17/08

1 G 1 Z U 5 7 N 5 7 F 100 04/20/09

DIV DEALER ODOMETER SERVICE ADVISOR #

04/20/2009 1G1ZU57N57F 3 07090 28641 MIDDLE: M LAST PHONE: WORK: | HOME: LN JOB CT CC PC PART-NO. TOT-PTS 1 01 NQ 1 19180745 108 0 LN-TOT: 315.74 TECH SSN: LABOP LHRS FC OHRS NET-AMT. LAB-TOT. 108 07 AUTH CODE: E E3851 1.8 207.67 . 6 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. Z7911 AUTH CODE: 15.00 AUTH. AUTHOR.: LN-TOT: 15.00 TECH SSN LN JOB CT CC PC 3 06 VP FC . PART-NO. TOT-PTS LABOP LHRS OHRS NET-AMT. LAB-TOT. 3 06 LN-TOT: 25.96 3A 85400 EN-TOT: 25.96 TECH SSN: AUTH CODE: AUTH. A COMMENTS: CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE AUTH. AUTHOR .: TRUNK OUT OF ALIGNMENT. ALIGNED TR UNK. R.O. TOTAL: 356.70

WARRANTY NEW CLAIM

VIN

DCS AUDIT SLIP---

1838

129427	LUCAS RICHMOND	808	2214 28,641	04/22/09 DARK BLUE M	VCWS757417 172162
SHADY SHORES, TX	07/CHEVROLET/MALIBU/		N LT	01/17/08 100 04/20/09	5,940

LABOR & PARTS		7::67
HITTING BUMPS VERIFIED INSTLLED CHASSIS EARS TO ISOLATE AND TRACED TO		
LEFT FRONT STRTU REPLACED LF STRUT AND ALIGNED AND RETESTED OKAY PARTS	77.19	08.07 08.07
JOB # 1 TOTAL	LABOR & PARTS 33	L5.74
J# 2 13CVZ TRIM-MISC HOURS: TECH(S):801 CUST STS INSIDE OF TRUNK WAS WET AFTER RAINING WATER TEST FOR 1 HOUR, NO LEAK INTO TRUNK WAS FOUND.		
		0.00
J# 5 21CVZRENTAL RENTAL VEHICLE HOURS: 0.00 TECH(S):937 1G6DF577690 J W RENTAL #C20 CUST PUT IN 4-20-09 AT 9:14AM CONTRACT #73726 45.00 263 TO PAY	Sadarisan ing industria dapan dapan Mahama ing isalah ing ing ing isalah ing ing ing ing ing ing ing ing ing i Ing ing ing ing ing ing ing ing ing ing i	0000
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 CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE TRUNK OUT OF ALIGNMENT. ALIGNED TRUNK	ger i per mengen i seministra i riske i per per per per per per per per per per	5.96
	LABOR & PARTS 2	25.96
MISCCODEDESCRIPTIONCONT JOB # 5 BSHUT COURTESY SHUTTLE	3	15.00 15.00
	R/O TOTALS 35	0.00 6.70
WARRANTY CLAIM DETAIL TOTALS		
CLAIM#		
APUTU DIUMO 990'\A		

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 SEDAI	N LT	01/17/08	5,940
	1 G 1 Z U 5 7 N 5	7 F		100	
				04/20/09	
LABOR & PARTS					
ɔ̃#soîcvzvèHinspect multi=point veh ins Perform multi-point vehicle complete	PHOURS: 0.00 TECH(S):801	n dayyay marini.	0.00		
	JOB # 3 TOTAL LABOR	& PARTS	0.00		
U# 4 16CVZE FREE EXTERIOR WASH. COURTESY EXTERIOR WASH. COMPLETED.	HOURS: 0.00 TECH(S): 937	ii nigrijoji živi nastanovi i neisao ii nigrijoji živi nastanovi i neisao			
	JOB # 4 TOTAL LABOR	& PART\$	0.00		
G.O.G. & SUPPLIESJOB # 5 1.0 RENTAL CAR	@ 35.000 /UNIT	- GOG	35.00 35.00		
MISCCODEDESCRIPTION JOB # 5 RCP RENTAL CAR POLICY JOB # 5 BSHUT COURTESY SHUTTLE	EXP	- MISC	-35.00 WARRANTY -35.00		
TOTALS					
CONTROL# ACCOUNT NUMBER AMOUNT					
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		NVOICE \$			

APPROVED BY SIGNATURE

129427	ADVISOR LUCAS RICHMO	ND ·	808	'AG No. 2214	04/21/09	VCCS7574
	LABOR RATE	LIČENSE No.	MILI	AGE 28,641		sT72162
	YEAR MAKE MODELET	/MAI TRII/41			ชา/ร าว/ชี่8	DECIVERY MICES
SHADY SHORES, TX	VETICE 12 N2 U 5			-tiv 12.1	STUNG DEALER NO.	
	F. T. E. No.		7.O. No.			
	COMMENTS		1011101		04920/09	
_ABOR & PARTS						
# 1 03CVZ FRONT END CUST STS VEH MAKES A LOUD CREEK	TECH(S):	36	171. av. a. a. _{j.}	WARRANTY		
HITTING BUMPS VERIFIED INSTILLED CHASSIS EARS	•					
LEFT FRONT STRTU REPLACED LF STRUT AND ALIGNED A		ט נט				
		HATT I	20705			
ARTSQTYFP-NUMBERDESI 0B # 1 1 19180745 *AB	SORBER 7.345	· · · · · · · · · · · · · · · · · · ·	-KICE-	WARRANTY		
		3 # 1 TOTAL F		0.00		
		OTAL LABOR & F				
#213CVZ CUST STS INSIDE OF TRUNK WAS WE WATER TEST FOR 1 HOUR. NO LEAK	F AFTER RAINING		i international iniciality grant grant	WARRANTY		
ARTSDESI			DRICE.		•	
	701	3 # 2 TOTAL F	PARTS	0.00		
	JOB # 2 TO	OTAL LABOR & F	PARTS	0.00		
##3301CVZVEHINSPECT:MULTI-POINT VEHICLE INSI PERFORM MULTI-POINT VEHICLE INSI COMPLETE	**************************************	301,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	rian i inizana (inizi i inizana) Giran di ngana matata ak	INTERNAL.		
'ARTSDESC	CRIPTION	UNIT	PRICE-	0.00		
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# 4 16CVZE FREE EXTERIOR WASH						
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		TAL LABOR & F	-			
#:5:21CVZRENTAL						
1G6DF577690 J W RENTAL #C AT 9:14AM CONTRACT #73726 45.00	(U CUST PUT IN 41-20-1	9		······································		
CUSTOMER TO RETURN RENTAL BY 4-:	21 BY 7PM					
ARTSDESC	CRIPTION	UNIT F	PRICE-	0.00		
		TAL LABOR & F		0.00		
# 6 13CVZ03 EXTERIOR TRIM CUST STS PASS SIDE OF TRUNK SITS TRUNK OUT OF ALIGNMENT.	TECH(S):	301				
					JAMES WOOD A	UTOBARK DIC
					3906 I-35 SOUTH DE	

129427	ADVISOR LUCAS RICHMOI		TAG No. 2214	INVOIGE DATE 04/21/09	VCCS757417
	LABOR RATE L	ICENSE No. MI	LEAGE 28,641	DARK BLUE M	\$¥72 T6 2
SHADY SHORES, TX	VEABTMAKET MODEL TO OT CHEVROLET	/MALIBU/4D SED	DAN LT	5177708	5,940
Shadi shokes, ix	ण्याव्हामुख्य		-		PROBUCTION DATE
	F. T. E. No.	P.O. No.		70497210/09	
	COMMENTS]	
ALIGNED TRUNK,					
PARTSQTYFP-NUMBERDESCRI	PTION	UNIT PRICE- # 6 TOTAL PARTS	0.00		
		TAL LABOR & PARTS	·		
G.O.G. & SUPPLIES		TAC CABOR & PARTS	0.00		
JOB # 5 1.0 RENTAL CAR @	/UNIT	TOTAL - GOG	WARRANTY 0.00		
ESTIMATE			0.00		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)					
TOTALS		•••••			
# CASH () CHECK () CK# () MASTER CDA	$\Delta I = I $	TOTAL LABOR	0.00 0.00		
# DISCOVER () AMERICAN EXP.() FLEET SERVICE	7/11 \ 1 " /	TOTAL SUBLET	0.00		
# CHARGE() CONTROL# () CASHIER INITI		TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	0.00		
# FOR YOUR CHILD'S SAFETY # PLEASE CHECK YOUR CHILD SEAT FOR PROPER INSTA	LLATION. IT #	TOTAL TAX	0.00		
# MAY HAVE BEEN REMOVED OR LOOSENED FOR REPAIR	PURPOSES. #	TOTAL INVOICE	\$ (0.00)	
PARTS DESIGNATED WITH AN ASTERISK (*) MAY INDIC GUARANTEE. MAPPAIES TO CUSTOMER PAY REPAIRS ONLY					
SERVICE ADVISOR) FOR DETAILS. I HANK IY OUNE OR YOUR BUSINES THIS VEHICLE WAS DETAISED TO	S 1111111111	∞)		
THIS VEHICLE WAS BELEASED TO		(LA)			
		Tion .)		
CUSTOMER SIGNATURE	_	A(12.)			
	_	•×			



757417...

[CONTINUED ON NEXT PAGE]

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MQ/MI	TOTAL
02012	LOF SERVICE	MI	32.68	7-			
					•		
	·			~			

SERVICE HISTORY

PACE 1 OF 3

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE		OPERATION DESCRIPTION
12/29/08	738288	21952	641	217 937	1	13CVZ 21CVZRENTAL	TRIM-MISC RENTAL VEHICLE
12/23/08	737560	21849	641	937 673 217 217	`0∪ %	16CVZE 75CVZ 13CVZ 13CVZ11	FREE EXTERIOR WASH QUALITY CONTROL TRIM-MISC TRIM WORK

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG# 3 1G1ZU57N57F 07/CHEVROLET/MALIBU/4D SEDAN LT 172162 757417 сивтомея NO 129427 01/17/08 5,940 04/20/09 CONTRACT NO. DOPINATION DATE ÖÄRK BLUE MET/EBO ື້ 2 2 1 4 SHADY SHORES, TX 28,641 808 LUCAS RICHMOND NOTICE PURSUANT TO \$70,001, Taxes Property Code

AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR

VEHICLE BUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS BURJECT TO REPOSSESSION IN ACCORDANCE *\04720769*° 05:00pm APPOINTMENT Yes CREDIT CARD ACCOUNT HAS BEEN CLOSED. No JOB TOTAL LABOR OPP 0.00 0.00 .00,00 E-3851 DQD FRONTEND CUST STS VEH MAKES A LOUD CREEKING/RATTLING NOISE WHEN HITTING BUMPS SO W * 13CVZ TRIM-MISC UST STS INSIDE OF TRUNK WAS WET AFTER RAINING 2009 **ARR 20 An - 3**-22 <u>AUTHORIZATION</u> HALTHWOZE GWRESH 2889 APR 29 AM1 0:2: OTHER HRS TIME CLOCK

CUSTOMER COPY

LICENSE NO."

FR. D. NO.



JAMES WOOD AUTO PARK, INC.

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

PRODUCTION DATE STOCK NO.

RECOMMENDED SERVICES

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

SERVICE HISTORY	Y						
DATE	REPAIR ORDER		ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/29/08	738288	21952	641	217	Ç	13CVZ	TRIM-MISC
			1	937	!	21 CVZRENTAL	RENTAL VEHICLE
			l	937	l C	l 16CVZE	FREE EXTERIOR WASH

QUALITY CONTROL TRIM-MISC TRIM WORK č W W 75CV2 13CV2 13CVZ11 12/23/08 737560 21849 641 ROBERT CAPESTANY R Ε STATE REG# 3

	19120571157F		OLET/MALIBU/				2162	- 10	7574
			129427		01/17	7/08	5,940ի	SELLING DEALEH NO. 00	04/2.0/
	SHADY SHORES, TX		ိတ်ARK BLUI	E MET/EBO	CONTRACT NO.	·		EXPIRATION MILES	221
			TUHUO MMC A	AIH COND. P. S. T	mans MILEAGE 28,	641 8	80R NO.	UCAS RICH	MONE
POINTMENT Yes	08:57am 04720709° o	05:00pm PRIGRITY	VEHICLE SUBJECT TO WITH § 9.503, Taxes Bu OR A CREDIT CARD TR	R ABENT ACTING ON BI THE REPAIR AGREEMEN UNITED BY A COMMITTED TO RANSACTION IS STOPPED ORDER OR THE CREDIT	NT. I UNDERSTAND TH cdm, IF PAYMENT FOR D. DISHONORED BECA!	ON, WHO IS OB CAT THE VEHICLE THE PEPAID OF USE OF INSUIPE	LIGATED TO PAY E IS SUBJECT T THE MOTOR VEI CIENT FUNDS, N	O REPOSSESSION IN HICLE BY A CHECK, I IO PUNDS, OR BECAU	AGCOHDA MONEY OR SE THE MA
No 1		1	SI:	GNATURE OF PERSON R	ESPONSIBLE OR AGEN	IT FOR PERSON I	RESPONSIBLE F	OR PAYMENT	· .
P A	01CVZVEHINSPECT MC	II TI-POINT VE	HINSP	Dangar og og production og group og bridge that	Mighinia TECH#	TIME	LABOR	ROPP. I TIM	IF CLOC
PERF	ORM MULTI-POINT VEHICLE	INSPECTION.		Charles and one of both by the control				OH	4.00
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	•				OTHER HRS.	5	SIGNATURE	Ttn.	iii croc
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		REE EXTERIOR	WASH	gige gilang persona ana pengangan pengangan pengangan pengangan pengangan pengangan pengangan pengangan pengan Pengangan pengangan pengangan pengangan pengangan pengangan pengangan pengangan pengangan pengangan pengangan Pengangan pengangan	TECH#	TIME	LABOR	OPP TIN	: 1E CLO:
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*	21CVZRENTAL <i>RE</i>	:NTAL VEHICLE		Gif wangsaysun humahaya dalah ingkila ummahanya puntik padasa Sala maji balah ummahanya puntik padasa Sala maji balah		IN		ON	
COUF	RTESY TRANSPORTATION B	ENTAL VEHICLE BEING PROVIDED		Characteristic control of the contro	All and I failed the state of t	1	LABOF	TOPP. TIM	E CLO
COUP				Cityangetan pendagasishi ingila nasayan tanggal indonesia R VEHICLE IS	TECH#	ОПТ		TOPP TIME	E CLO
COUF	RTESY TRANSPORTATION B			60 angendantskeride (1900) REPUBLIE IS	1	ОПТ	LABOR 279	TOPP TIME	
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COUP	RTESY TRANSPORTATION B G REPAIRED	RENT (DATE ST	CAR_		OTHER HRS.	ОПТ		OPP TIME	i .



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

5741

RECOMMENDED SERVICES

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

SERV		トヘロマ
OEDV	пю	Uni

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/29/08	738288 737560	21952	641	937 937 937 673 217 217	∪_>≥	13CVZ 21CVZRENTAL 16CVZE 75CVZ 13CVZ 13CVZ	TRIM-MISC. RENTAL VEHICLE FREE EXTERIOR WASH QUALITY CONTROL TRIM-MISC. TRIM WORK
L CALECDED CANAL KIEN	EEL DANGEDTA	ADICTANIA				1367211	OF AFE DESCRIP

ROBERT CAPESTANY ERVIÇE STATE REG# 3 1G1ZU57N57F 07/CHEVROLET/MALIBU/4D SEDAN LT 757417 72162 сивтомея NO 129427 01/17/08 04/20/09 5,940100 CONFRACT NO. DARK BLUE MET/EBO 2214 SHADY SHORES, TX 28,641 808 LUCAS RICHMOND NOTICE PURSUANT TO \$70.001, Taxas Property Code

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLICATED TO PAY FOR THE REPAIR OF THE MOTOH
VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS RURJECT TO REPOSSESSION IN ACCORDANCE
WITH \$ 8.503, Taxas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTON CHICLE BY A CHIECK MONLY ORDER.
OR A GREDT CARD TRANSACTION IS STOPPED, DISHOHORICE PERSONSECRET FUNDS, NO FUNDS, ON EXAMS.
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. 04720709 08:57am 05:00pm LABOR DATE APPOINTMENT ☐ No W -- 130VZ03 EXTERIOR TRIM CUST STS PASS SIDE OF TRUNK SITS HIGHER THAN DRIVERSIDE OTHER HRS TIME CLOCK 2009 APR 20 AM 1 0 24 IN APRw20.auk1 1+0!

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OTHER HRS.		GNATURE	TIME CLOCK			
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OTHER HRS.		TIME CLOCK				
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IN ______

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PAGE 3 OF 3

ENAZHADZE GARGESSTO (15/02)

CUSTOMER COPY

CUSTOMER No. 129427	TAMMY	LEON		641	TAG No. 8734	12/24/08	VCCS73756
	LABOR RAT		NSE Nö.	Mi	LEACE 21,849		sT92162
	YEAR 7 MAIL	E/MODEL EVROLET/M	AI TRII			71717708	DELIVERY MILES
SHADY SHORES, TX	1	LN2 U 5 7	_			REITING DEALER NO.	PRODUCTION DATE
	F. T. E. No.		N D /	P.O. No.			
_	COMMENTS			7.0.10.		12723/08	
LABOR & PARTS		•					
TRIM-MISC C/S THE RECIRCULATE BUTTON ONLY WE RECIRCULATE FEATURE WORKING AS DESCRIPTION CASE FOR DEFFROST AND BY LEVEL ONLY WHEN FACE OR FEET SETTINGS AN AC ON.	ORKS WITH SIGN. AFTI ALLOW FRES SETTINGS RE IN PLAG	AC ON ER FLOOR SH OUTSIDE A . RECIRC DOO CE. WITH OR I	IR R CLOS	All the the	WARRANTY		
NO WORK PERFORM AT THIS TIME. CHEC AND CODES ALL OK.	CKED SYSTE	EM OPERATION					
PARTSDESCR.	IPTION	JOB#	UNI 1 TOTA	T PRICE- L PARTS	0.00		
		DB # 1 TOTAL			0.00		
TRIM WORK. C/S THE DEFROST VENT RATTLES ON THE DEFROST VENT RATTLES ON THE DEFROST VENT RATTLES ON THE DEFRO CONTROL OF THE DASH PAD ON RIGHT SIDE RATTLES. REMOVED REPOSITION AND RETEST OK.	HE PASSENI S	GER SIDE WHE	N AC				
PARTS OTY FP - NUMBER DESCR.	IPTION	J0B #	Z TOTA	T PRICE- L PARTS	0.00		
	J	DB # 2 TOTAL	LABOR	& PARTS	0.00		
# 3-21CVZRENTAL RENTAL VEHICLE JAMES WOOD RENTAL #6 CUSTOMER PUT AT 8:23AM CONTRACT# 76692 42.00 1	IN RENTAL	TECH(S):937 12-23-08	asa Harara	Albert and the second and a	INTERNAL		
CUSTOMER TO RETURN RENTAL BY 12-24	4 BY 7PM						
PARTSQTYFP-NUMBERDESCR	IPTION		·UNI	T PRICE-			
			3 TOTA		0.00		
		DB # 3 TOTAI			0.00		
# 4 03CVZ FRONT END C/S THE BRAKES SQUEAL VERIFIED, BULLETIN#00-05-22-002K / DEGLAZED FRONT PADS. APPLIED ANTI TO BACK OF PAD. RETESTED, O.K.	APPLIES.			Mare destrict Bales in a fact transpart at Microsco	JE ELEGICAE WARRANTY		
PARTS QTY FP - NUMBER DESCR	IPTION	JOB #	UNI 4 Tota	T PRICE- L PARTS	0.00		
# 5 02CVZ00 MAINTENANCE CUSTOMER IS REQUESTING A BOTTLE OF ADVISOR TO HANDLE.	Anasamini - men	DB # 4 TOTAL TECH(S):541 PAINT			0.00		
PARTSQTYFP-NUMBERDESCR	IPTION		UNI	T PRICE-			
						JAMES WOOD A 3906 1-35 SOUTH DE	



