

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

February 18, 2011

[REDACTED]
Holt, [REDACTED]

Service Request: 71-597284485
Customer Relationship Specialist: Wine Summers

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering gear that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage. This special coverage covers replacement of the steering column to address the loss of the power steering assist.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 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

Holt, MI

LANSING MI 489

04 JAN 2008 PM 3 T



JAN 07 2008

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-2-0817-Digit Vehicle Identification Number (VIN): 1G1ZU64845FMileage at Time of Repair: 37528 Date of Repair: 9-29-07

Claimant Name (please print):

Street Address or PO Box Number:

City: Holt State: MI ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$ 700.30

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).





3232 S. Washington
Lansing, MI 48910
(517) 887-0152
F144037

SOLD TO

HOLT MI

Plate No.

Cust No.

7695

H. Phone

B. Phone

Vehicle

Mileage

95 CHEVY

HALIBU MAX

Unit #

In 37520 Out- 37520 VIN#1g1zu64845f

Technician:

INVOICE #

Date- 09/29/07

SERVICE DESCRIPTION

OIL CHANGE AND FILTER LUBRICATE GREASE FITTINGS AS NEEDED 24.95
CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE AND
FINISH 14 POINT INSPECTION .5
ENVIRONMENTAL DISPOSAL FEE 1.00
CHECK DRIVERS SIDE REAR BRAKE/TURN SIGNAL LIGHT-REPLACE BULB
AND RETEST .3 22.65
CHECK AND ADVISE-CLUNK RATTLE THRU STEERING WHEEL WHEN TURN-
ING/BUMPS. REMOVE AND REPLACE RACK AND PINION STEERING GEAR.
LUBE STEERING INTERMEDIATE SHAFT AND REASSEMBLE/RETEST 3.0 226.50
FRONT END ALIGNMENT (PERFORM COMPUTERIZED RUNOUT & ADVISE.
INITIAL CHARGES INCLUDE TOE SET ONLY. WE WILL CONSULT IF
ADDITIONAL LABOR IS NEEDED TO SET OTHER ADJUSTMENTS ONCE
RUNOUT IS PERFORMED. IF YOUR VEHICLE IS NOT ALIGNABLE DUE TO
WORN COMPONENTS AND YOU CHOOSE NOT TO HAVE REPAIRS MADE A
MINIMUM INSPECTION FEE OF 37.75 WILL BE CHARGED FOR TEST
DRIVING AND INSPECTING YOUR VEHICLE) 4 WHEEL ALIGNMENT 1.2 90.60
DISCOUNT FOR SHOP FEE IN EXCESS OF 39.73 MAXIMUM -1.19
--STEERING GEAR CARRIES 12MOS/12,000 MILE WARRANTY

NEEDS SERVICE

PARTS DESCRIPTION

PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL	PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL
BULB	LIGHT BULB (3857)	1.0	2.99	2.99	5858365	STEERING GEAR (GM)	1.0	314.56	314.56

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by supplier or transporter. I hereby grant you and/or employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express garagekeepers lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeepers lien, I have no right of possession to the above vehicle until repairs there to have been paid in full.

- CERTIFICATION -

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH
MICHIGAN AUTO REPAIR ACT (P.A. 300)

X

MANAGER SIGNATURE

X

CUSTOMER SIGNATURE

Shop Fee 40.92
Access 0.00
Inspection 0.00
Services 364.51
Parts 317.55
Sub-total 722.98
Tax 22.93

Total \$ 745.91

WARNING: WE HAVE TIGHTENED ALL LUGNUTS ON WHEELS WE SERVICED, TO MANUFACTURERS SPECS. HOWEVER, EXPERIENCE HAS SHOWN THAT THEY MAY BECOME LOOSE AFTER DRIVING. **FOR YOUR SAFETY: YOU MUST CHECK ALL LUGNUTS AFTER 50 MILES.



3232 S. Washington
Lansing, MI 48910
(517) 887-0152
F144037

SOLD TO

HOLT MI

Plate No.

Cust No.