129427	TAMMY LEON			12/24/08	VCCS73756
	LABOR RATE	LICENSE No.	MILEAGE 21,849	DARK BLUE M	s172162
	YEAR / MAKE / MODE	ET/MALIBU/4D S	FDAN IT	01/17/08	DELIVERY MILES
SHADY SHORES, TX		5 7 N 5 7 F	LUAN LI	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. N			
	COMMENTS	F.O. N		12723/08	
T'S			_		
3 # 5 0 12346575 PAI	CRIPTION NT 8.800	UNIT PRIC		1/1/	1.11
PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIA	L ORDERED **			K VU N-	171 V X
		JOB # 5 TOTAL PART	s 0.00	$\sqrt{2}$	vocc)
***************************************		5 TOTAL LABOR & PART			
6 16CVZE FREE EXTERIOR WASH COURTESY EXTERIOR WASH. COMPLETED.	Maria de la Companya	5) ±937			
RTSQTYFP-NUMBERDES	CRIPTION	JOB # 6 TOTAL PART	E- S 0.00		
	JOB # (
O G & SUPPLIES		5 TOTAL LABOR & PART			
O.G. & SUPPLIES 3 # 3 1.0 RENTAL CAR	ē /Ul	VIT TOTAL - GOG	WARRANTY 0.00		
STOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TA					
TALS	************				
CASH () CHECK () CK# () MASTER	CD/VISA () #	TOTAL LABOR	. 0.00		
DISCOVER () AMERICAN EXP.() FLEET SERV	ICE () #	TOTAL SUBLET	. 0.00		
CHARGE() CONTROL# () CASHIER IN	ITIALS ()#	TOTAL MISC CHG	. 0.00		
FOR YOUR CHILD'S SAFETY	#	TOTAL MISC DIS	C 0.00 . 0.00		
FOR YOUR CHILD'S SAFETY PLEASE CHECK YOUR CHILD SEAT FOR PROPER IN MAY HAVE BEEN REMOVED OR LOOSENED FOR REPA	STALLATION. IT # IR PURPOSES. #	TOTAL INVOICE	E\$ 0.00		
. 			# Dan		
ARANTEE, APPLIES TOXCUSTOMER\PAY REPATRS D			(AD2	- And a substitute of the same	
ARANTEE. APPLIES TOYCUSTOMER PAY REPAIRS O RVICE ADVISOR FOR DETAILS. H A N K 17/0 V F OVR Y O U R) B U S I N	E S S 1111111111		· \'\ \		
RTS DESIGNATED WITH AN ASTERISK (*) MAY IN ARANTEE. APPLIES TOXCUSTOMER PAY REPAIRS O RVICE ADVISOR FOR CETAILS. H A N K 1/10 V F OVR Y O U R B U S I N IS VEHICUS WAS DELEASED TO.	E S S 1111111111				
	E S S !!!!!!!!!!				
RRANTEE. APPLIES TOYCUSTOMER PAY REPAIRS OF REVICE ADVISOR FOR DETAILS. H A N K 19/0 V F OVR Y O U R) B U S I N IS VEHICLE WAS DELEASED TO. CUSTOMER SIGNATURE	E S S !!!!!!!!!!! 	<	***		

129427
SHADY SHORES, TX

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 1 Z U 5 7 N 5 7 F 100 100

12/23/08

LABUR & PARTS. J#1213CVZ 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 O#2 13CVZ11 TRIM WORK HOURS 0:90 TECH(S):227 74 37

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. JOB # 2 TOTAL LABOR & PARTS 74.37 JOB # 4 TOTAL LABOR & PARTS 66.10G.O.G. & SUPPLIES-----JOB # 3 1.0 RENTAL CAR @ 42.000 /UNIT 1.0 RENTAL CAR 42.000 /UNIT 42.00 TOTAL - GOG 42.00 R/O TAX R/O TOTALS 0.00 182.47 WARRANTY CLAIM DETAIL TOTALS-----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 SHADY SHORES, TX 1 G 1 Z U 5 7 N 5 7 F 1.00 12/23/08 DCS AUDIT SLIP--DCS DATA FILE: GMGMWF.462 12/31/2008 WARRANTY NEW CLAIM 1823 RO NUMBER RO DATE DIV DEALER ODOMETER SERVICE ADVISOR 3 07090 21849 12/23/2008 1G1ZU57N57F 737560 CUSTOMER NAME: FIRST: MIDDLE: M LAST: PHONE: WORK: HOME: LN JOB CT CC PC C LABOP C2500 AUTH CODE: PART-NO. TOT-PTS LHRS OHRS NET-AMT. LAB-TOT. LN-TOT: 74.37 TECH SSN: AUTH. AUTHOR.: LN JOB CT CC PC PART-NO. TOT-PTS LHRS LABOP OHRS NET-AMT, LAB-TOT, 01R01 H0042 .8 66.10 LN-TOT: 66.10 TECH SSN: AUTH CODE: AUTH. AUTHOR.: LN JOB CT CC PC PART-NO. 3 03 MJ LN-TOT: 42.00 TECH SSN: LABOP Z7901 OHRS NET-AMT. LAB-TOT. 42.00 AUTH. AUTHOR.: TOT-PT\$ AUTH CODE: COMMENTS: 164HD57258U R.O. TOTAL: 182.47 **(~)** \(\frac{1}{2}\)



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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CTZ	LOF SERVICE	MI	32.68				
		,					
			11 mm				
				;			

SERVICE HISTORY REPAIR ORDER **ADVISOR** OPERATION DESCRIPTION DATE 51CVZ 01CVZVEHINSPECT 07CVZ 13CVZ BODY SHOP-MISC MULTI-POINT VEH INSP 05/01/08 690302 11079 562 Č W ELECTRICAL-MISC TRIM-MISC FRONT END FRONT END 179 04/29/08 689751 03CVZ 03CVZ02 11078 562 36 ë 36 SALESPERSON NO. 661 ROBERT CAPESTANY R STATE REG# 3 STOCK NO. ŤĠ1ZU57N57F 07/CHEVROLET/MALIBU/4D SEDAN LT 737560 172162 129427 SERVICE CONTRACT 5,940 100 01/17/08 8734 DARK BLUE MET/EBO SHADY SHORES, TX 21.849 111 641 TAMMY LEON NOTICE PURRUANT TO \$70.001, Taxon Property Code

AM THE PERSON OF ACENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLICATED TO PAY FOR THE REPAIR OF THE MOTOH

VEHICLE SUBJECT TO THE REPAIR AGREEMENT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE TAM THE PHISON OF ACTINE ACTING ON REPAIR OF THE PRISON, WHO IS ORDICATED TO ARY POLYTIC REPAIR OF THE MOTION WENCE SUBJECT TO THE REPAIR AGREEMENT, I UNDERSTAND THAT THE WENCE IS SUBJECT TO REPOSSESSION IN ACCOMDANCE WITH § 9.303, Taxas Business and Commerce Code, If PAYMENT FOR THE REPAIR OF THE MOTION WENCE BY ACHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER 08:41 am **~**2723708 07:00pm LABOH BATE APPOINTMENT □ No SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT JØB ORIGINAL CUSTOMER ESTIMATE: LABOR TOTAL TFCH# 0.00 0.00 0.00 OTHER HAS TIME CLOCK TRIM-MISC C/S THE RECIRCULATE BUTTON ONLY WORKS WITH IN OUT TECH # W.* 13CVZ11 TRIM WORK C/S THE DEFROST VENT RATTLES ON THE PASSENGER SIDE WHEN AC OR OR HEAT IS ON CENTER DASH VENTS IN. **aut** TECH # LABOR OPP TIME CLOCK OTHER HRS TIME CLOCK

and Reynolds ERALZHADZE GM35561 Q (1152)

PAGE 1 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] ---- 737560

737560

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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

RECOMMENDED SERVICES

	OPERATION .	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	02CTZ	LOF SERVICE	MI	32.68				'
	0					<u> </u>		
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								L

SERVICE HISTOR	7							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION	
05/01/08	690302 689751	11079	276 562	546 562 179 179 36	<-<	51CVZ 01CVZVEHINSPECT 07CVZ 13CVZ 03CVZ	ELECTRICAL-MISC TRIM-MISC FRONT END	
				36	C	03CVZ02	FRONT END	
ALESPERSON NO.	661 ROBERT C	APESTANY	-	= P V T		F	STATE REG# 3	

1.0	TG1ZU5/N5/F	07/CHEVRO	LET/MALIBU/	4D SEC	AN LT				2162			737560
			12942		CONTHAC		01/17	708 PEH	5,940	SELLING DEA 100	LEH NO.	12/23/0
	SHADY SHORES, TX	Č	DARK BLU	E MET	7/EBO	CONTA	ACT NO	EXP	RATION DATE	EXPIRATION N	WILES	8734
			URBO KYKC	AIR COND.	es.	TRANS	MILEAGE 21,8	349 6	308 NO.	ADVISOR TAMMY	LEON	1
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	08:4Tam 12/23/08 07:0	00pm 3 3	VEHICLE SUBJECT 10 WITH § 8.503, Texas B DR A CREDIT CARD TE	ISINGSS AND I	Commerce (VIS STOPPI	Code, IF PA 4OHOD DISHOR	YMENT FOR H IORED BECAU	KE HEPAIR OF SE OP INSUPPI	THE MOTOR VICIENT FUNDS.	EHICLE BY A C	CHECK, MA RIBECAUS	ONEY OHDEH Brisse Makes
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© No			5	ONATORE C	F PFRSON	RESPONSI	BLE OR AGENT	FOR PERSON	RESPONSIBLE	FOR PAYMENT	•	
ов 8000 г.Да	21CVZRENTAL REN	AL VEHICLE	. Teksyanda sakida sakida da kana da kitaba ung Musika sakis sakida sakida masayan malayan da kena da k	ujách á digPátro-újfakrtúlt- uhranjak azeja áreknenna	ni i derflerid fijd di jid derek Bi i derflerid jid de jeruar	Maria (A) W MSVM	TECH#	TIME	LABC	A OPP.	TIME	CLOCK
COU	RTESY TRANSPORTATION BEINIG REPAIRED	IG PROVIDED	WHILE YOU	R VEH	ICLE IS	5	-	H. J. T.	, ,,,,,,,,	1 1 4 4	004	Section of the
Ben	IG REPAIRED	BEN	IT CAR			L			i	1.00	ON	dia ng 📑
.		DATE	TIME				OTHER HRS.		SIGNATURE		OFF	CLOCK
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1. :	RET	URN /2-	03 18								<u></u>	of the second
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			2011/0021011/00/00/00/002012-12/00/27/9/00	D-1700F09-UN-L0L00-1-00-07	**************************************	h indiacialme in a d	26	· 3	1,200	247_	ON	F: .: .: .: .:
100	TRUE LED, BULLET	ノレ 井 (90-0c	ーフ フ			TUED UPS	•••	SIGNATURE	<u>yr Yr i Mall</u>	100	CLOCK
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CUS	02CVZ00 TOMER IS REQUESTING A BOT	TENANCE	LIP PAINT		Managaran Majayar Managaran	17.00 m (0.00 m)	TECH#	TIME	LABO	OR OPP.	OFF	CLOCK
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l í		garage and the second	Asset and the	$(a_{i_1,\ldots,i_{r+1}},\ldots,a_{i_r})$	100	il	,			90	Ι.	

CUSTOMER COPY

JAMES ...

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

3756

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		51CVZ	BODY SHOP-MISC
				562	<u>C</u> ,	01 CVZVEHINSPECT	
				179 179	₩	07CVZ 13CVZ	ELECTRICAL-MISC TRIM-MISC
04/29/08	689751	11078	562	36	w	03CVZ	FRONT END
				36	c	03CVZ02	FRONT END

SALESPERSON NO. 661 ROBERT CAPESTANY SERVICE STATE REG#3

PRODUCTION DATE **†G1ZU57N57F** 07/CHEVROLET/MALIBU/4D SEDAN LT 737560 172162 1 29427 H. O. DATE 12/23/08 01/17/08 5,940 100 DARK BLUE MET/EBO EXPIRATION MILE XPIRATION DATE 8734 SHADY SHORES, TX 21,849 641 TAMMY LEON NOTICE PURSUANT TO \$70,001, Texase Property, Code

I AM THE PERSON OR AGENT ACTING ON DICHALF OF THE PERSON, WHO IS ODDICATED TO PAY FOR THE REPAIR OF THE MOTON
VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO THE REPAIR OF THE REPA 12/23/08 07:00pm APPOINTMENT YHR LABOR BATE □ No 16CVZE TIME CLOCK COURTESY EXTERIOR WASH. OTHER HRS. SIGNATURE гин фиффк OΝ IN out TECH # TIME LABOR OPP. OTHER HRS. SIGNATURE TIME CLOCK OUT TECH# TIME CLOCK OTITICA MAS TIME CLOCK

Reynolds and Reynolds EPALZ-WOSE GM35561 Q (\$1/02)

PAGE 3 OF 3

CUSTOMER COPY

737560

OFF

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The property of marchandality or filmes for a periodic purpose of the periodic

MORE HISTORY AVAILABLE ***

687236 4/16/08 10670 WILL JAMESON

JR1

67.84

1.00

.30

.00

W 03CVZ: FRONT END OWNER HAS PROBLEM WITH FRONT END 737

W 13CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN



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

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

	ক্লাল ইমি⁄O Number - = ব
4/27/09	62001213/1
··· R/O Close Date	- Status
5/06/09	Pre-Invoice
Mileage In	ு MileagerOutsஐவச்
28801	28801
TOTAL Service:Adv	Sorte Facille en en en en en

				LUKE RICHMO	OND/2032
			Work Phone	√ehiclertdentif	ication Number ########
				1G1ZU57N	57F
SHADY	SHORES, TX		Home Phone	Delivery Date	in-Service Date
				1/17/08	
Year	Make	Model	Body	Color "	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216	2			— I	•11

17216		····
#1 -	SCRIPTION OF SERVICE AND PARTS 51CVZ: BODY SHOP REPAIR OR REPLACE SEND TO BODY SHOP TO REPAIR FRONT BUMPER AREAS THA I ARE MARKEDAPPROVED BY WILL JAMESON Work performed by ROBERT COOK (671) REPAIRED FRONT BUMPER Sub Total: Labor: .00 Parts:.00 Total: .00	AMOUNT .
· 	16CVZ: SUBLET REQUIRED FOR REPAIR RENTAL CAR Work performed by 1000 : 73772 Labor: Work performed by 1000 : 73772 Parts: Parts: Note: 2G1WT57K691148993 J W RETNAL #8 CUST PUT IN 4-27-0 9 AT 4:05PM CONTRACT #73772 42.00 64D TO PAY	Interna Interna

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 unaveliability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employoos permission to operate the vehicle herein described an streets, highways, or elpewhere 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 of the products sold hereby are those made by the manufacturer. The seller hereby expressly displaims all warranties either express or implied, including any implied warranty of merchantability or fifness for a particular purpose, and the seller neither assumes nor authorizes any other porson to essume for it any liability in connection with the sale of said products. Any traffiction contained beauty door and contained below.

10) 2009 DEALERTRACK SYSTEMS, Inc.

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

L'ORGERS!! H

(FAX)9403499657

P. 005

WARRANTY	<u>REP</u> AIR OF	RDER	TWORK Phone	4/26/09	62001071/1
		,	Home Phone;;··	R/O Close Date:	: Cross:Reletence#+
SHADY SHORES, TX	, u		Body	4/27/09 Mileage in ****	Original Www.geones.r
Year Mak			SEDAN LT License Number	28796	28796
2007 CHEVROLI	ET MALIB	σ	License Nombel	LUKE RICHM	•
Vehicle Identification Numb		Color		Delivery Date	_ ⊹In-Service Date ; _t
1G1ZU57N57F 172162	DARK	BLUE		1/17/08	
DECODINE AL DEDIVIDE					
CUST STS VEH WHEN HITTING Tech: 36/0193 ROAD TESTED A E TO DAMAGE.	STOMER REQUES SPENSION CONC MAKES A LOUD BUMPS-SEE HI; MID ONLY HEAR!	ERN CREAKING/RA' STORY 0.0 D FRONT GRIL	TTLING NOIS	SE . 0 0	AMOUNT.
#4 * MR 16CVZ: SUI RENTAL CAR	BLET REQUIRED	FOR REPAIR			
As Of 1 4 As Of 1 4	1/27/09 Tech 1/27/09 Tech	36 Start 36 Start			urs .03 urs .00
ACCOUNT # "" TAY					
, ,	S ET SUPPLIES				.00
RECEIPT # . TO DEDU	S TAX OR TAX I.D. ICTIBLE L DUE	<u> </u>			.00



Х

(C) 2009 CEALERTRACK SYSTEMS Inc.: Destroking Application Grown (1901))45 (1921

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

R/O.Open Date:	F/O Namber
4/26/09	62001071/1
🗝 R/D Close Date 🐭	Status -:
4/27/09	Final
: Mileage In -	مرسين Mileage Out
28796	28796
Service Advi	sort Tagrera water
THE BICHMO	

-				LUKE RICHMO	ND/2017*W*		
			Work Phone	Vehicle identifie	Vehicle Identification Number		
				1G1ZU57N5	7 F		
SHADY	SHORES, TX		Home Phone	Delivery Date			
				1/17/08			
Year	Make	Model	Body	Color	್ಲ License Number ವಿಧ		
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE			
17216	2						

172162		
DESCRIPTION OF SERVICE AND PARTS #1 - 03CTZ: CUSTOMER REQUEST DIAGNOSI SUSPENSION CONCERN CUST STS VEH MAKES A LOUD CREAKI WHEN HITTING BUMPS-SEE HISTORY Work performed by JOSE CARRILLO ROAD TESTED AND ONLY HEARD FRONT E TO DAMAGE.	NG/RATTLING NOISE	Warranty
#2 - 16CVZ: SUBLET REQUIRED FOR REPAIR COURTESY TRANSPORTATION BEING PROVEHICLE IS BEING REPAIRED. Caused by 2G1WT57K691 #8 COURTEST #8 C	COVIDED WHILE YOUR CUST PUT IN RENTAL ON (#73758 263 TO PAY (937) PROVIDED PER GM COU	Internal Internal
#3 - 01CVZ1: FREE EXTERNAL CAR WASH COURTESY EXTERIOR WASH Work performed by WAYNE SMITH Sub Total: Labor: .00 Parts:.00 #4 * 16CVZ: SUBLET REQUIRED FOR REPAI		
RENTAL CAR Please Note: J W RENTAL #8 CUST PUT I CONTRACT #73758 42.00 26		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	
work hereinafter to be done along with the necessary material and agree that you are not respons-		loc
ible 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	DEDUCTIBLE	
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		.00
and/or Inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.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, inclu-		.00
ing any implied warranty of morchantability or fitness for a particular purpose, and the seller neither		.00
assumes not abundrizes 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 (aw,		. 00
		- 0 0
the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, inclu- ling 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,	SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE	-

	0(1110) 20.42	JUNES MOODS SEKAICE	(1 HX / 540			,00
	THE		Home Phone	R/O Open Date		O Number
				4/26/0		01071
SHADY SHO	DDC MY	₩	🕒 🖨 Work Phone	Time Received		e Promised
SHADI SHO	ARDS, IA	1	Key Tag #	16 : 25 Current Mileage		7 17:00 leage Out
			2017	28796	101	loogo oot
Year	Make	Model	Body	Engine Code	Sen	rice Advisor
2007	CHEVROLET	MALIBU	4D SEDAN LT		I	E RICHM
Venicle 1G1ZU57	dentification Number	Color DARK BLUE	License Number	Delivery Date	Iπ-S	ervice Dato
172162	· · · · · · · · · · · · · · · · · · ·	DARK BLUE		1/17/08		
		REQUEST DIAGNOSIS	OF STEERING OR			<u> </u>
SUSI	ENSION CONCE	RIN				V
		ES A LOUD CREAKING	3/RATTLING NOISE	/m		V
WHEN	HITTING BUM	PS-SEE HISTORY				V
				(\mathcal{A})		
		QUIRED FOR REPAIR		_		W
		RTATION BEING PRO	VIDED WHILE YOUR			N
X2 1 AEH3	CLE IS BEING	REPAIRED.				N
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#3 - 01CV	Z1: FREE EXT	ERNAL CAR WASH				C
A COTTE	TESY EXTERIOR					C
مرح ١ د د د د د د د د د د د د د د د د د د			Est:	imate: .	20	.00
•			,			
		,				
			Original Est:	imate: .	20	.00
			-			_
CO#R JR1 75	O#Date	MilesService 2 28641 LUKE R	e Writer	Tech	Time	
		END OWNER HAS PI		ב כומים יו	.40	356.70
		OMER REQUEST DIAG			.40	
		MULTI-POINT VEH			.40	
		EXTERIOR WASH CO			.40	
	/ 21CVZRENTA: / 13CVZ03: EXT	RENTAL VEHICLE CO	OURTESY TRANSPORT		-40	
	8288 12/29/08		EÓN	801	.40	.00
		OMER REQUEST DIAG		RN 217	1.20	
		RENTAL VEHICLE CO			1.20	
		E EXTERIOR WASH CO	DURTESY EXTERIOR	WASH.937	1.20	
	75CVZ: QUAL:			673	1.20	
	7560 12/23/08	3 21849 TAMMY I OMER REQUEST DIAGN		RN 217	1 00	182.47
	13CVZ1 CUSTO 13CVZ11: TRI		NOSIS IRIM CONCE	217 217	1.00	
		RENTAL VEHICLE CO	OURTESY TRANSPORT		1.00	
		FEND OWNER HAS PI			1.00	
	02CVZ00: MA			641	1.00	
		E EXTERIOR WASH CO		WASH.937	1.00	200 72
	0302 5/01/08	3 11079 ALEX RU SHOP METAL REPAIR		546	1.20	208.13
		MULTI-POINT VEH			1.20	
		MER REQUEST DIAG			1.20	
7 I	13CVZ: CUSTO	DMER REQUEST DIAGN			1.20	
*** MC	RE HISTORY AV	/ATTABLE ***				

Customer Signature

WAI	RRANT	Y REPA	IR ORDE	R"	੍ਰ−Wark Ph	эпеттт	F/00		- R/O Nambu 62001770/1
CUNDY	SHORES, 7	nsz			Body				Cross Reference #
SHADI	SHORES, 1			. 43) SEDAN		288	age In . 78	Mileage Out 28885
Year		Make	Model		License Nu			Service A	dvisor
2007	CHEVE		MALIBU Color					EL PAYNI ery Date	2 9764 In-Service Date
1	U57N57F:		DARK BLUE	3			1/17		III-36IVICE DA(Q
172162							_,,		
DESCE	NOTION OF SERV	VICE AND PARTS							
#1 - 0 W V C T P R	3CTZ: CUS SUS ARR//CUST EH WHILE ause: VEF ech: 36/0 art: 1918 EPLACED F ESTED, O.	STOMER REQ SPENSION C SPENSION C SPENSION C STS HEAR DRIVING RIFIED, RF 0193 80746:*STR STRUT A K. Sub-Tota Sub-Tota Sub-Tota	S SQUEAK FF .SEE HISTOF STRUT NOIS UT KIT (073 ND ALIGNED 1 Labor: 1 Parts:	ROM RIGH RY. 1.8 345-PC) TO SPEC 41 74 116	HT FRON 30hrs @ CS. RE- .33 .71 .04	T OF 86.5 1 155.7 104.5 260.3	3 5 9	41.33 74.71	155.75 104.59
R C T P	ARR//CUST IGHT OF V ause: VEF LUE ech: 36/0 art: 1583	EH WHILE RIFIED, TR BRICATION. 193 6873:MOUN	S CLUNKING DRIVING SEE ACED TO CLA T (07395-PC AND RETESTE 1 Parts:	E HISTOMAIPERS, 0.0	RY INSUFF Ohrs @	ICIANT	0	64.48	.00 90.27
L	ine 1 ine 1 ine 2	5/08/09 5/08/09 5/08/09	Tech 36 Tech 36 Tech 36	Start Start Start	10:45	End	10:43 10:45 10:44	Hours Hours Hours	.00 .00 .00
ME	COUNT#	LABOR PARTS SUBLET SHOP SUPPLIES SALES TAX OR TA	× I.D.					41.33 139.19	155.75 194.86 .00 .00
		TOTAL DUE				• • • • •		180.52	350.61



3906 1-35E 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

MICHAEL PAYNE/4224 Work Phone Vehicle Identification Number 1G1ZU57N57F SHADY SHORES, TX Home Phone Delivery Date In-Service Date 1/17/08 Year Color Body License Number 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

#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	AMOUNT los
#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 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 loft 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 stroots, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's tien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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

SPECIAL ORDERS

2	007 CHEVROLET	Model		1/17/08	m-Service Date:
1	72162	MALIBU	4D SEDAN LT	Color	License Number,
			1 13 SEDAN LT	DARK BLUE	
	DESCRIPTION OF SERVICE AN				
#3	COSTOMED	DECITION	OSIS OF STEERING OR		
	SUSPENSION WARR//CUST STR	N CONCERM	OSIS OF STEERING OF		AMOUNT
1					
	VEH WHILE DRIVING Caused by VERTE	NGSEE HISTON	ROM RIGHT FRONT OF		
1					
	Work performed h	Y JOSE CARRILL	MOISI.		
	Installed 191807 REPLACED RF STRU	46 :*STRUT KI	(36) F (07345-PG)		TA7 → 30 × 0 × 4 × 4
1 1	REPLACED RF STRU TESTED, O.K.	T AND ALIGNED	TO SPECS PE	Qty: 1	Warranty Warranty
∫ -			TOOL REL		, arrancy
#2	- 03CTZ01: CUSTOME	D DECTRA	PAIR STEERING OR SUSI		
	WARR//CUST STS H RIGHT OF VEH WHIT	REQUESTS REP	AIR STEERING OR SHE	DNOTO	-
	RIGHT OF VEH WHIT Caused by VERIFI	LE DRIVING CHUNKING	NOISE FROM FRONT	ENSTON	
	caused by VERIFI	ED, TRACED TO	HISTORY		1
	WORK TOWN	4	HISTORY CLAIPERS, INSUFFICIA	NT	
	Work performed by Installed 1583687	JOSE CARRILLO	2 (26.)		
	LUBED CALTER DE	3 :MOUNT (0739	0 95-PC)		Warranty
	Installed 15836873 :MOUNT (07395-PC) LUBED CALIPER PINS AND RETESTED, O.K. #3 - Customer Reports: WAR//CUST STS HEARS CLUNK FROM LEFT FRONT OF VEH WHILE DRIVING-GOING OVER DEPARTMENT.				Warranty
#3	- Customer Reporte.	ETD D / /			- Lancy
	FRONT OF VE	WAK//CUST STS	HEARS CLUNK FROM LIG-GOING OVER BUMPS		
	HISTORY	" MITTE DKIVIN	G-GOING OVER BUMPS	2FT	
	Caused by VERIFIE	D, TRACED TO T	Ti tra	71141	
	Work performed by REPLACED LF UPPER	JOSE CARRILLO	P UPPER MOUNT.		İ
	THE DPPER	MOUNT.	(36)	İ	SRV POLICY
#4 -	OlCVZ1: FREE TYPE			j	2KA BOTTGA
	Sub Total: Labor:	CNAL CAR WASH			1 1
- - -		Parts:.00	Total: .00		
RMS: STR.	CTLY CASH UNLESS ARRANGEMENTS ARE M er to be done along with the necessary material r damage to vehicle or public	ADE The state of t			
ments by	the supplier or transporter. I hereby	allability of parts or delays to parts			
or inspecti	the supplier or transporter. I hereby grant you hicle herein described on stroets, highways, or e on. An express mechanic's lien is hereby acknow	of your employees permission to	DEDUCTIBLE		
					
18rufeetus	OF WARRANTIES, Any warranties on the send		SHOP SUPPLIES		
			HAZARDOUS MATERIALS SALES TAX OR TAX I.D.		
roducts.	warranty of merchantability or fitness for a particular hittorizes any other person to assume for it any lia any limitation contained herein does not apply who	billty in connection with the sale of	SPECIAL ORDER DEPOSIT		 -
		DISCOUNTS			
			TOTAL DUE		
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NO RETURN ON ECECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

(K2 DEALER MACK SYSTEMS INC. - Deviation Application Group (S20)(47-1026

AUTH. A E P/B

#5 - 20CVZ: CUSTOMER REQUEST MULI-POINT INSPECTION

SIGNATURE Estimate: .30 27.97

- 99CVZ: QUALITY CONTROL CHECK QUALITY CONTROL BY MIKE WHITE AND SHOP FOREMAN TO VERIFY REPAIRS DONE TO CUSTOMER SATISFACTION

Τ

CUST REQUESTS COURTESY TRANSPORTATION WHILE 73841
WORK IS BEING PERFORMED

| day 440 Multiculub

Original Estimate: .60 55.94

257417



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

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 #			
MATCHER DY DANGED / ADAG			

				MICHAEL PAY	NE/4743
		,,,	Work Phone	Vehicle Identific	ation Number
				1G1ZU57N5	7F
SHADY	SHORES, TX		Home Phone	Delivery Date	In-Service Date
	•			1/17/08	
Year	Make	Model	Rody	Color	License Number 🕟
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216	2				· .

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 13CVZ: CUSTOMER REQUEST I	DIAGNOSIS TRIM CONCERN	
CUST STS FRONT BUMPER IS		
Work performed by BARRNET	r SMITH (976)	Internal
SEND TO BODY SHOP	_	
CHECK ALL BOLTS IN BUMPER	₹	
#2 - 07CVZ: CUSTOMER REQUEST I	Y A CMOSTS FIRCTS TOAT, COMOSEN	
CUST STS FRONT RIGHT HEAL LOOSE	OLIGHT ASSEMBLY	
Work performed by BARRNET	r SMITH (976)	Internal
SEND TO BODY SHOP	1 2011111 (310)	THICELIAL
CHECK HEADLAMPS INSTALLAT	TION . OK	
		
#3 - 07CVZ: CUSTOMER REQUEST I CUST STS HEADLIGHTS AIMEI	DIAGNOSIS ELECTRICAL CONCERN	
Work performed by BARRNET		Internal
SEND TO BODY SHOP	. SMITH (976)	THEETHGT
CHECKED HEADLAMP AIM . HE	EADLAMPS AIMED CORRECTLY	
#4 - 13CVZ: CUSTOMER REQUEST I	DIAGNOSIS TRIM CONCERN	
CUST STS PASS FRONT DOOR	CATCHES WHEN CLOSING	
Caused by DOOR MISSALIGNE		į.
Work performed by ROYCE I	DANIELL (204)	Warranty
ALIGN DOOR		
#5 - 03CTZ: CUSTOMER REQUEST I	TAGNOSIS OF STEERING OR	
SUSPENSION CONCERN		
CUST STS VEH PULLS TO RIG	HT WHEN DRIVINGSEE	
HISTORYADVISE		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby a		
work hereinafter to be done along with the necessary material and agree that yo iblo for loss or damage to vehicle or articles left in the vehicle in case of fire,	theft, or any other PARTS	
Cause beyond your control or for any delays caused by unavailability of parts shipments by the supplier or transporter. I hereby grant you or your employ	ees permission to	
operate the vehicle herein described on streets, highways, or elsewhere for the and/or inspection. An express mechanic's lien is hereby acknowledged on above	p vehicle to secure	
the amount of repairs thereto."	SHOP SUPPLIES	
DISCLAIMER OF WARRANTIES. Any warrantles on the products sold hereby a	HAZARDOUS MATERIALS	
the manufacturer. The seller hereby expressly disclaims all warranties either expre ing any implied warranty of morchantability or fitness for a particular purpose, and	the seller neither	-
assumes nor authorizes any other person to essume for it any liability in connecti- said products. Any limitation contained herein does not apply where prohibited by		
	TOTAL DUE	
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P. 014



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 Work Phone Vehicle Identification Number 1G1ZU57N57F SHADY SHORES, TX Home Phone Delivery Date In-Service Date 1/17/08 Year Make Body 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 tell in the vehicle in case of the heft, or any other cause beyond your control or for any delays caused by unavaliability of parts or delays in parts shipments by the supplior or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or claewhere for the purpose of testing and/or inspection. An express mechanic's light 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 flutness 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
d 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.

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(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Street (9001945-1025

JUL-13-2000(THU) 20:44 JAMES WOODS SERVICE (FAX)9403499657 P. 015 62001967 SHADY SHORES, TX 10:43 5/11 17:00 Key Tag # 4743 29374 CHEVROLET MALIBU 4D SEDAN LT MICHAEL PAY 1G1ZU57N57F 1/17/08 3CVZ: CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN ST STS FRONT BUMPER IS LOOSE CHARL ALL BOHY IN FOR BODY SHOP HIST - 2009 MAY 11 am11:0€ #2 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN STS FRONT RIGHT HEADLIGHT ASSEMBLY BODY 5407 HIST TIGHTED Ro HEADLAND #3 - 07CVZ: CUSTOMER REQUEST DIAGNOSIS ELECTRICAL CONCERN CUST STS HEADLIGHTS AIMED TOO LOW I BODY SHOP HIST CHack taking Dim 84000 . 5 CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN DC- 3A 2009 MAY 11 AM 11:12 #5 - 03CTZ: CUSTOMER REQUEST DIAGNOSIS OF STEERING OR 2009 MAY 11 AM1 1546 SUSPENSION CONCERN CUST STS VEH PULLS TO RIGHT WHEN DRIVING...SEE HISTORY..ADVISE VERIFIED, SET TOE ; RETESTED, 900D Original Estimate: .00 Zdang 64D - Muko what

I memby auditorace liter appear work aboves to be done along with the indinsiparty nipiditie and agrees that you are not responsible (or look or uteraction to wende an extension and in the wetfacile in case of time, that, or any other causes beyond your control or for any steamy, seniend by venerable thing to perfect or operation of the perfect of t

Customer Signature

TAUOMA



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

DESCRIPTION OF SERVICE AND PARTS

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/Q Number			
5/11/09	62001967/1			
R/Ó Close Date	Status			
5/19/09	Reprint			
Mileage In	Mileage Out			
29374	29374			
Service Advisor / Tag #				
MTCUNET DAVNE / 4949				

MICHAEL PAYNE/4743 Work Phone Vehicle Identification Number 1G1ZU57N57F SHADY SHORES, TX Home Phone Dolivery Date In-Service Date 1/17/08 Year Make Body Color License Number 2007 CHEVROLET MALIBU 4D SEDAN LT DARK BLUE 172162

#1 - M	R 13CVZ: CUSTOMER REQUEST DIAGNO	DSIS TRIM CONCERN	AMOONT
TV	CUST STS FRONT BUMPER IS LOOSE Fork performed by BARRHET SMITH SEND TO BODY SHOP	(976)	Internal
	CHECK ALL BOLTS IN BUMPER		
	IR 07CVZ: CUSTOMER REQUEST DIAGNOUST STS FRONT RIGHT HEADLIGHT AS	OSIS ELECTRICAL CONCERN	
W S	ork performed by BARRHET SMITH SEND TO BODY SHOP CHECK HEADLAMPS INSTALLATION , OF	(976) (Internal
C	R 07CVZ: CUSTOMER REQUEST DIAGNOUST STS HEADLIGHTS AIMED TOO LOVIOUS DESCRIPTION OF THE PROPERTY OF THE PROPER	OSIS ELECTRICAL CONCERN (976)	Internal
S	SEND TO BODY SHOP CHECKED HEADLAMP AIM . HEADLAMPS	, ,	Incernar
000	IR 13CVZ: CUSTOMER REQUEST DIAGNOUST STS PASS FRONT DOOR CATCHES Caused by DOOR MISSALIGNED CORrected by B4000: (OG) (3A)	WHEN CLOSING	
. A	Jork performed by ROYCE DANIELL LIGN DOOR	(204)	Warranty
	IR 03CTZ: CUSTOMER REQUEST DIAGNO SUSPENSION CONCERN CUST STS VEH PULLS TO RIGHT WHEN		
TEOLOG CTOPATA	VA.		
work hereinafter to	LY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair o be done along with the necessary material and agree that you are not respons-	PARTS	,
cause beyond you	amage to vehicle or articles left in the vehicle in case of fire, theft, or any other or control or for any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE	1 1111186
shipments by the operate the vehicle	e supplier or transporter. I hereby grant you or your employees permission to be herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET	• • • • • • • • • • • • • • • • • • • •
and/or inspection, the amount of repa	An express mechanic's lien is hereby acknowledged on above vehicle to secure	SHOP SUPPLIES	# 1901 L
•		HAZARDOUS MATERIALS	
the manufacturer.	WARRANTIES. Any warrantles on the products sold hereby are those made by The soller hereby expressly disclaims all warranties either express or implied, includ-	SALES TAX OR TAX I.D.	
ing any implied wa assumes nor auth	arranty of membantability or fitness for a particular purpose, and the seller neither librares any other person to assume for it any liability in connection with the sale of	SPECIAL ORDER DEPOSIT	
said products. Any limitation contained herein does not apply where prohibited by law.		DISCOUNTS	
		TOTAL DUE	
		•	
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NA DET	IDN ON ELECTRICAL OR CARREN INC.	•	
NO REIL	JRN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		

P. 021



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 PAY	
		•	Work Phone	Vehicle Identifi	cation Number
				1G1ZU57N9	7F
SHADY	SHORES, TX		Home Phone	Delivery Date	In-Service Date
				1/17/08	
Year	Make	Model	Lowy	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	"
172162	2				

DESCRIPTION OF SERVICE AND PARTS HISTORYADVISE	AMOUNT
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 POI

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. It 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 first, 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
d 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.

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LABOR	20.85	77.88
PARTS	189.00	264.60
METHOD SUBLET		.00
SHOP SUPPLIES	j	.00
SALES TAX OR TAX I.D.		.00
DEDUCTIBLE		.00
TOTAL DUE	209.85	342.49



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

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8/17/09	62007969/1
"" PR/O Close Dates !!!	ye distribution
8/21/09	Pre-Invoice
Programmer Mileage.in Edge.	Construction of the second
34514	34514
اکیلم الاستان میں استان کا ا	CONTRACTOR OF THE PROPERTY OF

				MIKE BELEW/	
			Work Phone	. Vehicle Identific	ation Number
				1G1ZU57N5	7F
SHADY	SHORES, TX		Home Phone	Delivery Date -	In-Service-Date ***
				1/17/08	
Year	Make	Model	Body	Color	License Number:
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216	2				

1721	62			
#1 -	DESCRIPTION OF SERVICE AND PARTS 07CVZ01: CUSTOMER REQUEST REPAIR WARR//CUST STS BOTH REMOTE FOBS REPAIR Caused by CHECKED FOBS WITH KEYLED OUTPUT SIGNAL. ALSO NO COME RCDLR.CHECKED VOLTAGE, GROUND LAN-OK.INTERNAL FAIL- URE REPAIR Corrected by R4480: (OJ) (6F) Work performed by JAYSON GARCIA Installed 22733524 :TRANSMITT (10) REPLACED RCDLR AND PROGRAMMED.RES	ARE INOPERATIVE ESS ENTRY TESTER-NO MUNICATION WITH ND AND LOW SPEED AT RCDLR. (179) 0485-BPC)	Qty: 2	Warranty Warranty
#2 -	07CVZ01: CUSTOMER REQUEST REPAIR WARR//CUST STS THE HOMELINK IS IN Work performed by JAYSON GARCIA Installed 15912630 :RECEIVER (104 SEE LINE 1	NOPERATIVE (179)	Qty: 1	Warranty Warranty
#3 -	03CTZ01: CUSTOMER REQUESTS REPAIR WARR//CUST STS THERE IS A LOUD NO FRONT END WHEN GOING OVER BUMPS, Caused by ROAD TESTED AND DID NO Work performed by JOSE CARRILLO TEST DROVE WITH SHOP FOREMAN. UN	OISE HEARD IN THE SEE HISTORY T DUPLICATE CONCERN (36)		Warranty
#4 -	13CVZ1: CUSTOMER REQUEST REPAIR ? WARR//CUST STS THE RIGHT SIDE OF KEEPS POPPING OUT Work performed by JAYSON GARCIA	THE FRONT BUMPER		
work hereinat ible for loss of couse boyon shipments by operate the vand/or inspective amount of DISCLAIMER the manufacts the gay my implies assumes nor	RICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair rifer to be done along with the necessary material and agree that you are not responsed amage to vehicle or articles left in the vehicle in case of fire, theft, or any other do your control or for any delays caused by unavailability of parts or delays in parts by the supplier or transporter. I hereby grant you or your employees permission to vehicle herein described on streets, highways, or elsewhere for the purpose of testing ition. An express mechanic's lien is hereby acknowledged on above vehicle to secure if repairs thereto." R OF WARRANTIES. Any warranties on the products sold hereby are those made by urer. The seller hereby expressly disclaims all warranties either express or implied, included warranty of merchantability or fitness for a particular purpose, and the seller norther authorizes any other person to assume for it any flability in connection with the sale of a large limitation contained herein does not apply where prohibited by taw.	LABOR PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE		
	SPECIAL ORDERS.			



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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

(CL 2001 DEALERTRACK SYSTEMS Inc. - Designation Assistation Group (500)945-1030.