7005

H. Phone

B. Phone

Vehicle

Mileage

05 CHEVY MALIBU MAX Unit #

In 37520 Out- 37520 VIN#1g1zu64845f

Technician:

INVOICE #

193850

Date- 09/29/07

SERVICE DESCRIPTION

LABOR 6MOS/6,000 MILES
TECH # M116553 BRUCE FLECK

NEEDS SERVICE:

PARTS DESCRIPTION

PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL	PART NUMBER	DESCRIPTION	QTY	PRICE	TOTAL

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by supplier or transporter. I hereby grant you and/or employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express garagekeepers lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeepers lien, I have no right of possession to the above vehicle until repairs there to have been paid in full.

- CERTIFICATION -

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH
MICHIGAN AUTO REPAIR ACT (P.A. 300)

x

MANAGER SIGNATURE

(X)

CUSTOMER SIGNATURE

Shop Fee 40.92
Access 0.00
Inspection 0.00
Services 364.51
Parts 317.55
Sub-total 722.98
Tax 22.93

Total \$ 745.91

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SPARTAN TIRE & SERVICE
3232 S WASHINGTON AVE
Lansing, MI 48910
(517)887-0152
Merchant #8788290037703

C O P Y

09/29/2007 10:17

Sale:

Transaction # 1
Card Type: MasterCard
Acc: [REDACTED]
Entry: Swiped
Total: 745.91

Reference No.: 0001
Auth.Code: 00556B
Response: AP

ORIGINAL

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213DATE
02/04/08

*****318 DOLLARS

*****00 CENTS

AMOUNT
*****318.00PAY
TO THE
ORDER
OF[REDACTED]
MONESSEN PA [REDACTED]North American Operations
General Motors Corporation
Disbursement AccountSIGNATURE
The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000402

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

02/04/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G1ZT628X5F [REDACTED]	02/01/08 .71-597594952.1-9VSJAN	VM 1-9VSJAN	00.0000	318.00	.00	318.00
------------------------	------------------------------------	-------------	---------	--------	-----	--------

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

M3

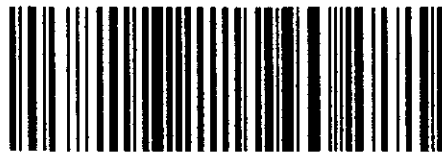
TOTAL

318.00

.00

318.00

CERTIFIED MAIL™



7004 2890 0002 4495 6242



UNITED STATES
POSTAL SERVICE

0000



48232

U.S. POSTAGE
PAID
WASHINGTON, PA
15301
JAN 04, '08
AMOUNT

\$5.21

00023186-06

JAN 08 2008

REIMBURSEMENT DEPARTMENT

PO BOX 33170

DETROIT, MI

48232-5170

48232+5170



MONESSEN PA

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-26-2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT628X5F [REDACTED]

Mileage at Time of Repair: 65516 Date of Repair: 6/14/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Monessen State: PA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 318.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





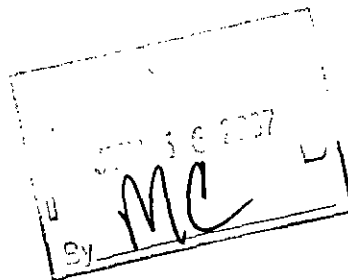
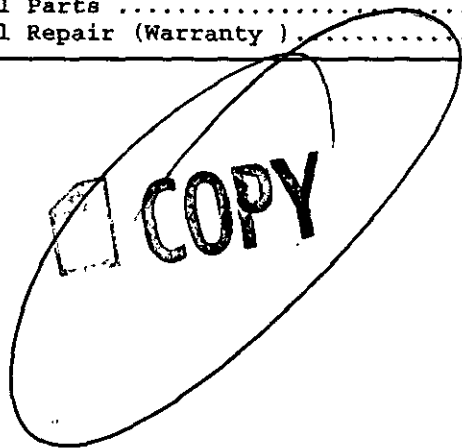
www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