R/O Open Date	
8/17/09	62007969/2
R/O Close Date	Status - Status
8/21/09	Pre-Invoice
Mileage In :_:	* F . SMileage Out - S. 35
34514	34514
Service Advi	Sor / Ten #

				MIKE BELEW/	
			Work Phone	. Vehicle Identific	ation Number : ***********************************
				1G1ZU57N5	7 F
SHADY	SHORES, TX		Home Phone	Delivery Date	In-Service Date
	1111			1/17/08	
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
17216	2				

DESCRIPTION	OF SERVICE AND PARTS		AMOUNT" "
DECLINE			
sub Tot	al: Labor: .00 Parts:.00	Total: .00	
CUST ST Work pe PERFORM PULL AN	: CUSTOMER REQUESTS REPAIR S THE CAR STILL PULLS LEFT OF THE CAR STILL PULLS LEFT OF THE CARRILLO THE COST OF THE CROSS ROTA OF THE COST O	T (36) PECS. PERFORMED	Internal
1G6DF57 AT 9AM Work pe	AR: RENTAL SERVICE CHARGE 7X90 JWRENTALC63 CUS CONTRACT 62706 35.00 64D 1 Erformed by ROBERT COOK ENTAL INTERNAL	ST PUT IN 8-17-09 LST DAY (671)	RENTAL POL
HAND WA	FREE EXTERNAL CAR WASH SH al: Labor: .00 Parts:.00	Total: .00	
TERMS: STRICTLY CASH UNLES	SS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	.00
work hereinafter to be done along ible for loss or damage, to vehick	with the nocessary material and agree that you are not respons- e or articles left in the vehicle in case of fire, theft, or any other	PARTS	.00
CRUSE beyond your control or for	any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE	.00
operate the vehicle heroin describ	nsporter. I horoby grant you or your employees permission to led on streets, highways, or olsewhere for the purpose of testing	SUBLET	.00
and/or inspection. An express me the amount of repairs thereto."	chanic's lien is hereby acknowledged on above vehicle to secure	SHOP SUPPLIES	.00
		HAZARDOUS MATERIALS	.00
the manufacturer. The soller hereb	Any warrantins on the products sold hereby are those made by y expressly disclaims all warranties either express or implied, includ-	SALES TAX OR TAX I.D.	.00
ing any implied warranty of merch: assumes nor authorizes any other	antability or titness for a particular purpose, and the seller neither person to assume for it any liability in connection with the sale of	SPECIAL ORDER DEPOSIT	.00
sald products. Any limitation conte	ained herein does not apply where prohibited by law.	DISCOUNTS	.00
		TOTAL DUE	. 00

<u> </u>	WOODS SERVICE		.03499657	P. 019
,		Home Phone	R/O Open Date	R/O Number
	L .		8/17/09	62007969
SHADY SECRES, TX		AADEK EUDIIG	Time Received	Time Promised
SHADI BEJREB, IA	,	Key Tag #	9:09	8/17 17:00
4.	`* ,		Current Mileage	Mileage Out
Year Make	Model	5773 Body	34514 Engine Code	Service Advisor
	MALIBU	4D SEDAN LT	Lighte Code	
Vishicle Identification Number	Color	License Number	Delivery Date	MIKE BELEW In-Service Date
	DARK BLUE		1/17/08	m-ocivica oate
172162	MILL DEGE		1 +/1//00	
- 07CVZ01: CUSTOMER REC	QUEST REPAIR EI	LECTRICAL CONCE	RN 0 1/1/8/1	2 05/6f
WARR//CUST/STS BOTH	REMOTE FORS ARE	INOPERATIVE .	F4400	` 3 54Tm
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affect signed - 14/1000	-2165 ngg-150 MO C	min. with kelling	Line A.	300 10 x 10 10 10 10
- Cherken the vitage, or	MAY I (ON SPEE	シン レイトペーク グリージャイン	en 7	AUG 17 AM10
グラス - 07CVZ01: CUSTOMER/RE(QUEST REPAIR EI	ECTRICAL CONCE	BROOK -	·9) 5 W
WARR//CUST STS THE H	MELINK IS INOF	PERATIVE 2 12	brogrammed.	_235 AUG \7 anw9
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As as arrest	same to the contract of the co	<u></u>	$(e^{i_1},\dots,e^{i_{k+1}}) = e^{i_k}$	\
- 03CTZ01: CUSTOMER RE(QUESTS REPAIR S	TEERING OR SUS	PENSION 2	~ D.YC ₩
WARR//CUST STS THERE	TS A LOUD NOIS	SE HEARD IN THE	2 1 2 173	s D.K W
FRONT END WHEN GOING	OVER BUMPS, SI	EE HISTORY	3 lating 7	untilled W
NITE	the second of the second of the second	and the second	· · · · · · · · · · · · · · · · · · ·	
<i>v</i> , <i>v</i> .	The second second second		<u>AUTHORIZAT</u>	ION /
- 13CVZ1: CUSTOMER REQU	TPOP DEDATE PE	FM CONTOURNS	DATE	
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WARR//CUST STS THE RI	TOUT SIDE OF TH	1E FRONT BUMPER	(CIRCLE ON	EV / W
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Peelo	ed - money		SIGNATURE	=
	The state of the s			·
F - 03CTZ01: CUSTOMER REC	OUESTS REPAIR	TEERING OF SUS	PENSTON /	
CUST STS THE CAR, STIL	LI PULLS TEFT	2 1 13	13 K	ソー 島
		Wirdsmill nilla	nall/45	(D)
Trylling Trylling	nt chicks of &	יש וועון שוויטן על	1	To CIT
+ coo	stire rotation	1. TUST COME	OK .	مريم المراق
16RENTCAR: RENTAL SER	RVICE CHARGE	The April Allender	and the second second	N W
C # C-1-2 8/17/00	9 D. 9:000	and the second of the second o	- 44	10A
" C-03 Of 11 10		Facility of the second	a market and the Co	
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	The second second	SIGNATURE		
tensity sutherize the repair work above to be done along with the Necessery material and Agree that w	no me not responsible for loss or demage to versols or	at a constant		
scien left in the vehicle in oute of his. Hert, or any other cause hayand your control or for any date				
presents by the supplier or transporter. Thereby great you us yout simpleyees pathilistics to operate the we for the purpose of feeling and/or inspection. An express nectuality is ten to the very still or self-of-self-of-	ys caused by unavallability of parts or delays in parts a unhicle haman described on streets, highweys, or else-			

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

∴ "F(O Open Date" - ""	Property Andrews
8/31/09	62008843/1
res R/O₁Close Date.***#	- State SEE SEE
9/02/09	Pre-Invoice
Mileage in several	remer Mileages Guds High st
35413	35413
Service Adv	CONTRACTOR STATE

-				TAMMY LEON/	8607
			Work Phone	Vehicle Identific	ation Number
	-			1G1ZU57N5	
SHADY	SHORES, TX '		Home Phone	Delivery Date	In-Service Calestas
			200 103 1103	1/17/08	
Year	Make	Model	Body	Color	License Number於際
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
77216	2			•	T

	DESCRIPTION OF SERVICE AND PARTS			AMOUNT
	03CTZ: CUSTOMER REQUEST DIAGNOSIS	OF STEERING OR		YINDOMA TOTAL
.,	SUSPENSION CONCERN			
	C/S THERE IS AN UNUSUAL HISSING S	SOUND FROM THE FRO		'
	NT SHOCKS WHEN GOING OVER BUMPS-S			
	Caused by VERIFIED, TRACED TO FRO			
	Corrected by E3850: (NI) (1J)	on biodio.		
	Work performed by JOSE CARRILLO	(36)	•	Warranty
	Installed 19180745 :*ABSORBER (07	7345-PC\	Otres 1	Warranty
	Installed 19180746 :*STRUT KIT (Oty: 1	Warranty
	Installed 15836873 :MOUNT (07395-		Oty: 1	Warranty
	REPLACED FRONT SHOCKS AND ALIGNET		Qty: 1	warrancy
	AS NECESSARY TO REPLACE LF STRUT		·	
	NECESSARI TO REPLACE DE SIROI	MOUNI (DAMAGED).		
#2 -	13CVZ: CUSTOMER REQUEST DIAGNOSIS	TOTM CONCERN		
77 ~~	C/S THE HOMELINK FOR GARAGE DOOR			
	D REMOTE KEY FOBS STOPPED WORKING			
	WHEN SYSTEM IS WORKING RADIO HAS			
	EN NOT WORKING STATIC GOES AWAY	ADDI OF STATES WIT		
	Caused by FOUND RKE/XM/DVD/UGD FU	SE ODEN GVM 1940		
	SHORTED TO GROUND.	ISE OPEN.CRT 1240		
	Work performed by JAYSON GARCIA	(170)		W
	REPAIRED SHORT AND REPLACED FUSE.		•	Warranty
	REFAIRED SHORI AND REFLACED FUSE.	TEST OK		
#3 -	16RENTCAR: RENTAL SERVICE CHARGE			
""	1G1ZH57B09F JWRENTAL14 CUST	PUT TN 8-31-09		
	AT 12PM CONTRACT 62808 35.00 64D			
	TO PAY	OK 42:00 FOR 205	1	
	Work performed by WAYNE SMITH	(937)	1	RENTAL POL
	possormed by writing britin			TOTAL TEND TOTAL
				.
TERMS: STR	ICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR		
work hereinaf	for to be done along with the necessary material and agree that you are not respons- or damage to vehicle or articles left in the vehicle in case of lire, theft, or any other	PARTS		
cause beyon	d your control or for any delays caused by unavailability of parts or defays in parts	DEDUCTIBLE		
	r the supplier or transporter. I hereby grant you or your employees permission to whicle herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET		
	tion. An express mechanic's lien is hereby acknowledged on above vehicle to secure repairs thereto."	SHOP SUPPLIES		
		HAZARDOUS MATERIALS		
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The saller hereby expressly disclaims all warranties either express or implied, includ- ing 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				
		SPECIAL ORDER DEPOSIT		
sald products.	. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS		
		TOTAL DUE		
	RDERS.			



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/Q:Number 8/31/09 62008843/: R/O Close Date Status 9/02/09 Pre-Invoice Mileage In -Mileago Out 🐭 35413 35413 Service Advisor / Tag# - 1000-1002 TAMMY LEON/8607

SHADY SHORES, TX Year Make 2007 CHEVROLET MALIBU 172162

DESCRIPTION OF SERVICE AND PARTS

Vehicle Identification:Number 3005842 1G1ZU57N57F Home Phone Delivery Date In-Service Date mu 1/17/08 4D SEDAN LT Licenso Number - 🕾 DARK BLUE

99CVZ: QUALITY CONTROL CHECK #5 - 01CVZ1: FREE EXTERNAL CAR WASH

AMOUNT AND RE

RMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair AMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair k hereinafter to be done along with the necessary material and agree that you are not respons-for loss or damage to vehicle or articles left in the vehicle in caso of fire, theft, or any other se beyond your control or for any delays caused by unavailability of parts or delays in parts ments by the supplier or transporter. I hereby grant you or your employees permission to fall the vehicle herein described on streets, highways, or elsewhere for the purpose of testing impount of repairs thereto."

LAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by ADMINER OF WARKAN (163). Any watranties on top products sold nereby are those made by naturalization. The seller hereby expressly disclaims all warranties either express or implied, including implied warranty of nierohantability or fitness for a particular purpose, and the seller neithor by implied warranty of merchantening of timess for a particular purpose, and the seller neutron mes 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.

ır	LABOR	- 1
¥- Н	PARTS . 0	Ō
5	DEDUCTIBLE	Ō
,	SUBLET . O	٥
,	SHOP SUPPLIES	٥
	HAZARDOUS MATERIALS . 0 0	ij
ud.		5
	SPECIAL ORDER DEPOSIT - 0.0	1
ļ	DISCOUNTS	1
1	TOTAL DUE . O O	1
1	.00	
1		1

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

TIZZ DEĄŁERTRACK SYNTEMS. Inc. .. Dzaleranio Apolication Group (200165)

JUL-13-2000(THU) 20:46 JAMES WOODS SERVICE (FAX)9403499657 P. 025 62008843 Work Phone Time Promisod SHADY SHORES, TX 8/31 17:00 8607 35413 CHEVROLET 4D SEDAN LT 1G1ZU57N57E 1/17/08 03CTZ: CUSTOMER REQUEST DIAGNOSIS SUSPENSION CONCERN C/S THERE IS AN UNUSUAL HISSING SOUND FROM THE FRO NT SHOCKS WHEN GOING OVER BUMPS-SEE BRANDON STOLPT FRONT STRUTS ! ALIGNED. WAS NECESSAR REPLACED TO STRUTS. REPLACED CUSTOMER REQUEST DIAGNOSIS TRIM CONCERN C/S THE HOMELINK FOR GARAGE DOOR OPENER IS INOP AN D REMOTE KEY FOBS STOPPED WORKING AT THE SAME TIME WHEN SYSTEM IS WORKING RADIO HAS ALOT OF STATIC WH N NOT WORKING STATIC GOES AWAY 16RENTCAR: RENTAL SERVICE CHARGE <u>AUTHORIZATION</u> Original Esti**păre** AUTH. A EPBG (CIRCLE TIME SIGNATURE Ro#62001770 Right Frant Street RO# 757417 Left Front Strut 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

				MIKE BELEW,	/5025*W*
		1.11.	Work Phone	Vehicle Identif	ication Number
AMALENE	ATTORNO MIL			1G1ZU57N	57F
SHADY	SHORES, TX		_ Home Phone	Delivery Date	In-Service Date
				1/17/08	,,,,
Year	Make	Model	Body	Color	Liconse Number
2007	CHEVROLET	MALIBU	4D SEDAN LT	DARK BLUE	
172162	2				

#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

AMOUNT ---

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 vohicle herein described on streets, highways, or etsewhere for the purpose of tosting and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

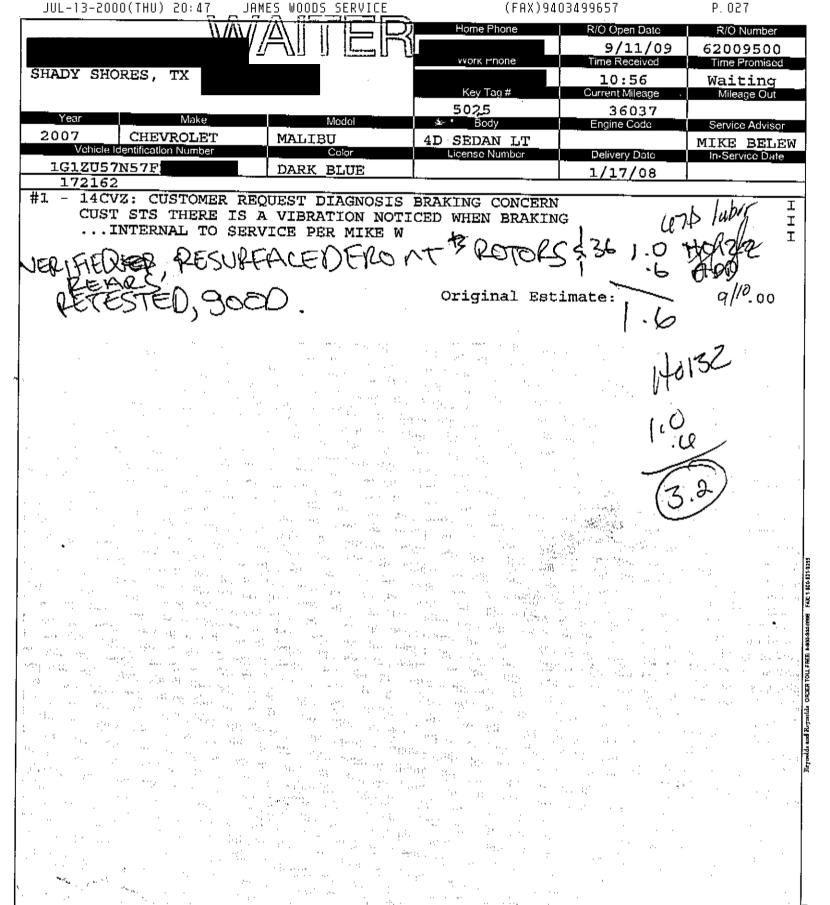
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or filtness for a particular purpose, and the seller heither assumes 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.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2009 DE



RELEASE OF CLAIM

General Motors Company, hereby release(s) and o	discharge(s) General Motors Corporation, Motors	
Liquidation Company, General Motors Company,	their subsidiaries, their authorized independent	
• • • • • • • • • • • • • • • • • • • •	parts and components that are distributed by them, and	l
	r referred to as "Releasees") from any and all claims,	
	or attorney's fees and costs which directly or indirectly	-
•	ated with the purchase, repair, maintenance, operation	n,
alteration, or use of Releasor(s) 2007 Chevrolet M		
	iding but not limited to any claims based on any allege	
· ·	aim shall not be construed to release any of the above	
	ding claims of personal injury or products liability	
arising out of the use or operation of the Subject V		
Notwithstanding the above, General Motors Comp	pany agrees to honor the remaining term of the applicable GM Protection Plans which accompanied t	·ho
	e initiated any court, arbitration or other proceeding	ле
against Releasees, Releasor(s) immediately will d		
against releasees, releasor(s) ininiediately will a	ishiiss the proceeding with projudice.	
The subject vehicle's mileage is	on the date of the signing of this release.	
Releasor(s) has/have carefully read and understan		
	ntire agreement between Releasor(s) and Releasees,	
· · · · · · · · · · · · · · · · · · ·	tations, promises or inducements other than those stat	ed
in this release		
in this release.		
	ADE CICNING DV CICNING THIC DELEACE	
PLEASE READ CAREFULLY BEFO	ORE SIGNING. BY SIGNING THIS RELEASE,	
PLEASE READ CAREFULLY BEFO	ORE SIGNING. BY SIGNING THIS RELEASE, READ IT, UNDERSTAND IT, AND AGREE TO	
PLEASE READ CAREFULLY BEFO		
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PLEASE READ CAREFULLY BEFO	READ IT, UNDERSTAND IT, AND AGREE TO	
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PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE ITS TERMS. I/We agree to the terms of this Release of DATE SIGNED:	read it, understand it, and agree to of All Claims	
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Sworn	o (or affirmed) and subscribed before me this day of, 20_
	Signature of Notary Public
	Print, type or stamp Commissioned Name of Notary Public
	Personally KnownOR Produced identification
	Type of identification
	My commission expires:

CC: File

LG0024 V6302006

Form W-9 (Pev. October 2007) Department of the Imasory

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Business have ill different point above Check appropriate box full inclinate Sole proprietor Corpolation Partnership company, Epis the tax dissellection (Dedisregarded entity, Secondoration, Pepa Other (see instructions) Actions (purples sales) and apt for suitered) City, solve and ZIP occe City solve and ZIP occe List account number of splantali	rinership) ► □ Fxompt psysee Requester's name and acciness (optional)
Part Taxpayer Identification Number (TIN)	
Enter your TIN in the appropriate box. The IIN provided must match the name given on Line 1 to backup withholding, his individuals, this is your social security number (SSN). However, for a resident soft proprietor, or corresponded entity, see the Part I restructions on page 3 (incommental your employer (dentification number (E/N) If you do not have a number, see //ow to jet in I/N or Note. If the account is in more than one name, sec the chart on page 4 for guidelines on whose remitter to enter. Part II Certification	es, ir is r page 0

Under penalties of burgury, I dentity that:

- 4. The number shown on this form is my correct taxpayer identification trumber (or) am waiting for a number to be issued to trio), and
- I am not subject to backup withly doing because: (a) I am exempt from backup withholding, or (b) I have not does it of interfact.
 Revenue Service (IRS) that I am subject to backup withholding as a result or a larger to report all interest or dividends, or (c) the IRS has notified me shot I am no longer subject to backup withholding, and
- G. Hamila U.S. bitizen or other U.S. porson foul ned below:

Certification instructions. You must cross out item 2 above if you have been notified by the title that you are contently subject to backup withholding because you have halled to report all interest and dividence on your tax return. For real estate transactions, tem 2 does not apply. For mortgago interest paid lacquisition or abandonment of secures property, cancertaged in cept, contributions to an individual retirement amangement (RA), 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 unlikely 4.

Sign Rere

Signature of U.S. person ►

General Instructions

Sention references are to the Internal Fleverine Code unless otherwise noted.

Purpose of Form

♣ person who ill required to the an intermation return with the IRS most obtain your correct taxpayer identification number (UNI

to report, for example income paid to you, real estate transactions, mortgage interest you paid, soquisition or abandonnant 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 alich), to provide your correct IPN to the person requesting it (the requester) and, when applicable, to:

-). Certify that the TiN you are giving is correct (or you are waiting for a number to be issued).
 - 2. Certify that you are not subject to backup withholding, or
 - 3. Claim exemption from backup withholding if you are a C.S.

exampt payee. If applicable, you are also certifying that as a U.S. person, your submittee share or any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of affectively connected income.

Note: If a requestor 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 purcoses, 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 outperblion created or organized in the United States or under the laws of the United States.
- ◆ An estate jetner than a foreign estate), or
- A domestic trust (as dofined in Hagulations section, 301,7701-7).

Special rules for partnerships. Partnerships that conduct a trade or locarress in the United States are generally required to day a withhelding tax on any toreign partners' chare of income from such business. Further, in certain cases where a Form W-9 has not taxin received, a partnership is required to presume that

a pararer is a foreign person, and pay the windredding tax. Therefore, if you are a U.S. person that is a permer in a performance of the control of the Charles states, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of perforship income.