R/O 46817	VIN 1G1ZT628X5F			DATE IN 06/14/07
YEAR 2005	MAKE CHEVY	MODEL MALIBU	COLOR SILVER	TIME IN 05:24
MILES IN 65516	MILES OUT 65517	FIRST USE 00/00/00	DISC.	CLOSED 06/16/07
SEE ALSO			MONESSEN PA	WRITER LISA
			H: ()	

1) C/S NO POWER ASSIST REPLACE STEERING COLUMN		Labor	T03 40	300.00
(03-0190 DULANEY-) A		Total Labor		300.00
		Total Repair (Customer)		300.00
2) REPLACE POWER STEERING COLUMN,GOODWILL CMD COVERS PARTS,CUSTOMER LABOR		E7680	6C OA T03 0	.00
		15926870	(COLUMN)	1
		Total Parts		286.48
(03-0190 DULANEY-) A		Total Repair (Warranty)		286.48



Next Service SEP '07 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.

X
Page 1 of 1 Job 46817

46817 Customer Copy

W/C	INT.	CUSTOMER
.00	.00 Labor	300.00
286.48	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00 Waste Dispos	.00
.00	.00 Oil/Grease	.00
286.48	.00 Sub Total	300.00
.00	.00 Tax	18.00
286.48	.00 Total (Cash)	318.00

WASHINGTON CHEVROLET INC
1 RAYMOND BLVD
WASHINGTON, PA 15301
(724) 222-2800

C O P Y

06/16/2007 13:33:11

Sale:

Transaction # 1
Card Type: MasterCard
Acc: [REDACTED]
Entry: Swiped
Invoice # 46817
Total: 318.00

Reference No.: 716717505069
Auth.Code: 730011
Response: APPROVAL 730011
Sequence Number: 0001
Merchant_Number: 000009365034
Terminal_ID: 09365034
Terminal_Number: 0001

CUSTOMER COPY

February 18, 2011

[REDACTED]
Monessen, PA [REDACTED]

Service Request: 71-597594952

Customer Relationship Specialist: Pinkie Smith

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$318.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

February 18, 2011

[REDACTED]
Wichita, KS [REDACTED]

Service Request: 71-597597608

Customer Relationship Specialist: Roxy King

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column kit that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$615.14.

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.



WICHITA KS 672

02 JAN 2008 PM 2 T



JAN 08 2008

REIMBURSEMENT DEPARTMENT
PO BOX 33170
DETROIT MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: January 02, 2008

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F75E [REDACTED]

Mileage at Time of Repair: 41788 Date of Repair: October 31, 2006

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Wichita State: KS ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 615.14

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED] 01/02/08

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



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



07126 1G1ZS52F75F 13 0009268

WICHITA, KS

- 1. Name and address of the person who paid for repairs.
- 2. VIN: 1G1ZS52F75F
- 3. Problem occurred - steering assist failed to work,
making it very difficult to operate the car.

Repair done - Davis Moore Chevrolet (after diagnosis of steering column rotation sensor faulty - no steering assist condition) replaced the steering column assembly.

Date of repair - October 31, 2006

Who repaired Chevrolet Malibu 2005 -

Davis-Moore Chevrolet

8200 W. Kellogg

Wichita, KS 67209

(316) 749-4000

- 4. Payment for repair - \$615.14, October 31, 2006

* In reference to copy of cancelled
check/or/credit card receipt -

At the time that my car was repaired
I did not have a ^{sufficient} monetary amount
of funds in my checking account (and
I would have had to delay picking
up my car), so therefore I paid cash.

* Please see "type of payment" on Davis-Moore
bill (attached).

Thank you,

1000740A

502079

INVOICE

**DAVIS-
MOORE**

DAVIS-MOORE CHEVROLET, INC.
8200 W. Kellogg · Wichita, KS 67209
(316) 749-4000

PAGE 1

SERVICE ADVISOR: 7899 JORDAN JOHNSTON

WICHITA, KS

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

CELL: [REDACTED]		SERVICE [REDACTED]		[REDACTED]		[REDACTED]	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	05	CHEVROLET MALIBU	1G1ZS52F75F [REDACTED]		41788/41794	T3631	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN05 IS			16:24 31OCT06		0.00	CASH	31OCT06
R.O. OPENED		READY	OPTIONS: ENG:2.2 Liter MFI DOHC				