The reason who gives Form W-9 to thin ps. In usual for purposes of establishing its U.S. status and evoluting withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the rollowing 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



Dear

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,

Reinburgement Department
P.O. Bor 33170
Detroit, MI 48232-5170

48232+5170

Mathahalladidhalladhalladhalladha

8-21-09 Reskinnensilles PA RE: Keimbusiment. 2005, Cherry Malilen Vin# 1612764805A To Whom It May Covery On Madae, 8-3-09 Duelled Quigly Cherislet to emplois about my Mothers can that the Prever steering went and if she was evered for this under warrents of whatever and was told, No. I spoke to a woman earliet Donna in customer Servece suce she houset the ear their brand new. My Mm is 84 grs old and her memery wogoing . It that type Durught it to their and on the amount for reimfusement The owner filled out the form with his amount just by the

Othering and also because he did not have the The fowell steering line Turn All and The Do het lusualet it to Bury. The vilet so their Their machine how colt has dosell. wealles fill out I to Runlusement for and send it in that care Would revoluse for the part labor and taper all is exclase any questino please (cellour) Many Sow

CUSTOMER REIMBURSEMENT CLAIM FORM

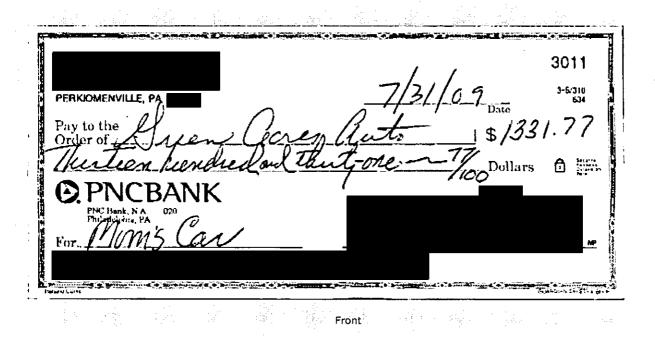
This section to be completed by Claimant
Date Claim Submitted: 8-21-09
17-Digit Vehicle Identification Number (VIN): IGIZT64805F
Mileage at Time of Repair: 4590 Date of Repair: 8/07/09
Claimant Name (please print):
Street Address or PO Box Number:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ \(\begin{align*} \text{LQ.4**} + \(45.58 = 5 \\ \text{PLUS the 2mount charged by Bergers for Reset .7}\) The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

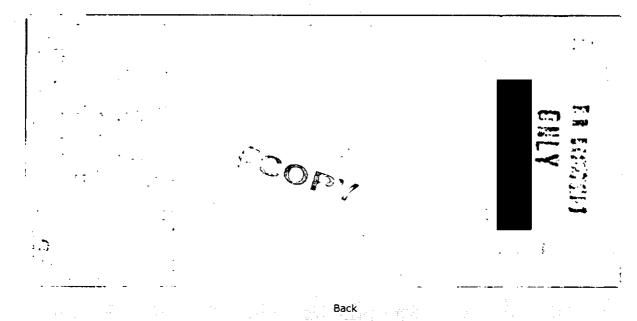
Please mail this claim form and the required documents to:

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

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

(3) PNC





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.

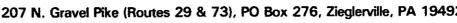
PRICE QTY. PART NO. AND DESCRIPTION FLEC. STEERING MOTOR 2103 Little Road & 663 610-754-8750 Perkiomenville, PA 18074 COMPLETE CAR & TRUCK CARE CENTER 5000 CUSTOMER'S ORDER NO. TIF ROD OUTERROD ADDRESS A.M. CITY, STATE, ZIP PERKIOMENVILLE IBUS PHONE P.M. HOME PHONE YEAR, MAKE AND MODELS CHEV. SDN MONT **AMOUNT DESCRIPTION OF WORK** ☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF. PA INSPECTION PA STICKER NO. **EMISSION TEST** DAR STEERING MOTOR REAR BRAVES, ROTORS + RIS INNER Y OUTER TIE ROD RR LF LR RF **TIRES BRAKES** TOTAL LABOR **TOTAL PARTS** LITERS/GALS. OF GAS @ **TOTAL PARTS ACCESSORIES** LITERS/QTS. OF OIL @ **ACCESSORIES** kg/LBS. OF GREASE @ 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 EPA/WASTE DISPOSAL 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 TAX in case of fire, theft or any other cause beyond your control. YES NO TOTAL **TOTAL ACCESSORIES** Thank You

SIGNATURE





CHEVROLET OF ZIEGLERVILLE



VE'LL BE THERE

1207 N. Gravel Pike (Routes 29 & 73), PO Box 276, Zieglerville, PA 19492 610-287-7895

www.bergeys.com 08/18/2009 RZ20721C VEHICLE SERIAL NUMBER 1 1G1ZT54805F CHEVRO MALIBU **SERV. ADVISOR** Del. date: 292440 CASH 46,750 3281 GREEN ACRES AUTOMOTIVE 2103 LITTLE RD MILEAGE OUT **DUE DATE** 46,750 08/18/09 PERKIOMENVILLE, PA 18074~9521 *** Repair order date: 08/18/2009

ABOR:

Concern: RESET STEERING LIGHT MOTOR WAS JUST INSTALLED

Correction: RECONFIGURED PSCM

43.00 RECONFIGURED PSCM

COTALS:

.Total LABOR .Sales Tax

00 2\58

Please pay

this amount:

45.58

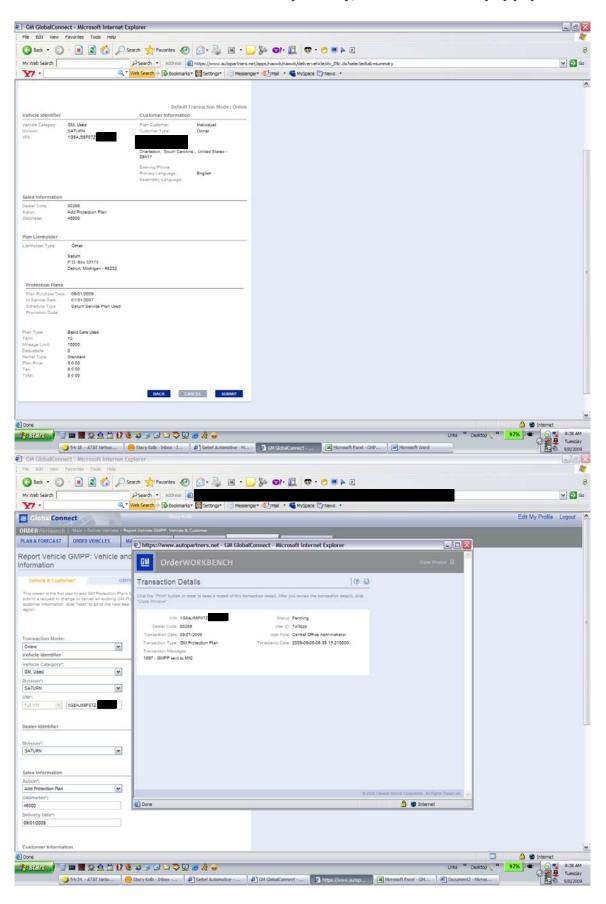
Customer Signature



he 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 onnection with the sale of this item/items.

ירוע של על בער איניער איניער איניער איניער איניער איניער איניער איניער איניער איניער איניער איניער איניער איני

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



Charleston, SC

Dear

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

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:

Certificate No. 1G1ZT58N07F

Chevrolet

Issue Date: May 2, 2011

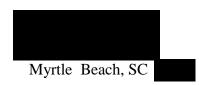
Issued exclusively for:

Myrtle Beach, SC

Valid through: September 15, 2010

Amount: One Thousand Five Hundred Dollars and Zero Cents

****\$1,500.00****



Dear

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

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

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

We are proud you made Chevrolet your choice when you purchased your 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

REPRESENTATION AL TIME Auch Customer Compliant Letter Please lead out 2000 PM 4 T Please lead your Help. Publem
08-01-10 Biemingham, AL 08-01-10A08:37 RCVD Ms. Jill Lajdziak

Saturn General Manager- H. D.

Saturn Corporation - P.O. Box 100

Saturn Corporation - P.O. Box 100

Saturn Corporation - P.O. Box 100 29 Freton Hillinghigan HR205-1000

October 26, 2009

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

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.

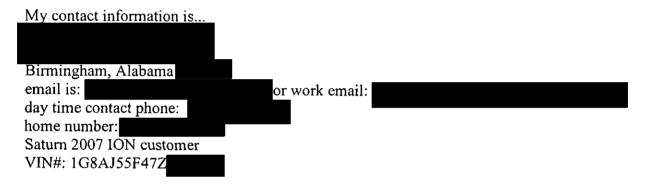
I have numerous documentation where I have gone back to this particular dealership with the same problems. They repaired problems 1 and 4, but it is a continuous problem. It is never completely repaired? I have requested that this car be returned to the dealership, switched out if possible and that my 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

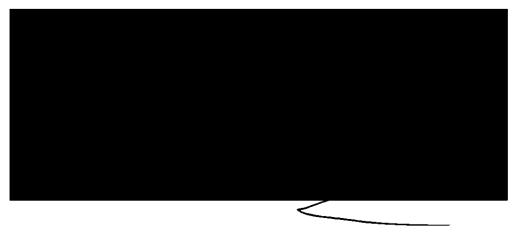
Ms. Lajdziak, I am asking for your assistance to have this car thoroughly checked for the concerns that I have listed and that the car is either repaired or replaced. This particular vehicle (that I have now) came off the assembly line to quick--with to many mechanical errors that were missed during 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.

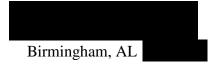


I have been in contact with the Saturn Customer Service Assistance Center via phone conversations and emails. I normally speak with a Saturn rep first name is Alfred. I have asked for an arbitration meeting with the service manager or GM at this particular dealership before they close their doors for 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.





Service Request Number: 71-756881580

Dear

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

The processing time will take approximately eight weeks.

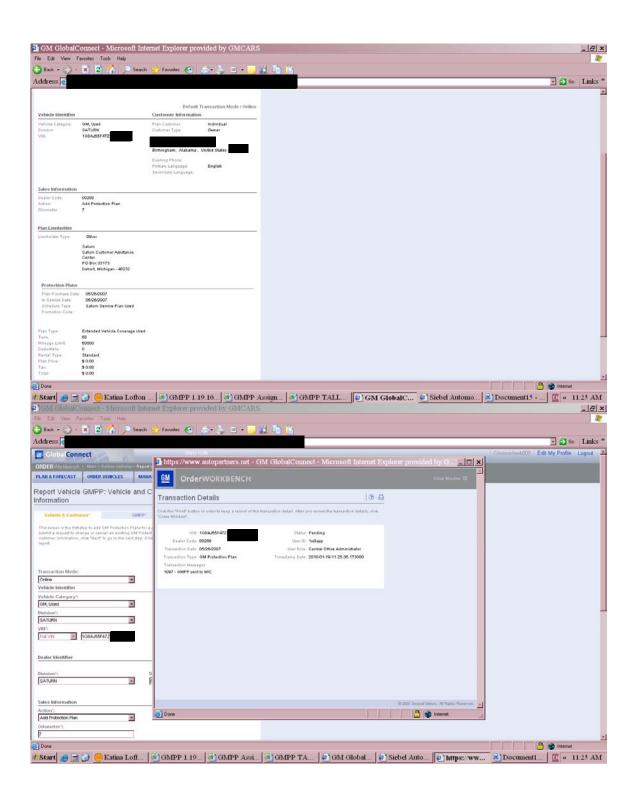
You will be notified once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation, simply bring this letter 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.



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

SECTION 1: CUSTOMER INFORMATION

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

Titled owner:				
Mailing address:				
City: Gallipolis		State: OH z	Zip code:	
Day phone:	Evening phone:	(Cell phone:	
Fax:	E-mail address:			
SECTION 2: VEHICLE INFOR	MATION			
Make: Chevrolet	Model: Malibu	Year: 2006	Current mileage: 19750	
Name(s) that appears on the veh	icle title:			
Selling dealer/city/state: Lamb	ert Buk-Pont, Cuyahoga Falls	, OH		
Primary Servicing dealer/city/s	tate: Smith Super Store Chevi	rolet,		
Acquired as 🛛 new 🔲 used	demo leased Is the ve	ehicle in your pos	ssession? 🛛 yes 🔲 no	
Purchase/lease date: 09/01/07	, Mileage	at purchase/leas	6e:	
First repair attempt date: How often is the vehicle used for business purposes (percentag	Number of vehic		eage: Transmission type: 図 Automatic	
Has the vehicle been in an accide	ent/had body damage? 🔲 yes 🛚 🛚	☑ no	Date of accident:	
Description of damage:				
SECTION 3: DESIRED OUTC	OME (Describe what you wa	nt done to res	solve 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 INDENTIFICATION	ON NUMBER			
Lienholder/Leasing Comp	any	Phon	e Number	
Account Number				

Case Number: CHV0945522 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes Power steering unit 1 yes malfunctioning- electronic unit 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 <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

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



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. © 2006, Council of Better Business Bureaus, Inc.

- 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).

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



Service Request: 71-593591240

Customer Relationship Specialist: Jim Goldberg

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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



50-937 CHECK NO. 213

DATE 01/22/08

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

XXXXXXXXXXXXXX582 DOLLARS

XXXX62 CENTS

AMOUNT ***************582.62

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

CRESTVIEW HILLS KY

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000150 PAYMENT DATE VENDOR NAME 01/22/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/18/08 VM 1-9TKH99 71-593591240.1-9TKH99 00.0000 582.62 .00 582.62 .1G1ZS52F55F

TOTAL

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

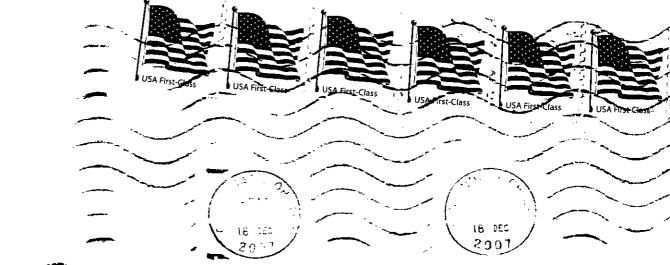
582.62

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GREST VIEW HITS, KY



DES 2 ,

REIMBURSE MENT DEPT.
PO. BOX 33170

DETROIT, MI.
48232-5170

ննարժարթանան

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-17-07
17-Digit Vehicle Identification Number (VIN): 16/2551 F55F
Mileage at Time of Repair: 4/138 Date of Repair: 20 Juh 07
Claimant Name (please print):
Street Address or PO Box Number:
City:(<i>RESTVIEW HIVIS</i> State: 片义, ZIP Code: _
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ hotor 690.04 Colum 549.00 = 1939.00
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 Lincurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

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).



146537

THE ROBKE CHEVROLET CO.

ACCOUNTING

1051 DUDLEY PIKE
FT. WRIGHT, KENTUCKY 41017
(859) 431-3733
SERVICE LINE (859) 655-2848

CRESTVIEW HILLS, KY PAGE 1 BUS: HOME SERVICE ADVISOR: 4070 NOAH HARRISON CELL LICENSE MILEAGE IN / OUT TAG COLOR YEAR MAKE/MODEL 41229/41244 1G1ZS52F55F 05 CHEVROLET MALIBU PAYMENT RATE PROD DATE WARR EXP PROMISED PO NO. DEL DATE CASH 26JUL07 17:00 24JUL07 01JAN05 IS ENG: 2.2 Liter MFI DOHC OPTIONS: READY R.O. OPENED 08:30 26JUL07 09:40 24JUL07 LIST NET TOTAL COST SALE COMP LINE OPCODE TECH TYPE A/HRS S/HRS A THE CUSTOMER STATES THE POWER STEERING WARNING LIGHT COMES ON WHEN SSB SEE STORY 190.00 190.00 0.00 5125 19000 2.50 CP 637 359.00 359.00 1 15926870 COLUMN 20463 35900 PICKUP CHGS DIFFERENCE 20.46 FROM VERSION 1 (EMP# 5661,25JUL07 17:17): 41244 CHECKED CONCERN, FOUND STR WHERL POSTFION SENSOR BAD, NEEDS STR COLUMN REPLACED AND RECALIBRATED COLUMN, CHECKED GOOD B MULTI POINT INSPECTION MP MULTI POINT INSPECTION 0.00 637 CP 0.00 0.20 410 11.40 1140 ENVIRONMENTAL AND DISPOSAL FEE Ô *** NO RO PUNCH TIMES ON FILE ** cost COST ACCOUNT SALE ACCOUNT 3,5900 20463 46700 5535 19000 46000 32400 Ø 1140 6104 58262 22500 COST, SALE, & COMP TOTALS 25998 56040 TOTALS DESCRIPTION ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION STATEMENT OF DISCLAIMER DIA I EMIENT OF DISCLAMMENT
THE ONLY WIREARTIES A PRIVING TO THE
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M ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNILESS 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. 190.00 LABOR AMOUNT 359.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 11.40 MISC. CHARGES 560.40 TOTAL CHARGES () CASH () CHECK () CREDIT CARD () OTHER PAY METHOD 0.00 LESS INSURANCE 22.22 SALES TAX DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE (DATE) PLEASE PAY (SIGNED) 582.62 THIS AMOUNT

CRESTVIEW HILLS, KY

146410

THE ROBKE CHEVROLET CO.

ACCOUNTING

1051 DUDLEY PIKE FT. WRIGHT, KENTUCKY 41017 (859) 431-3733

PAGE 1

SERVICE LINE (859) 655-2848

CRESTVIEW HILLS, AI	1122 1		
HOME BUS:	SERVICE ADVISOR: 40	70 NOAH HARRIS	ON
CRLL COLOR YEAR MAKEMODEL			IN / OUT TAG
COLOR YEAR MAKEMODEL			
05 CHEVROLET MALIBU 1	G1ZS52FS5F	41128	/41132
DEL DATE PROD DATE WARR EXP PROMISED		ATE AYMENT	MV-BATE
		77	[/
01JAN05 IS 17:00 19JU	L07	CASH	2000007
R.O. OPENED READY OPTIONS:	ENG:2.2_Liter_MFI	DOHC	
		ROY	
17:32 18JUL07 17:23 20JUL07			TOTAL
LINE OPCODE TECH TYPE A/HRS S/HRS CO	ST SALE COMP		TOTAL
THE CUSTOMER STATES THE POWER STEERI	NG WARNING DIGHT IN	<i>::</i>	
- SSB SEE STORY 5661 CP 0.00 4.50 117	00 34200 / ·	/342.00	342.00
1 25805894 MOTOR 218	34804 / 0 3	48.04 348.04	
TERRITOR 1 (RMP# 5661 2070107 17:07): 4	DESCRIBERED CONCER	n, found dic	V
VERSION 1 (EMP# 5661,20JUL07 17:07): 4 C0460. DIAGO LEAD TO BAD P/S CONTROL N	ODULE REPLACED AND	PROGRAMMED P/S	
MODELLE CHECKED AND TEST DROVE GOOD			
B THE CUSTOMER STATES THE REAR WHEELS	ARE CHOPPING AND HI	S ROAD NOISE	
SSB SEE STORY			101 (0
5661 CP 0.00 1.60 41		121.60	
2 89049277 GY2056515 192		15.00 115.00 2.50 2.50	
2 274119 STEM		2.25 2.25	
2 TIRE TIRE DISPOSAL VERSION 1 (EMP# 5661,20JUL07 17:09): 4	U 450 CONCRI	N FOIND REAR	
TIRES BAD NEEDS ALIGNMENT CHECKED REP	ACRO REAR TIRES AND	ALIGNED.	
CHECKED AND TEST DROVE GOOD			
C MULTI POINT INSPECTION			
MP MULTI POINT INSPECTION			
	520 0	0.00	0.00
VERSION 1 (EMP# 5661,20JUL07 17:09):	11132 REQUESTS INSPI	CTION	
COMPLETED INSPECTION			25.00
ENVIRONMENTAL AND DISPOSAL FEE	0 2500		25.00
*** NO RO PUNCH TIMES ON FILE ***			
ACCOUNT SALE COST CONTROL	account sale	COST	CONTROL
ACCOUNT SALE COST CONTROL 46000 46360 16380	46700 3575	\$1,000000000000000000000000000000000000	,
49000 23000 19200	6104 250		
32400 3675 0	22500 11128	9 ******	
,			
**			
THE COLD COMP MODEL C. F.T.	802 107614 0		
		DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATI CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE	ON STATEMENT OF DISCLAIMER	LABOR AMOUNT	463.60
		PARTS AMOUNT	587.54
ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECT	ED WARRANTES, ETPER EXPRESS ON MATLES, OF INCLUDING ANY IMPLED WARRANTES OF	GAS, OIL, LUBE	0.00
IN ANY WAY WITH ANY ACCIDENT, REGISTERCE OF MISUSE. RECOFF SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE	OF PURPOSE AND HETHER ASSUMES NON DESTRUCTION OF AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY	SUBLET AMOUNT	0.00
PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION MANUFACTURER'S REPRESENTATIVE.	LIABILITY IN COMMECTION WITH THE SALE OF THIS PARTIS) AND/OR SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER PROM THE RODRE	MISC. CHARGES	25.00 1076.14
PAY METHOD () CASH () CHECK () CREDIT CARD () OTHER	CHÉVÁDUET CO. ANY CONSEQUENTIAL GAMAGES, DAMAGES TO PHOPERTY, DAMAGES FOR LOSS OF TIME, LOSS OF PROPIT. OR INCOME.	TOTAL CHARGES	0.00
DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THE ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECT IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORD SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION MANUFACTURER'S REPRESENTATIVE. PAY METHOD () CASH () CHECK () CREDIT CARD () OTHER	OR ANY OTHER INCODENTAL DAMAGES. WARRANTY INFORMATION AVAILABLE UPON REQUEST.	LESS INSURANCE SALES TAX	36.75
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DAT	COOT SINES SERVICE ONE	PLEASE PAY THIS AMOUNT	1112.89
			<u> en engrend</u> e e <u>en en en en en en en en en en en en en e</u>