10:37 30OCT06 10:46 31OCT06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/S VEH HAS NO POWERSTEERING HARD TO TURN--SEND LABOR OPPTS POSS EXT

WARR

CAUSE: STEERING COLUMN ROTATION SENSOR FAULTY. PART OF STEERING
COLUMN../

300 GENERAL

269 CC

189.95 189.95

1 15926870 COLUMN

368.33 368.33 368.33

PARTS: 368.33 LABOR: 189.95 OTHER: 0.00 TOTAL LINE A: 558.28

41794 STEERING COLUMN ROTATION SENSOR FAULTY. PART OF STEERING
COLUMN../ 2.00 DIAGNOS NO STEERING ASSIST CONDITION, REPLACE STEERING
COLUMN ASSEMBLY & RE-TEST, TEST DRIVE/

EST: 0.01 30OCT06 10:37 SA: 789

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

15.00

MOST FACTORY PARTS WE INSTALL CARRY A
LIFETIME PARTS WARRANTY WHEN PAID FOR BY YOU!
THIS PARTS WARRANTY DOES NOT INCLUDE GASKETS,
SEALS, MAINTENANCE PARTS OR MAJOR ASSEMBLIES.
(FILTERS, SPARKPLUGS, ENGINES, TRANSMISSIONS,
ETC) THIS OFFER IS EXTENDED TO THE ORIGINAL
PURCHASER ONLY.. www.davis-moore.com

COPY

WE SELL TIRES

GOODYEAR **RF Goodrich** **MICHELIN** **General**
GENERAL TIRE **Continental** **BRIDGESTONE** **Pirelli**

OPEN FOR YOUR CONVENIENCE 6 DAYS A WEEK
MONDAY - FRIDAY
7:00 AM - 6:00 PM
SATURDAY
8:00 AM - 1:00 PM

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	189.95
PARTS AMOUNT	368.33
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	573.28
LESS AMOUNT	0.00
SALES TAX	41.86
PLEASE PAY THIS AMOUNT	615.14

CUSTOMER COPY

North American Operations

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



CHECK

No. [REDACTED]

50-937
213DATE
02/04/08

*****615 DOLLARS

****14 CENTS

AMOUNT
*****615.14PAY
TO THE
ORDER
OF

WICHITA KS [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000524

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/04/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F75F [REDACTED]	02/01/08 1-597597608.1-9VSLH4	VM 1-9VSLH4	00.0000	615.14	.00	615.14
TOTAL				615.14	.00	615.14

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

M3

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

February 18, 2011

[REDACTED]
Barron, WI [REDACTED]

Service Request: 71-597609183
Customer Relationship Specialist: Jane West

Dear [REDACTED]

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

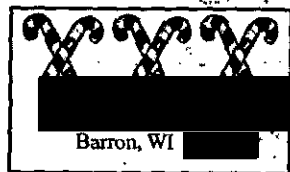
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the vehicle is out of the mileage parameter of the special coverage at the time of the repair.

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

Sincerely,

Chevrolet Customer Assistance Center



EAU CLAIRE WI 547

04 JAN 2008 PM 1 T

JAN 08 2008



Reimbursement Dept.

PO Box 33170

Detroit, MI 48232-5170

48232+3170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-3-08

17-Digit Vehicle Identification Number (VIN): 1G1ZT62835F [REDACTED]

Mileage at Time of Repair: 91,875 Date of Repair: 10-30-07

Claimant Name (please print) [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Barron State: WI ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 577.88

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



January 3, 2008

Dear General Motors:

In October of 2007, my husband was rounding a corner on his way to work when his power steering went out in our 2005 Chevy Malibu. If another car would have been coming around the corner it would have resulted in a major accident. I am thankful that this happened when he was in the car rather than me and our two children, being that he is a mechanic and handles situations like this better than I think I would.