History Report for Vehicle: 5F232056

Customer#: 155986

Customer Name:

RO Number: 146410

Open Date: 07/18/07

Hileage: 41132

Service Logon: RCC-S

Close Date: 07/20/07

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\$: Parts\$: 342.00 348.04

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

Techz

Technician Number: 5661

Op Code: SSB Comeback RO Number:

Description: SEE STORY

Labor\$:

121.60

Parts\$: #iscellaneous\$: 239.50

Comeback: N

Booker ID: 4070

Complaint: MP MULTI POINT INSPECTION

Labor Type: CP

Line Code: C

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 CO460. DIAGO 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

Story for Line C, Version Number 1

41132 REQUESTS INSPECTION COMPLETED INSPECTION

History Report for Vehicle: 5F232056

Customer#: 155986

Customer Name:

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

Technician Number: 637

Comeback RO Number:

Description: SEE STORY Labor\$:

190,00

Parts\$:

359.00

Miscellaneous\$:

0.00

Line Code: B

Comeback: N

Booker ID: 4070

Complaint: MP MULTI POINT INSPECTION

Labor Type: CP

Technician Number: 637

Op Code: MP

Comeback RO Number:

Description: MULTI POINT INSPECTION

Labors:

0.00

Parts\$:

0.00

Miscellaneous\$:

0.00

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 SUMM	MARY
ACCOUNT NUMBER	
TOTAL CREDIT LIMIT	\$15,000
TOTAL CREDIT LIMIT AVAILABLE	\$6 ,747
CASH CREDIT LIMIT †	\$7,500
CASH LIMIT AVAILABLE	\$6,747
STATEMENT DATE	08/10/07

PAYMENT SUMM	ARY
MINIMUM PAYMENT	\$83.00
CURRENT PAYMENT DUE*	\$83 00
PAYMENT DUE DATE	09/04/07
"See reverse side for an explanation	on of

	• • •	.go , u	
BALANCE SUMMARY			
PREVIOUS BALANCE		\$36.33	
PAYMENTS/CREDITS	•	\$36.33	
PURCHASES/DEBITS	٠	\$8,252.42	
FINANCE CHARGE	•	\$0.00	
NEW BALANCE	2	\$8,252 42	

† Cash Credit Limit is a portion of the Total Credit Limit

	TRANSACTION SUMMARY (For additional transaction detail go to www unionpluscard.com)			
TRANS POST	TRANSACTION DESCRIPTION	REFERENCE NUMBER	CHARGES AMON	INT CREDITS
08/01 08/01 07/10 07/10 07/10 07/11 07/12 07/11 07/13 07/14 07/12 07/14 07/15 07/16 07/16 07/17 07/16 07/16 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/18 07/19 07/20 07/19 07/20 07/12 07/20 07/12 07/20 07/12 07/20 07/12 07/20 07/12	PAYMENT - THANK YOU VICTORIA'S SECRET 0346 FLORENCE KY MIEUER #224 OOI CINCINNATI OH KIMART 3029 ERLANGER KY SHELL OIL 5744230503 CINCINNATI OH THE HOME DEPOT #2324 CRESCENT SPRG KY BP OIL 20212817 CRESCENT SPRG KY BP OIL 20212817 CRESCENT SPRI KY 7ARGET 00014472 CINCINNATI OH BEALLS-DEPT-STORE #007 DAYTONA BEACH FL HSBC'IDENTITY-PLAN.COM 800-203-1227 NINE WEST OUTLET #2806 DAYTONA BEACH FL SUBWAY 00038018 DAYTONA BEACH FL SUBWAY 00038018 DAYTONA BEACH FL SUBWAY 00038018 DAYTONA BEACH FL RUBY TUESDAY #7119 DAYTONA BEACH FL RUBY TUESDAY #7119 DAYTONA BEACH FL NINE WEST OUTLET #2806 DAYTONA BEACH FL NINE WEST OUTLET #2806 DAYTONA BEACH FL NINE WEST OUTLET #2806 DAYTONA BEACH FL NINE WEST OUTLET #2806 DAYTONA BEACH FL NINE WEST OUTLET #7806 DAYTONA BEACH FL N	3080107A051511571644101 MT07193009700010090627 MT071930090000010132829 MT071940093000010139889 MT07195009000010131782 MT07195009000010131782 MT071970088000010422912 MT071970088000010422912 MT071970088000010438007 MT071980093000010116388 MT07198009300001016327 PRMKIGEICRUP02200701802 MT071990091000010046762 MT071990091000010046762 MT07199009100011013217 MT072010090000010113217 MT0720100910001015724 MT0720100910001015724 MT07201009100010155724 MT072020088000010125601 MT072020090000010125601 MT07202009000001018816 MT072020090000010108816 MT072020090000010108816 MT072020002000010080193 MT072020002000010080193 MT0720200020000101080193	\$5.97 \$22.06 \$98.51 \$35.40 \$14.63 \$215.79 \$31.68 \$7.44 \$30.33 \$1.00 \$42.58 \$131.61 \$15.78 \$8.91 \$15.72 \$15.72 \$15.72 \$15.72 \$15.74 \$25.52 \$15.74 \$25.52 \$15.74 \$26.53 \$11.2.89 \$28.45	-\$36.33

✓ MAIL PAYMENTS TO:

UNION PLUS CREDIT CARD PO BOX 5222 CAROL STREAM IL 60197-5222

QUESTIONS?

24-HOUR CUSTOMER SERVICE 1.800-622-2580 OUTSIDE USA, COLLECT: 1-702-243-1575 TDD HEARING IMPAIRED: 1-800-655-9392 Manage your account online at:

MAIL INQUIRIES TO: UNION PLUS CREDIT CARD PO BOX 80027 SALINAS CA 93912-0027

www.unionpluscard.com

00009453

00000016 123H5HHBHONN

010250 5 10 0000003000 G STMT57 D L 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 (For additional transaction detail go to www unionpluscard.com)				
TRANS	POST	TRANSACTION	REFERENCE	AMOUNT	
DATE	DATE	DESCRIPTION	NUMBER	CHARGES CREDITS	
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	RADIOSHACK COR00148027 ERLANGER KY	MT072049088000010391882	\$92.17	
07/21	07/23	GREAT CLIPS ERLANGER KY	MT072040088000010450963	\$15.00	
07/21	07/23	WET SEAL #205 FLORENCE KY	MT072040088000010476025	\$60.74	
07/21	07/23	LA PLAYA RESORT DAYTONA BEACH FL	MT072040068000010479191	\$580 54	
07/21	07/23	TEXAÇO 0308604 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 866-746-7938 CA	MT072050094000010080516	\$49.78	
07/23	07/25	PAYLESSSHOESOU00011585 FLORENCE KY	MT072080089000010115709	\$24.37	
07/23	07/25	ALL ABOUT FLOORS FLORENCE KY	MT072060090000010050242	\$1,308.76	
07/24	07/25	TM *RASCAL FLATTS 317-239-5151 IL	MT072060089000010130940	\$92.00	
07/24	07/25	KROGER #901 SL9 ERLANGER KY	MT072060091000010115070	\$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 <i>1</i> 26	MANDOS OPTICAL CRESTVIEW HIL KY	MT072070092000010041223	\$304.81	
07/25	07 <i>1</i> 27	LOGAN'S ROADHOUSE #437 FLORENCE KY	MT072080091000010134867	\$8.21	
07/25	07 <i>1</i> 27	THE HOME DEPOT #2324 CRESCENT SPGS KY	MT072080091000010151051	\$25.13	
07/25	07 <i>1</i> 27	SUN SPA TANNING ERLANGER KY	MT072080091000010159164	\$89.95	
07/25	07/27	BURGER KING #3758 Q07 ERLANGER KY	MT072080098000010103510	\$5.99	
07/26	07/27	KROGER #901 SL9 ERLANGER KY	MT072080093000010108772	\$18.57	
07/26	07/27	ROBKE CHEVROLET FT.WRIGHT KY	MTD7208009800001.0087985	\$582.62 - ·	
07/26	07/26	SHELL OIL 57442287605 CINCINNATI OH	MT072090088000010129014	\$31.07	
07/26	07/28	NAILS - X FLORENCE KY	MT072090089000010056611	\$23.00	
07/27	07/30	CLAIRE'S BOUTIQUES 545 FLORENCE KY	MTD72110089000010241429	\$27.56	
07/27	07/30	VICTORIA'S SECRET 0346 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	06/01	LOGAN'S ROADHOUSE #437 FLORENCE KY	MT072130089000010131485	\$16.77	
07/30	08/01	PAPA JOHNS #0158 FT MITCHELL KY	MT072130089000010150988	\$24.36	
07/30	06/01	SUNOCO SVC STATION EDGEWOOD KY	MT072130091000010120980	\$27.65	
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	

✓ MAIL PAYMENTS TO: UNION PLUS CREDIT CARD PO BOX 5222 CAROL STREAM IL 60197-5222

QUESTIONS?

24-HOUR CUSTOMER SERVICE 1-800-622-2580 OUTSIDE USA, COLLECT: 1-702-243-1575 TDD HEARING IMPAIRED: 1-800-655-8392

■ Manage your account online at: www.unionpluscard.com

MAIL INQUIRIES TO: UNION PLUS CREDIT CARD PO BOX 80027 SALINAS CA 93912-0027

UP1

010250 5 10 0000003000 G STMT57 D L

00009453



Account Number	er	
	Payment Due Date	01/04/08
New Balance	\$5,865.89 Current Payment Due	\$59.00
	er on check to UNION PLUS CREDIT CARD. Do no the Payment Due Date to ensure timely delivery.	t send cash. Sen

Amount Enclosed

CRESTVIEW HILLS KY

UNION PLUS CREDIT CARD
PO BOX 4155
CAROL STREAM IL 60197-4155

Scilion and on the drevously billed but unpaid credit card purchases from the trist day or me to the drevously being statement being the drevously science of the continuous described by the drace Accounts Periodic Finance Charges accure from the francection Date will appear or the read billing statement in full is credited to your Account Periodic Finance Charges continue to accure until payment in full is credited to your Account Periodic Finance Charges continue to accure until payment in the statement payment and the credit card final accure after the Clarke Period for cash advances, including belance transfers and credit card that is no Grace Period for cash advances, including belance transfers and credit card

Wew Balance at any time a presence of the control o

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information					
Date	10/20/09	Service Request #	71-757779986		
Customer Name					
VIN	1G2ZG57B184				
In-Service Date	12/19/2007	Service Contract?	No		
Current Mileage	22347	Purchased New/Used?			
Warranty Blocked?	No		-		
Branded Title?	No	Mileage at Purchase	0		
	Dealer and Claim Ir				
Dealer Name	Classic Buick, Pontiac, GM	IC 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	<u> </u>			
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: Parts and Labor Costs:	DO NOT PUT IN HOURS DO NOT PUT IN COSTS				
Net Amount:		\$5231.42			
DO NOT H ROUTE THIS CL		•			
Authorization Code:	DO NOT PUT IN AN A	AUTH CODE	_		
Additional Comments for Dea					
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					
<u> </u>	Retain Copy with Deale	-			
	Internal PAR Info	rmation			
Complaint:					
	Steering concern				
Cause:	<u> </u>				
	Steering concern				
Correction:	Oldering Concern				
Correction.	1				
1 (6)	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 # 7	1-757779986
Customer Name		-	
VIN	1G2ZG57B184		
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 Ir	formation	
Dealer Name	Classic Buick, Pontiac, GN	1C 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	<u> </u>	
Repair Order Close Date	08/31/09	_	
Labor Op. Code Z1242	Dollar Amt:	\$5231.42	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC) Failure Code (FC)	<u>MJ</u> 98		
AMOUNT Labor Hours and OLH: Parts and Labor Costs: Net Amount:	DO NOT PUT IN HOURS DO NOT PUT IN COSTS	\$5231.42	
DO NOT H ROUTE THIS CLA Authorization Code: Additional Comments for Dea	DO NOT PUT IN AN	AUTH CODE	
IF THIS CLAIM SHOULD RE			
AND FAX A COPY OF THE F		· · · · · · · · · · · · · · · · · · ·	8
<u> </u>	Retain Copy with Deale		
	Internal PAR Info	rmation	
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

Date		Customer and Vehicle	Information		
Customer Name	Date			1-757779986	
VIN	Customer Name		•		
In-Service Date		1G2ZG57B184			
Current Mileage 22347 Purchased New/Used? No Branded Title? No Mileage at Purchase 0 Dealer and Claim Information Dealer Name Classic Buick, Pontiac, GMC of Carrollton, Lic Dealer Svc Mgr Shannon Buie Dir Warranty Admin: Jennifer Craig Dealer Phone (972) 2424-4000 Dealer Fax 972-446-3892 Dealer BAC 244819 Dealer Division and Code 16-Pont-21102 Repair Order Number 427297 Repair Order Close Date 808/31/09 Dealer Op. Code 21242 Dollar Amt: \$5231.42 Labor Op. Code 21243 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: Fearing descring PAR CRS: Rita Sanchez	In-Service Date		Service Contract?	No	
Warranty Blocked? Branded Title? No Mileage at Purchase 0 Dealer and Claim Information Dealer Name Classic Buick, Portiac, GMC of Carrollton, Lic 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 (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 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 Correction: repaired steering PAR CRS: Rita Sanchez	Current Mileage		Purchased New/Used?		
Branded Title? Dealer and Claim Information					
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Dealer Phone	Dealer Svc Mgr			Jennifer Craig	
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Justification: repaired steering PAR CRS: Rita Sanchez	OUTECHOII.	Transitad staaring			
PAR CRS: Rita Sanchez	luotifiostion:	<u> </u>			
	Justification:	repaired steering			
Additional Comments: n/a	PAR CRS:	Rita Sanchez			
	Additional Comments:	 n/a			

		UCT ALLEG NARY INSPE	ATION RESOLUTION CTION		
	STEERING, SUS	PENSION, A	XLE, TIRE AND WHEEL	. SYSTEMS	
Customer's Name: Vehicle Brand: File #	Pontiac 71-757779986	Model: VIN:	Inspection Date: 2008 G6 1G2ZG57B184	9/25/09	
Mileage at Inspection: Inspector's phone number: 8	17 992-8163	Inspecte	<u>n Location:</u> Classic Buicl Carrollton, TX <u>d By:</u> William Hartley, I.C	X	
Section 1		CTION SUM			
BRIEFLY Describe the customer's ALLEGATION below: 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 stated they were not called. 106 digital photos were taken. They and their photo log are included with this report.					
Section 2			DENT 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: Interview date: 9/24/0 Was a police/fire departn Provide driver/claimant's d of other vehicles involved;		In Person	Incident Date a	and Time: 8/27/09 at Midnight	

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 name. He stated they have sent written statements to the dealership. <u>Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):</u> female, 5'7", 160#, no disabilities. If there was a collision: Describe extent of any injuries to the Driver: stated was not injured. Confidential GM/PAR Rev 04-19-2004

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name: 9/25/09 Inspection Date: Vehicle Brand: **Pontiac** 2008 G6 Model: 71-757779986 File # VIN: 1G2ZG57B184 Describe where other occupants were seated & extent of any injuries: male, 19 was seated in the right front seat. 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 ☐ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt Road Surface: Wet Other:_{__ Dry Icy Road Condition: Asphalt Gravel Crushed rock Dirt Shoulder Curb :: Concrete 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. Estimated vehicle speed at impact: 35 mph Source of est. (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. Normal Describe Locked up with P/S light on Steering Other 🖂 Other Suspension Normal X Describe {_____ Normal X Other \square Describe { **Brakes** Normal | Other \square **Engine** Describe { Electrical Normal X Other Describe { Were any warning lights illuminated or driver information center messages displayed? \boxtimes Yes \square 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? \boxtimes Yes \square No If "Yes", get the details and describe the event(s). 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

Confidential GM/PAR Rev 04-19-2004

Did the vehicle leave the roadway?:
Yes No Describe: {______

Objects Impacted: Curb

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File #</u> 71-757779986 <u>VIN:</u> 1G2ZG57B184

How was the vehicle transported from the incident site to the present lo					
Section 3 INTERVIEW - VEHICLE HISTO	ORV				
Section 3 INTERVIEW - VEHICLE HISTO	OKT				
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 <u>7/25/09</u>				
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? \(\subseteq \text{No} \) \(\subseteq \text{Yes} \) 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)? \(\subseteq \text{No} \) \(\subseteq \text{Yes} \) If yes, describe: \(\subseteq 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.

<u>UNDERBODY / FRAME / CHASSIS AREA:</u> Describe <u>any damage</u> 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

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 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.

Customer's Name: 9/25/09

<u>Vehicle Brand:</u> Pontiac <u>Model:</u> 2008 G6

<u>File #</u> 71-757779986 <u>VIN:</u> 1G2ZG57B184

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	All steering system components are connected in the normal manner. The
components in place and	steering wheel can be turned nearly lock to lock, but the displaced right front
connected in a normal manner?	tire impedes the travel to the full right turn.
Can the steering wheel be	
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	The right tie rod end may be bent as a result of the impact to the right front
free from cracks, bends,	lower control arm.
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	No apparent damage to the rack or boots. The right tie rod end may be bent
of leakage, damage to boots on	slightly. No apparent contact by foreign objects.
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	The steering column operates normally. The ignition switch operates
intermediate shaft. Does the	normally. The column is fastened securely to the dash.
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	The power steering assist is electric. The electric motor is securely mounted
connections, flow, pressure. If	under the dash and the wiring is connected securely. Power assist feels
possible, start the engine and	normal and the sensor readings follow the steering wheel action. There is a
rotate the steering wheel lock to	DTC C0475 in history in the PSCM – see the comments section for details.
lock. Is power assist normal? If	
not, it may be necessary to	
check pressure and flow.	No nouse steering fluid clostric cosist
PS fluid level and condition-	No power steering fluid – electric assist.
Color, contamination, odor	Steering knuckles appear to be secure
Steering knuckle-All	Steering knuckles appear to be secure.
attachments secure and proper?	
Suspension components – LF	No apparent damage
	No apparent damage.
Strut attachments, springs intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	The right front wheel/tire is at the rear of the wheel opening. The right front
intact; control arms properly	lower control arm has two impact marks on the leading edge, it is bent back
attached, deformed, broken,	and rolled, and the ball is out of the socket. The ball stud is securely attached
scraped, etc. RF	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.
	appears separatear
Strut attachments, springs	No apparent damage.

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File #</u> 71-757779986 <u>VIN:</u> 1G2ZG57B184

attached, deformed, broken,	
scraped, etc Rear sway bars,	
trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	There is no apparent damage, but the right rear wheel was impacted, so there
intact; control arms properly	may be some suspension deformation.
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	No apparent damage.
signs of impact, properly	
located, etc.	
Deformation to the frame	No apparent damage.
Describe and photograph	The right front tire has contacted the wheel opening inner shield in the rear.
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	The right front lower control arm appears to have contacted the curb. The
contact of the under- carriage	right front and rear wheels have contacted the curb.
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	Not equipped.
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	No DTCs in the powertrain.
codes using a Tech II.	
Electrical (normal, other)	No apparent damage.
Warning lights/messages	There are four history DTCs in the vehicle. See the comments section for
displayed? Describe and obtain	details. There is a "Check Tire Press" message displayed.
codes using a Tech II	
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

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File #</u> 71-757779986 <u>VIN:</u> 1G2ZG57B184

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	<u>Nexen</u>	<u>N3000</u>	245/40ZR18	<u>28</u>	<u>3/32"</u>	8EJK BHBL 1208
RF	<u>Nexen</u>	N3000	245/40ZR18	<u>o</u>	<u>3/32"</u>	8EJK BHBL 1208
LR	<u>Nexen</u>	<u>N3000</u>	245/40ZR18	<u>30</u>	<u>8/32"</u>	8EJK BHBL 1208
RR	<u>Nexen</u>	<u>N3000</u>	245/40ZR18	<u>o</u>	<u>7/32"</u>	8EJK BHBL 1208

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 <u>The tire is flat and distorted on the rim.</u> 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
 P225/50R17
 30

 SPARE TIRE
 T125/70D16
 60

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...
- ldentify 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.

Customer's Name:

71-757779986

Inspection Date:

9/25/09

Vehicle Brand:

Pontiac

Model: 2008 G6

VIN:

2008 G0

1G2ZG57B184

Photograph the scene and property if involved.

File #

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	\geq	Data Downloads	\geq	Other Record
---------------	--------	----------------	--------	--------------

FIELD DIGITAL PHOTOGRAPHIC NOTES

Inspection Date:

9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184

Inspector William Hartley, EAA, (817) 992-8163

Customer's Name:

Photo # Description

1. VIN



2. Build data label

Customer's Name:

Inspection Date:

9/25/09

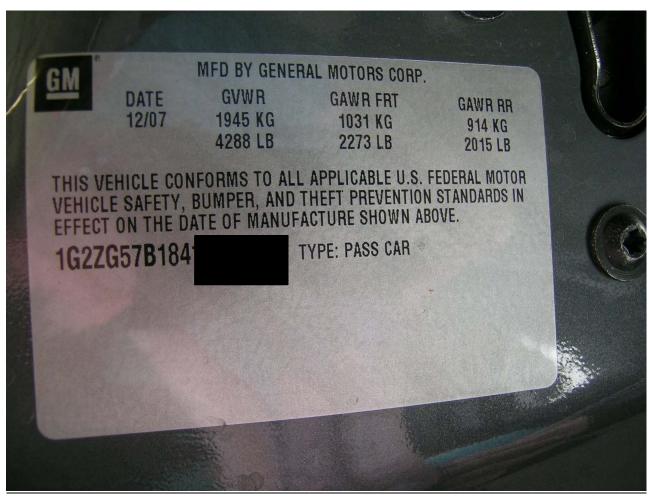
Vehicle Brand:

Pontiac

Model: 2008 G6

File # **71-757779986**

<u>VIN:</u> 1G2ZG57B184



3. <u>Tire data label</u>

Customer's Name:

Inspection Date:

9/25/09

Vehicle Brand:

Pontiac

Model: 2008 G6

File # **71-757779986**

<u>VIN:</u> 1G2ZG57B184



4. Service parts identification label

Customer's Name:

Inspection Date: 9/25/09

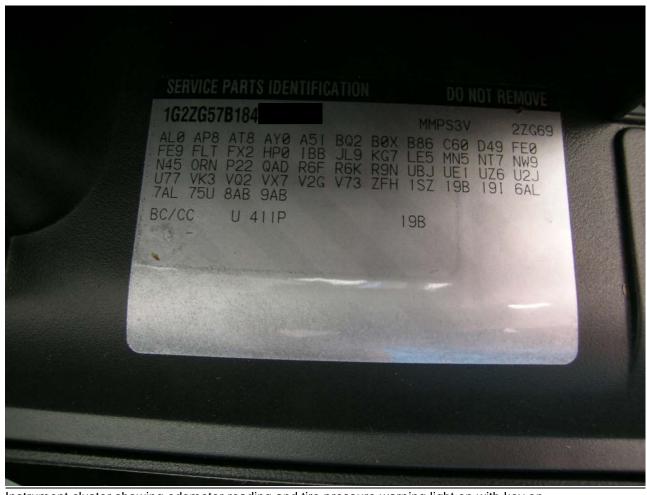
Vehicle Brand:

Pontiac

Model: 2008 G6

File # **71-757779986**

<u>VIN:</u> 1G2ZG57B184



5. Instrument cluster showing odometer reading and tire pressure warning light on with key on

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B184</u>



6. Check Tire Pressure message showing in message center

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand:

Pontiac

2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184

Model:



7. Front tire pressures showing in message center

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac

2008 G6 Model:

1G2ZG57B184 File # 71-757779986 VIN:



8. Rear tire pressures showing in message center

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B184</u>



9. Front view

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184

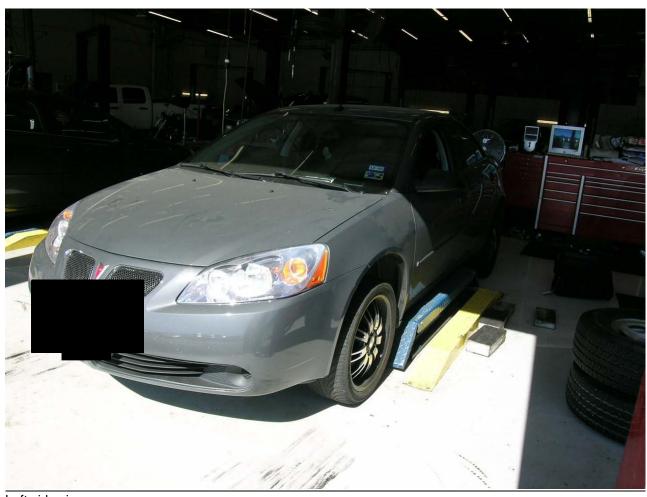


10. <u>Left front view</u>

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



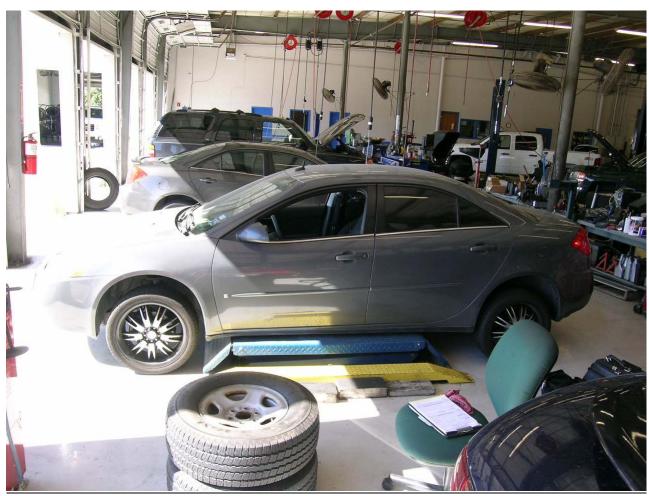
11. <u>Left side view</u>

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



12. <u>Left rear view</u>

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



13. Rear view

Customer's Name:

Inspection Date: 9/25/09

 Vehicle Brand:
 Pontiac
 Model:
 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



14. Right rear view

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



15. Right side view

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



16. Right front view

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



17. Right front side view

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand:

Pontiac

2008 G6 Model:

File # 71-757779986

1G2ZG57B184 VIN:



18. Right front corner view

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



19. <u>Left front corner view</u>

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



20. <u>Left front side view</u>

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



21. Windshield from the front

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



22. Overview of the engine compartment from the front

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



23. Overview of the engine compartment from the left side

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



24. Overview of the engine compartment from the right side

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B184</u>

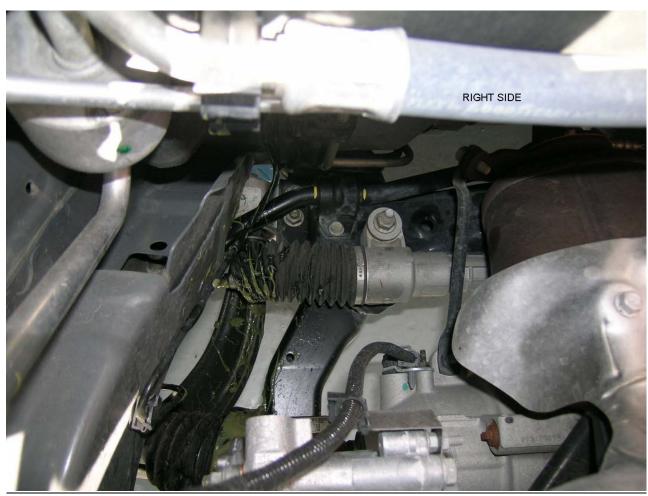


25. Looking down at the right end of the steering rack from above

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B18



Brake ABS unit and master cylinder and reservoir

26.

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



27. Brake fluid reservoir from the side showing fluid level

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B184</u>



Looking into brake fluid reservoir showing clean fluid and inside of cap

28

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



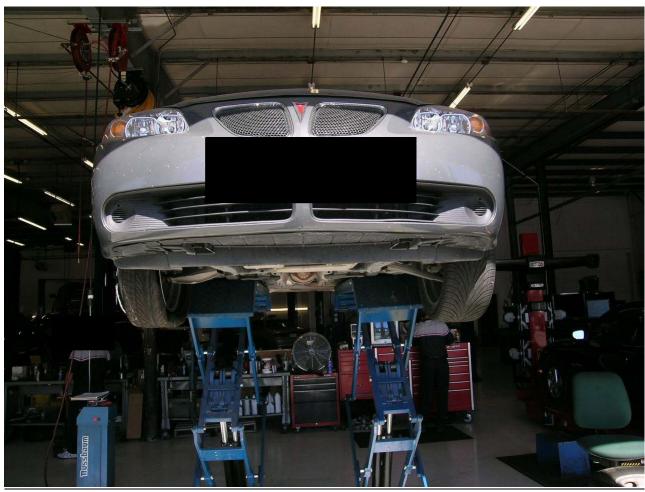
29. Overview of the front end from below

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



Overview of the right front tire and suspension from the front

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B184</u>



31. Overview of the center front undercarriage from the front

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Overview of the left front tire and suspension from the front

Customer's Name: Cesar Lazon Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B18</u>



Overview of the right front tire and suspension from the inside

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



34. Impact marks on the right front lower control arm and scrapes on the drive axle

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



Closer view of the right front lower ball joint ball stud

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



Right front drive axle and outer CV joint boot

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B184</u>



37. Right front drive axle and inner CV joint boot

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Distorted right front tire from the inside showing impact marks

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Po

Pontiac

Model: 2008 G6

File # 71-757779986

<u>VIN:</u> 1G2ZG57B184



39. Closer view of the right front tire tread

Customer's Name: Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



40. Overview of the outside of the right front tire and wheel showing damage and impact marks

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



41. Front view of the damage to the outside of the right front wheel

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



42. Front of the right front fender inner shield

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



43. Center of the right front fender inner shield

Customer's Name: 9/25/09

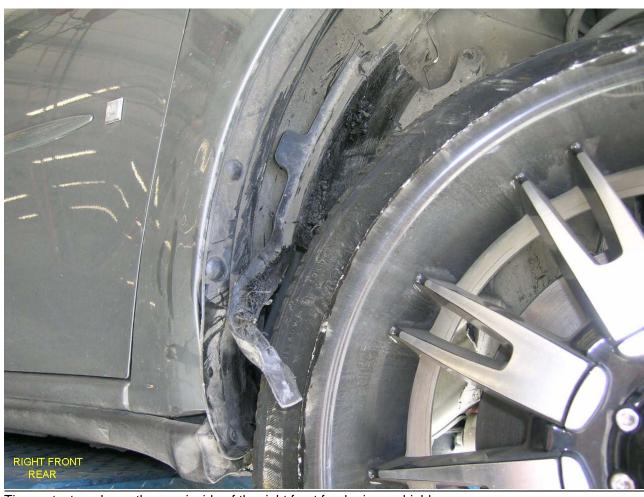
Vehicle Brand: Pontiac Model: 2008 G6



44. Rear of the right front fender inner shield

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



45. Tire contact marks on the rear inside of the right front fender inner shield

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



46. Closer view of the body damage at the rear of the right front fender

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



47. Overview of the right front suspension from below

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



48. Closer view of the right front lower ball joint ball socket

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



49. Overview of the right rear tire and wheel from the outside

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



Closer view of the damage to the right rear wheel outer edge and the tire, showing impact mark

Customer's Name: 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**



51. Closer view of the damage to the right rear wheel outer edge and the tire, showing impact mark

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



52. Right rear tire tread

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



53. Left front steering tie rod

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



54. Steering shaft connected to the steering rack

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



55. Right front steering tie rod

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



56. Number tag on the steering rack

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



57. Interior and dash from the left side

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac

ontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Front seats from the left side

9/25/09

Customer's Name: Inspection Date:

Vehicle Brand: Pontiac Model: 2008 G6



59. <u>Driver's knee blocker and pedals</u>

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Headliner, sun visors, airbag warning labels, and inside mirror

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



61. Face of the steering wheel and center of the dash

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



62. <u>Interior and dash from the right side</u>

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



63. Front seats from the right side

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



64. Right front passenger's knee blocker

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



65. Steering wheel and column from the right side

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Passenger presence system "off" with right front seat unoccupied

Customer's Name: 9/25/09

<u>Vehicle Brand:</u> Pontiac <u>Model:</u> 2008 G6



67. Passenger presence system "on" with right front seat occupied

Customer's Name:

Inspection Date: 9/25/09

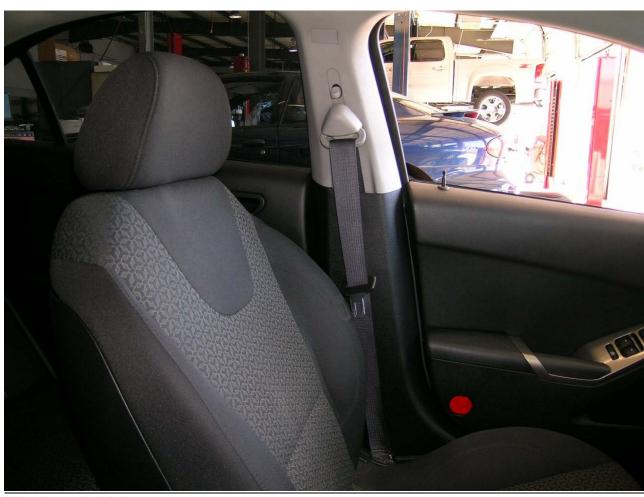
Vehicle Brand:PontiacModel:2008 G6



68. Overview of the driver's seat belt

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



69. <u>Driver's seat belt D-ring</u>

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



70. Driver's seat belt latch plate

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



71. <u>Driver's seat belt latch plate</u>

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B184</u>



72. Driver's seat belt buckle

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: **Pontiac**

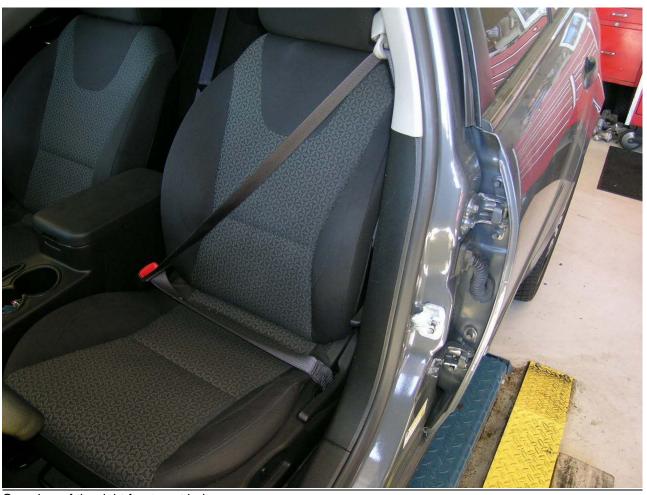
Pontiac Model: 2008 G6



73. Driver's seat belt buckled

Customer's Name: 9/25/09

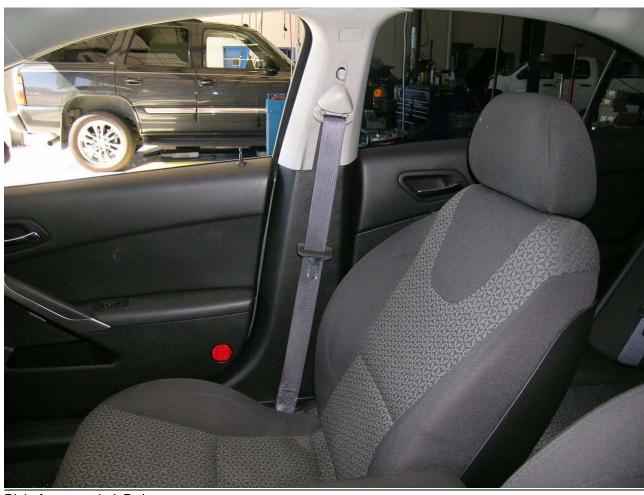
Vehicle Brand: Pontiac Model: 2008 G6



74. Overview of the right front seat belt

Customer's Name: 9/25/09

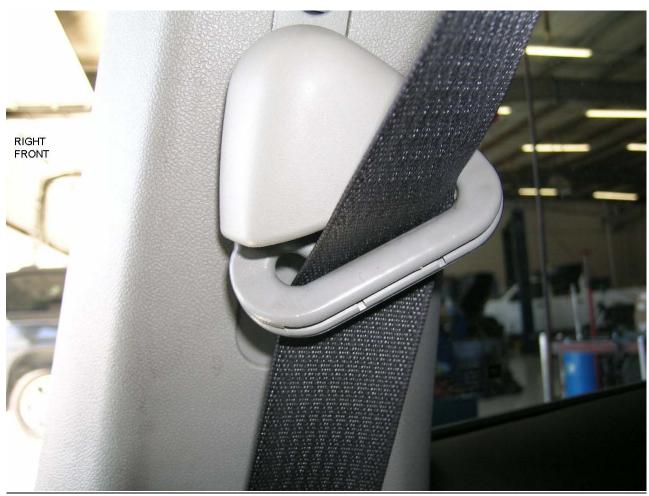
Vehicle Brand: Pontiac Model: 2008 G6



75. Right front seat belt D-ring

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



76. Right front seat belt latch plate

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



77. Right front seat belt latch plate

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



78. Right front seat belt buckle

9/25/09

Customer's Name: Inspection Date:

Vehicle Brand: Pontiac Model: 2008 G6



79. Right front seat belt buckled

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



80. Center console with parking brake fully applied

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



81. Power steering motor and controller under the left side of the dash

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



Closer view of the power steering motor harness tag and connectors

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

<u>File # 71-757779986 VIN: 1G2ZG57B184</u>



Closer view of the power steering motor harness connectors

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



84. <u>CDR connected to the vehicle</u>

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Por

File#

 Pontiac
 Model:

 71-757779986
 VIN:

<u>VIN:</u> 1G2ZG57B184

2008 G6



Tech 2 connected to the vehicle

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Tech 2 screen 1 of 3 showing DTC summary

<u>Customer's Name:</u> <u>Inspection Date:</u> 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**

File # 71-757779986 VIN: 1G2ZG57B184



87. Tech 2 screen 2 of 3 showing DTC summary

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



Tech 2 screen 3 of 3 showing DTC summary

<u>Customer's Name:</u> <u>Inspection Date:</u> 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Tech 2 screen showing DTC B1325 in history in the SIR system

<u>Customer's Name:</u> <u>Inspection Date:</u> 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**

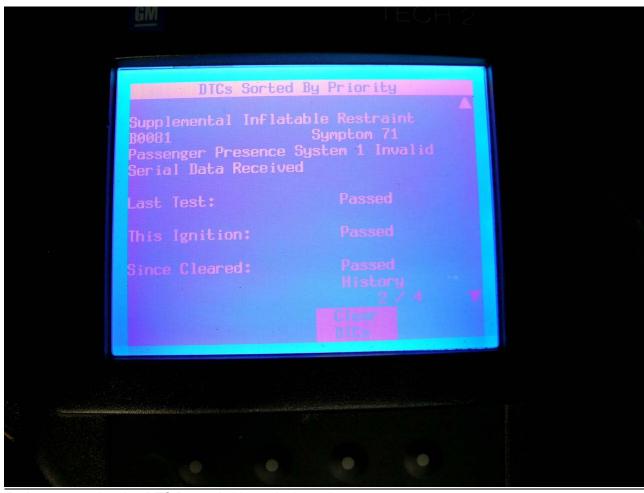
File # 71-757779986 VIN: 1G2ZG57B184



Tech 2 screen showing DTC B0081 in history in the SIR system

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



91. Tech 2 screen showing DTC B1325 in history in the radio system

Customer's Name: 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**

File # 71-757779986 VIN: 1G2ZG57B184

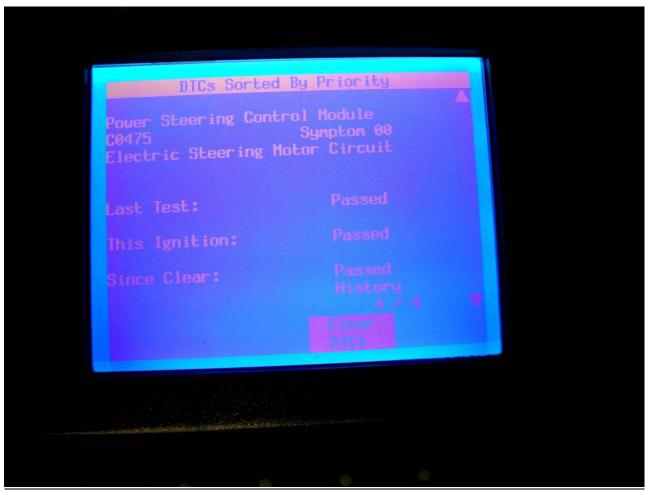


Tech 2 screen showing DTC C0475 in history in the power steering system

Customer's Name: 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**

File # 71-757779986 VIN: 1G2ZG57B184



Tech 2 screen 1 of 2 showing PSCM data with the engine off

<u>Customer's Name:</u> <u>Inspection Date:</u> 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**



94. Tech 2 screen 2 of 2 showing PSCM data with the engine off

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



Tech 2 screen 1 of 2 showing PSCM data with the engine running

<u>Customer's Name:</u> <u>Inspection Date:</u> 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Tech 2 screen 2 of 2 showing PSCM data with the engine running