We took this to be repaired. Given the fact that we were indeed over our 70,000 mile warranty we just paid for it and didn't think twice. Then about one month after fixing our car we received a call from a Chevrolet representative who informed us that due to problems they were having with the same thing that we had fixed in our Malibu they were going to refund our money. Then she apologized for calling us as she had just seen that we were over the 70,000 mile mark. We then received a letter in the mail dated December 2007. It was a letter intending to make us aware that some 2005 Chevrolet Malibu vehicles may lose their power steering assist. The letter goes on to say that if the condition occurs on our 2005 Malibu within 7 years of the date our vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired at no charge.

This letter is to request payment for the amount of \$577.88 to repair our power steering. I am aware that we were over the 70,000 mile mark on our vehicle when this occurred. However as your letter pointed out, this has been a problem area for this vehicle. If this would have been a repair for anything else, this letter would not be written as we expect to incur repairs with a used vehicle. As a corporation, I would expect that you would back up your product and do the right thing when you know that it has been problematic, whether that occur on mile number 26,767 or in our case over the 70,000 mile marker. In addition to doing the right thing, it would be important for your representatives to do their homework thoroughly before informing customers that they would be refunded money only to have that taken away from us as they just realized that we were over the warranty.

Thank you for your time. I trust that you will make the right decision in making this situation right/just as we have trusted the Chevrolet name in purchasing our vehicles.

[REDACTED]
Barron, WI [REDACTED]
[REDACTED]

BARRON

WI

Called

Swant Graber MOTORS

1690 EAST DIVISION AVE. · BARRON, WI 54812
(715) 537-5657 · (800) 236-7651 · FAX (715) 537-3247

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/30/07	05	CHEVROLET	MALIBU	1G1ZT62835F	2613	91875	91875	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	11/01/07	02	00:00			01	11/01/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
33298				1				

===== REPAIR LINE 001 =====

CUSTOMER WAS DRIVING DOWN THE ROAD, THEY WENT AROUND A CURVE AND THE POWER STEERING QUIT WORKING. IT SHOWED UP IN THE RADIO DISPLAY THAT THERE WAS A POWER STEERING PROBLEM, BUT ONCE THEY STOPPED AND SHUT IT OFF AND STARTED IT AGAIN, IT WAS WORKING OK AGAIN.

CHECKED ON SCAN TOOL AND FOUND CODE C0545 FOR LOSS OF TORQUE SIGNAL. TESTED SYSTEM. SYSTEM IS PASSING AT THIS TIME. WE ARE NARROWED DOWN TO THE MOTOR WITH MODULE OR THE TORQUE SENSOR/STEERING COLUMN KIT. CALLED TECH ASSIST (CASE 9959634 BILL WEBER). THEY SAID THEY HAVE HAD MORE CASES (12 TO 1) OF THE SENSOR FAILING THAN THE MOTOR GOING OUT. ORDERED AND INSTALLED NEW TORQUE SENSOR. CLEARED CODES AND TEST DROVE.

Bill Code - C

DIAGNOSE	POWER STEERING LOSS	39 M A	36.88
INSTALL	STEERING COLUMN/SENSOR	39 M A	142.88
		Total Labor	179.76
GM	15926870	-COLUMN	359.00
		Total Parts	359.00
		Total Line	538.76

===== REPAIR LINE 002 =====

COURTESY VEHICLE CHECK UP

Bill Code - I

99P COURTESY VEHICLE M A

Payment Type - 01 CASH 577.88

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

CUSTOMER SIGNATURE

>

LABOR AMOUNT	179.76
PARTS AMOUNT	359.00
MISC. SALES	
MATERIALS	8.99
TOTAL CHARGE	547.75
DEDUCTIBLE	
SALES TAX	30.13
OTHER PAY	
CUSTOMER PAY	577.88

11.1.07.

Check # 288.94
Credit card 288.94

Discover Open Road Card Account Summary

Cardmember since 2003

Closing Date: November 18, 2007

page 1 of 3

Account number ending in [REDACTED]
 Payment Due Date December 17, 2007
 Minimum Payment Due \$19.00
 Credit Limit \$10,000.00
 Credit Available \$9,096.00
 Cash Credit Limit \$2,500.00
 Cash Credit Available \$2,500.00

Previous Balance \$447.69
 Payments And Credits - 447.69
 Purchases + 903.80
 Cash Advances + 0.00
 Balance Transfers + 0.00
 Finance Charges + 0.00
 New Balance = \$903.80

You may be able to avoid Periodic Finance Charges, see the reverse side for details.