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6



97. Tech 2 screen showing PSCM data with the steering wheel turned to the right

<u>Customer's Name:</u> <u>Inspection Date:</u> 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Tech 2 screen showing PSCM data with the steering wheel turned to the left

<u>Customer's Name:</u> <u>Inspection Date:</u> 9/25/09

Vehicle Brand: **Pontiac** Model: **2008 G6**

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



Tech 2 screen showing PSCM module information

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



100. Overview of the site looking in the direction of travel

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

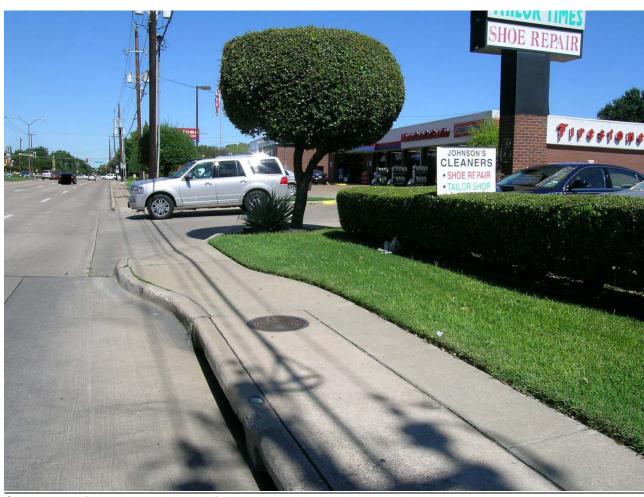


101. Closer view of the curb at the end of the storm drain with impact marks

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



102. Closer view of the curb at the end of the storm drain with impact marks

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



103. Closer view of the curb at the end of the storm drain with impact marks

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



104. Looking at the curb impact marks from the road

Customer's Name:

Inspection Date: 9/25/09

<u>Vehicle Brand:</u> Pontiac <u>Model:</u> 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



105. Overview of the site looking against the direction of travel

Customer's Name:

Inspection Date: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 <u>VIN:</u> 1G2ZG57B184



106. Photo of four photos of the scene that were supplied by the customer

Customer's Name: 9/25/09

Vehicle Brand: Pontiac Model: 2008 G6

File # 71-757779986 VIN: 1G2ZG57B184



END

Current RO

CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E

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Dispatch Copy

Mileage: 36010

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Retrieved: 08/31/2009 Enter 17-Character VIN: 1G2ZG57B184 RO: 08:24:12 Desc:G6 - SEDAN Model:2ZG69 Year: 2008 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 Site Code: 14040 BAC:111571 Selling Source: 16 PONTIAC Branded Title: N Blocked Warranty: N Servicé Contract:N PDI Code (O, P, C, I): P Paid Onstar Equipped:Y Status:Inactive XMRadio Equipped:N Status:NA ID: **** **** REOUIRED 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 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 HVAC BLOWER MOTOR NOISY OR INOPERATIVE (REFERENCE PIC 5180) Number:09136 Type(SB,EI):EI Engineering Investigation Date:06/05/2009 2.4L ENGINE OIL LEAK - REF. TSB 08-06-01-017. Code:B Code:B Code:B **** **** APPLICABLE WARRANTIES 36/36000 BUMPER TO BUMPER LIMITED WARRANTY Begin: 12/19/2007 Mileage:10 End: 12/19/2010 Mileage: 36010 72/100000 SHEET METAL COVERAGE ROSS Begin:12/19/2007 Mileage:10 End:12/19/2013 60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY Begin:12/19/2007 Mileage:10 End:12/19/2012 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM Mileage:10 End:12/19/2015 727100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY Begin: 12/19/2007 Mileage: 10 End: 12/19/2013 Mileage: 10 Mileage: 100010 Mileage: 100010 Begin:12/19/2007 Mileage: 36/36000 FEDERAL EMISSION Mileage:80010

Mileage:10 End:12/19/2010 *** *** CLAIM HISTORY

Page:

PRE-DELIVERY INSPECTION - BASE TIME RO Number: A92044 Date: 12/18/2007

Begin:12/19/2007

Mileage: 0

CUSTOMER NAME AND ADDRESS 27	00 N INTERS	
DALLAS, TX	RROLLTON, T 4000 Fax:	(972) 466-1360
OUT CUST # HOME TELEPHONE PHONE WHEN READY	DELIVERY DATE	LABOR ADVISOR R.O. NUMBER
516 20192 CASH	07/25/2009	95.00 FELICE 426286
VEHICLE IDENTIFICATION STOCK NO. YR. MAKE & MODEL	LICENSE NO	R.O. H
1G2ZG57B1 84 #RHA 2008 PONTIAC G6/SE		08/01/2009 1
10 0925091032-2 which	reflects an average tim	hours published in the GM Labor Time Guide, e requirement for the performance of specific ay therefore be either more or less than the n instance."
LINE TECH TYPE DESCRIPTION		QTY NET AMOUNT
1 BILL PLAIS COURTESY BRAKE AND TIRE WEAR COMPLETED 000000 SK:13 MC OPER/CODE: DESC:	CONDITION C	HECKCUSTOMER 0.0
2 BILL PLAIS C/S VIBRATES AT HWY SPEEDS DECLINED REPAIRS AT THIS TIME DECLINED BALANCE AND REFACE F		INTERNAL
ROTORS AT THIS TIME 000000 SK:03 MI OPER/CODE: VIB DESC:		0.0 A :
3 BILL PLAIS C/S PULLS TO THE LEFT		INTERNAL
DECLINED 4 WHEEL ALIGNMENT AT 000000 SK:03 MI OPER/CODE: DECLINED ALI DESC: L: 00000.00 P: 00000.00 T:		0.0 A:
* 4 BILL PLAIS NAIL IN LEFT FRONT TIRE NAIL IN LEFT FRONT TIRE REMOVE NAIL AND REPAIR LEFT F	DONT TIPE	INTERNAL
001200 SK:06 MI OPER/CODE: NAIL DESC:	55555555555555555555555555555555555555	0.5 18.50 * A:
TOT INT: 18.50		
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 unavallability 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. PAYABME IN CARROLATION, DALLAGE CO., TEXAS. DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all	F THE PERSON, WHO IS OBLIGATED INSECT TO THE REPAIR CONTRACT. REPOSSESSION IN ACCORDANCE WI A WRITTEN ORDER FOR PAYMENT F BECAUSE OF INDUFFICIENT FUNDS, ACCOUNT ON WHICH IT IS DRAWN HE the total labor charge is incluarge is \$29.50. Applicable supprospray, shellac, solvent, rag	I PARTS AMOUNT OTHER TAXABLE OTH NON TAXABLE MISC. CHARGES I, S.
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		SALES TAX DEDUCTIBLE
connection with the sale of said products. Signature of Person Responsible or Agent for Person Responsible	CASH	TOTAL: .00

SERVICE

192044 USED CAR DEPT

CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E CARROLLTON, TX 75007

Fax: (972) 466-1360 (972) 242-4000

	(972) 242	-4000 Fax:	(972) 466-1	360
JOB # MILEAGE MILEAGE CUST # HOME I	PHONE WHEN READ	Y DELIVERY DATE	LABOR ADVISOR	R.O. NUMBER
2247 19506 CASH		00/00/0000		422879
VEHICLE IDENTIFICATION STOCK NO. YR.	MAKE & MODEL	LICENSE NO	CROSS REF R.O.	DATE PAGE
1G2ZG57B1 84 192044 20	08 PONTIAC G6/SE	•	04/20	/2009 1
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the necessary material and agree that you are not responsible for loss damage to vehicle or articles left in vehicle in case of fire, theft, or a other cause beyond your control or for any delays caused by unavailability	OF PAY FOR THE REPAIR OF THE MOTOR VEHICLE S  BY UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO  S9.503, TEXAS BUSINESS AND COMMERCE CODE,	REPOSSESSION IN ACCORDANCE WITH	OTHER TAXABLE	
parts or delays in parts shipments by the supplier or transporter. I here grant you and/or your employees permission to operate the vehicle here described on streets. highways, or elsewhere for the purpose of testing and/	by REPAIR ON THE VEHICLE IS STOPPED, DISHONORE in FUNDS, OR BECAUSE THE DRAWER OR MAKER OF TH OF BEEN CLOSED.	E ACCOUNT ON WHICH IT IS DRAWN HAS	OTH NON TAXABLE	
inspection. An express mechanic's lien is hereby acknowledged on above vehic to secure the amount of repairs thereto. PAYABLE IN CARROLATON, DALLAS CO., TRUD DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are	le Supplies λ token charge equivalent to 12% of the for supplies used on your vehicle. Maximum items are nuts, bolts, washers, tape, pins,	charge is \$29.50. Applicable supply aerospray, shellac, solvent, rags		
those made by the manufacturer. The seller hereby expressly disclains all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither	office	Copy	SALES TAX	
assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.		CASH	TOTAL.	. 00

Signature of Person Responsible or Agent for Person Responsible

CASH

TOTAL:

.00

SERVICE INVOICE

CUSTOMER NAME AND ADDRESS

192044 USED CAR DEPT

# CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E CARROLLTON, TX 75007

(972) 242-4000

Fax: (972) 466-1360

VANCELE IDENTIFICATION   SOCK NO.   VA.   NAME X MODEL   INCREME NO.   VA.   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0				(972) 24	2-4000	rax:	(314) 5	100-13	500	
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TOTAL ACQUITATION	Signature of Person Responsible	X					TOTAL:	*CON	TINUE	D <b>*</b>

### SERVICE INVOICE

# CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E

CARROLLTON, TX 75007 Fax: (972) 466-1360

192044 USED CAR DEPT

CUSTOMER NAME AND ADDRESS

(972) 242-4000

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DESC: REPLACED SENSO 67.60 42.25

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TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE

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 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

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, carburator cleaner

ner, towels, solder, battery cleaner, wire, window cleaner, etc.

Office Copy

LABOR AMOUNT PARTS AMOUNT OTHER TAXABLE OTH NON TAXABLE MISC. CHARGES SALES TAX

4.0

155.00

CASH

TOTAL:

DEDUCTIBLE

.00

SERVICE CLASS	SIC BUICK	PONTIAC GI	MC
CUSTOMER NAME AND ADDRESS 2	700 N INTERS	STATE 35E	
	ARROLLTON, 1 -4000 Fax:	(972) 466-1	360
LEWISVILLE, TX			
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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.		DEDUCTIBLE	
Signature of Person Responsible or Agent for Person Responsible	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 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

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

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## 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

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

To

david.k.williamson@gm.com

Subject

Re:

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

john.a.jacob@gm.com

Subject

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.c
om

10/01/2009 01:53 PM rita_sanchez@gmexpert.com

cc

Τо

paul.rodarmer@gm.com,
david.k.williamson@gm.com

Subject

Re:

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

Subject

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Thanks for your time and have a great day.

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Rita Sanchez
Business Resource Center
Phn: 866-790-5600 ext 31227
Rita Sanchez@gmexpert.com

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# CLASSIC PONTIAC BUICK GMC 2700 N. INTERSSTATE CARROLLTON TX. 75007

972-242-4000 LORILAYMAN@CLASSICOFCARROLLTON.COM

10-16-2009



TO:NEW VEHICLE WARRANTY.	FROM: LORI
	PAGES: 4
FAX 866-857-3113	FAX: 972-466-1360
<b>V4.4</b>	PHONE: 972-242-4000
RE: CREDIT CARD PAYMENT	
COMMENTS:	
CUSTOMER franco 71-75779986	
VIN 84	
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Please review	
Please comment	
For your records	

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000000 SK:13 MC OPER/CODE: DESC		3075.4
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Signature of Ferson Responsible X	TOTAL: *CONTINUED*	

## CLASSIC BUICK PONTIAC GMC

CHSTOMER NAME AND ADDRESS 2700 N INTERSTATE 35E CARROLLTON, TX 75007 (972) 242-4000 Fax: (972) 466-1360 DALLAS. ТX EML. エタエニソを成文 エペエを MILEACE MILEAGE JOB # cuer # HOME TELEPHONE PHONE WHEN READY ADVISOR R.O. NUMBER 07/25/2009100.00FELICE 427297 7029 22347 CASH 1.573 **RB9** 1.00 # VERICLE IDENTIFICATION A.O. DATE STOCK NO. IR. MAKE - MODEL LICENSE NO 2008 PONTIAC G6/SE 1G2ZG57B1**84** 08/31/2009 SALESMAN POLICY DEDUCTIBLE PRINT DATE & TIME P 0. # "This dealership utilizes the hours published in the GM Labor Time Guide. which medlects an average time requirement for the performance of specific vehicle repairs, and which may cherefore be either more or less than the 10 11022091436-5R actual clock time in any given instance. 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COMPLETE HOOD 385.68 OPER/CODE: A0357 DESC: REF 012915 *SK:09 BW TAGOR AMOUNT NOTICE PURSUANT TO \$70,0001, TEXAS PROPERTY CODE I MM THE MEMBOR OR AN AGENT ACTING OF THROAFF OF THE PERSON. WHO IS CALIGATED TO DAY FOR THE REPAIR OF THE MOTOR WENTCHE SURJECT TO THE MARKET CONTRACT. I I hereby authorize the repair work hereinatter set forth to be done along with PARTS AMOUNT the necessary material and agree that you are not responsible for loss or the necessary material and agree that you are not responsible for loss or demage to venicle or articles left in vebicle in deep of fire, their, or any other could beyond your combrol or too day delays caused by whatchinkility of peris or delays in parts shipments by the supplier or transporter. I hereby crant you and/or your amployeas parmission to operate the vehicle herein described on accents, highways, or discurred for the purpose of testing and/or POPROFESSOR FRANCE OF THE POST OF A PROPERTY OF A PROPERTY OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE BOOK OLOAND Supplier- A token charge equivating to the of the total ... on there is included by the company Inspection. An express machanic's liem is hereby acknowledged on above vehicle to accurate acoust of regalts thereon parable in carrottom, sature on, rema-DISCLANDER OF WARRANTIES - Any varianties on the product sold hereby are for supplies used on your vehicle. Moximum offerfor is \$2: 0. Applicable sumply trans are nurse boles, weakers, capit, plus, Schoopery, I. alum, solvant, rage, Carburgooy Cleanor, towels, solues, markery transer, with widow cleanor, set those made by the manufacturer. The seller hereby expressly disclaims all membershes either expressed or implied. Including any implied warranty of memorantehility or fitness for a particular purpose, and seller neither Office Copy SALFS TAX LM: UCTIBLE assumes nor authorizes any other person to assume for it any liability in connection with the sale of sale products.

Signature of Person Responsible or Agent for Ferson Responsible

<u> X</u>

TOTAL:

*CONTINUED*

### SERVICE INVOICE CLASSIC BUICK PONTIAC GMC COSTOMER NAME AND ADDRESS 2700 N INTERSTATE 35E CARROLUTON, TX 75007 (972) 242-4000 Fax: (972) 466-1360 DALLAS, TX EML: MELEAGE R.O. NOMBER JOB # COST # HOME TELEPHONE PHONE WHEN READY AZVISOR 07/25/2009100.00FELICE 427297 7029 22347 CASH ORDER BRIDE LICENSE NO R.O. DATE PACE VERICLE IDENTIFICATION STOCK NO. MAKE & MODEL YR. 1G2ZG57B1**84** 2008 PONTIAC G6/SE ນຣ/31/2009 3 SALESMAN POLICY PRINT DATE & TIME "This deplements utilizes the hours sublished in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may charafore be either more or less than the 1022091436-5R 10 actual clock time in any given instance." ロヤマ NEPT AMOUNT DESCRIPTION LIME TRUM TYPE or:0.0 000000 TY:N ST: CC:VB FP: FC: 1DAU: PE: PAINT MATERIALS 367.00 367.00 367.00 PMAT 036700 A:00367.00 N:00367.00 T:0752.68 5 DAYS RENTAL CLASSIC PROVIDED RENTAL OPER/CODE: Z7905 DESC: 5DAYS RENTAL A:00000.00 N:00000.00 T:00000.00 TOT WRT: 5231.42 INPOR AMOUNT MOTICE PURSUANT TO \$70,0001, TEXAS PROFERTY CODE TREMS STEICTLY CASE: 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 the necessary material and agree that you are not responsible too. Need to damage to weaklife or artistae left in vehicle in cuse of fire theft or day once cause boyond your control or for any delays reaced by unavailability of parts or dalays in perts whitemens by the supplier or transporter. I havely grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or existence now the purpose or testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle Inspection. An express meant of repairs thereo. Parameter of acknowledges on above vehicle to secure the amount of repairs thereo. Parameter of the product coid deraby are likely made by the manufacturer. The soller hereby expressly disclaims all versation, either appreciated or impited, distribution or impited and coloring or matter accordance of the parameters. assumes nor suthorizes any other person to assume for it sny liability in connection with the walk or waith products.

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TOTAL:

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### **CDR File Information**

User Entered VIN	1G2ZG57B184
User	William Hartley, EAA
Case Number	71-757779986
EDR Data Imaging Date	Friday, September 25 2009
Crash Date	Thursday, August 27 2009
Filename	1G2ZG57B184
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.

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## **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. INTERSSTATE CARROLLTON TX. 75007 972-242-4000 LORILAYMAN@CLASSICOFCARROLLTON.COM

10-16-2009



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
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### SERVICE INVOICE

## CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E

CUSTOMER NAME AND ADDRESS CARROLLTON, TX 75007 (972) 242-4000 Fax: (972) 466-1360 DALLAS, T EMLDELIVERY ADVISOR R.O. NUMBER HOME TELEPHONE PHONE WHEN READY CUST # QUT 427297W 07/25/2009 95.00FELICE 7029 22347 CASH LICENSE NO. CROSS RED L.O. F R.O. DATE PAGE MAKE & MODEL VEHICLE IDENTIFICATION Brock no. ¥¥. 08/31/2009 2008 PONTIAC G6/SE 1G2ZG57B1**84** "This dealership utilizes the hours published in the GM Labor Time Guide. P.O. 4 PRINT DATE & TIME SALESMAN POLICY DEDUCTIBLE which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the 1016091504-2 actual clock time in any given instance." DESCRIPTION QTX MET ANOUNT LINE TECH TYPE COURTESY BRAKE AND TIRE WEAR CONDITION CHECK ----CUSTOMER---1 BILL PLAIS 37(3) T.T3 OPER/CODE: DESC: 0.0 000000 SK:13 MC C/S WHILE DRIVING 35-40 MPH HEARD A CHIME AND----WARRANTY---2 BILL PLAIS SERVICE POWER STEERING MESG. 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 THES 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 FC:6C OT: 8.3 000000 TY:N ST: CC:OJ FP: AU: 194.61 155.30 1 155.30 25872804 KNUCKLE 007704 221.02 176.37 1 176.37 012598 22730776 ARM 61.21 22670300 LINK 61.2161.21 002841 269.70 215.22 215.2225844557 SHAFT 015373 244.96 244.96 15882266 FENDER 244.96 010027 138.60 554.40 19160612 138.60 H2255017 039600 LABOR AMOUNT NOTICE PURSUANT TO \$70,0001, TEXAS PROPERTY CODE TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE MERSON, WHO IS CELIGATED TO DAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I s moveme authorica the repair work hereinafter get forth to be done along with PARTS AMOUNT 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 UNDERSTAND TWANT THIS VEHICLE IS SUBJECT TO REPOSSESSION ON ACCORDANCE WITH EQ. 101, THESE BUSINESS AND COMMERCE CODE. YE A WRITTEN ORDER. FOR PAYMENT FOR OTHER TAXABLE go. 101. There musimes into commence codes. YP & WRITTEN ORDER FOR P. REPRIR ON THE VENEZUE IS 2TOPPED, DISHONORED BECAUSE OF INSUFFICIENT owner cause beyond your control or for any delays decised by unavaliability of parts or delays in parts shipments by the supplier or transporter. I hereby OTH NON TAXABLE OR EXCAUSE THE DRAWER OF MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS grant you and/or your employees permission to operate the vehicle herain described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lies is hereby adknowledged on above vehicle to secure the account of reprise therato. Parkable or casular the account of reprise therato. Parkable or casular the account of reprise therato. PERS MAREN Suppliers A token observe equivalent to 12% of the total labor charge is include MISC. CHARGES for muphies used on your vehicle. Maximum charge im 932.50. Applicable supply items are nuts. Dolts, weather's tope, pine, serceptary, mbelled, Solvant. Rage, carburator channer, towels, Solder, battory oleswer wire, vindow deshibt. Stc. DISCLAIMER OF WARRANTIES - Any warrenties on the product sold hereby are those agoe by the manufacturer. The saller hereby expressly disclaims all serventies, wither expressed or implied, including any implied warrancy of BALES TAK Warranty meropantahility or fitness for a particular nurnose and seller neither Assumes nor authorizes any other person to assume for it any liability as connection with the sale of said products. DEDUCTIBLE

Signature of Person Responsible or Agent for Person Responsible

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