Cashback Bonus*

Gas & Auto

Cashback Bonus Since Anniversary Date
 of October 18: \$7.00

Opening Cashback Bonus Balance \$ 8.79
 New Cashback Bonus Earned + 7.00

Cashback Bonus Balance \$ 15.79
 Available to Redeem \$ 0.00

Keep using your Discover(R) Card and watch
 your Cashback Bonus(R) grow!

How Can We Help You?

Please have your Discover Card available.
 Manage your account online at Discovercard.com
 Customer Service: 1-800-DISCOVER (1-800-347-2683)

For Account Inquiries, write to us at:
 Discover More Card, PO Box 30943
 Salt Lake City, UT 84130

TDD (Telecommunications Device for the Deaf):
 For assistance, see reverse side.

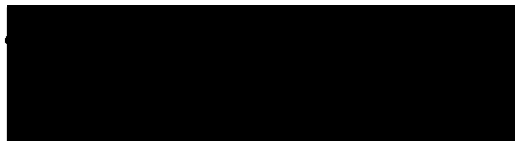
Transactions

\$0 Fraud Liability Guarantee Use your Discover Card with confidence.

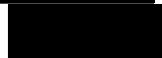
	Trans. Date	Post Date		
Payments and Credits	Nov 18	Nov 18	PAYMENT - THANK YOU	\$ -447.69
Merchandise/Retail	Nov 9	Nov 9	MARSHFIELDCLINIC PHARMAC RICE LAKE WI	10.00
Gasoline	Oct 19	Oct 19	KWIK TRIP 84300008433 WABASHA MN	70.67
	Oct 19	Oct 19	FARMERS COOP OIL CO WHITE LAKE SD	114.00
	Oct 22	Oct 22	CENEX C-STORE PLAINVIEW MN	31.99
	Oct 25	Oct 25	KWIK TRIP 74800007484 BARRON WI	9.35
	Oct 26	Oct 26	HOLIDAY STATIONSTORE BARRON WI	33.97
	Oct 28	Oct 28	KWIK TRIP 67400006742 MENOMONIE WI	30.93
	Oct 29	Oct 29	KWIK TRIP 67400006742 MENOMONIE WI	50.72
	Oct 31	Oct 31	KWIK TRIP 67400006742 MENOMONIE WI	11.09
	Nov 5	Nov 5	KWIK TRIP 67400006742 MENOMONIE WI	22.65
	Nov 9	Nov 9	HOLIDAY STATIONSTORE BARRON WI	36.21
	Nov 11	Nov 11	KWIK TRIP 67400006742 MENOMONIE WI	7.88
	Nov 12	Nov 12	KWIK TRIP 67400006742 MENOMONIE WI	43.52
	Nov 13	Nov 13	HOLIDAY STATIONSTORE BARRON WI	41.00
	Nov 17	Nov 17	EXXONMOBIL NELSON WI	30.92
Automotive	Oct 22	Oct 22	HILLCREST TOOLS LLC MENOMONIE WI	30.01
	Nov 1	Nov 1	SAVANT GRABER MOTORS BARRON WI	288.94
Services	Oct 18	Oct 19	BIG DEAL CARD DES MOINES IA	39.95

Wish you could sort these purchases by amount, description or category? You can - register at Discovercard.com to view your purchases online as far back as 12 months. Learn more at Discovercard.com/purchases

It pays to
DISCOVER



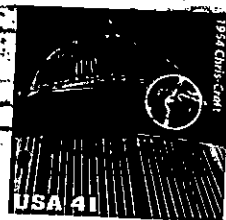
MINNEAPOLIS MN



JAN 08 2000

MINNEAPOLIS MN 554

JAN 08 2000 PM 12 1



REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Today 1/5/08 Repair 5/7/07
 17-Digit Vehicle Identification Number (VIN): 1G1ZT52885F [REDACTED]
 Mileage at Time of Repair: 43,326 Date of Repair: 5/7/07
 Claimant Name (please print): [REDACTED]
 Street Address or PO Box Number: [REDACTED]
 City: WINNEAPOLIS State: MN ZIP Code: [REDACTED]
 Daytime Telephone Number (include Area Code): [REDACTED]
 Evening Telephone Number (include Area Code): [REDACTED]
 Amount of Reimbursement Requested: \$ 603.95 +TAX

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- ✓ • The name and address of the person who paid for the repair.
 - ✓ • The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - ✓ • What problem occurred, what repair was done, when it was done, and who did it.
 - ✓ • The total cost of the repair expense that is being claimed.
 - ✓ • Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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





2845 Hwy 35W North
Roseville, Minnesota 55113
(651) 639-2110
www.rosedalechev.com
 AN AMERICAN REVOLUTION

COPY

CUSTOMER NO. 142802		ADVISOR BRIAN JOHNSON	TAG NO. 7301	INVOICE DATE 05/07/07	INVOICE NO. CVCS259904
MINNEAPOLIS, MN		LABOR RATE	MILEAGE 43,326	COLOR GRAY	STOCK NO.
		YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE 01/27/05	DELIVERY MILES	PRODUCTION DATE 10
		VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 8 5 F	SELLING DEALER NO.		
		F.T.E. NO.	P.O. NO.	R.O. DATE 05/07/07	
COMMENTS					

LABOR & PARTS

J# 1 22CVZ STEERING SYSTEMS TECH(S):7239 240.00
CUSTOMER STATES THAT THERE IS NO ELECTRIC STEERING CHECK
SCANNED FRO CODES AND FOUND C0545 FOR THE TORQUE SENSOR
ALSO EXPERIENCED UNUSUAL STEERING OPERATION. FOUND TORQUE
SENSOR IS FAULTY. STERING COLUMN NEEDS REPALCMENT
REPALCED STEERING COLUMN. CALIBRATED SENSORS AND RECHECKED
POWER STEERING WORKS POR DESIGN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12490147	FILTER 1.836	4.95	
JOB # 1	1	15926870	COLUMN 6.518	359.00	
JOB # 1 TOTAL PARTS				363.95	

JOB # 1 TOTAL LABOR & PARTS 603.95

J# 2 01CVZ1B 3,000 MILE SERVICE TECH(S):7239 16.30
3K Service--3,000 miles or every 3 months
Change engine oil and oil filter(up to 6qts. of oil)-
Lubricate & inspect front suspension,drive line,steering,
hinges,cable guides and contact points-Free Multi-Point
inspection-Check fluid levels & top off as necessary
-----\$29.95 Plus tax & Disposal fees
Recommended Preventative Maintenance
Performed 3,000 Mile Service

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	OIL1	BULK OIL	8.70	
JOB # 2 TOTAL PARTS				8.70	

JOB # 2 TOTAL LABOR & PARTS 25.00

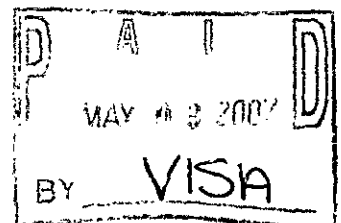
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES/ENVIRONMENTAL WASTE		20.50
JOB # 2	88	KEY CHAIN COUPON		-10.00
TOTAL - MISC				10.50

TOTALS

[]CASH []CHECK []CHARGE []MC/VISA []DISC []AMEX	TOTAL LABOR....	256.30
*****	TOTAL PARTS....	372.65
CHECK FOR LIFETIME WARRANTY BY NOTING THE * NEXT TO THE PART	TOTAL SUBLET...	0.00
NUMBER ON THE R.O.	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	20.50
IMPORTANTYOU MAY RECEIVE A SATISFACTION SURVEY FROM	TOTAL MISC DISC	-10.00
GENERAL MOTORS IN THE NEXT FEW WEEKS. THIS IS OUR "REPORT	TOTAL TAX.....	24.22
CARD". IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY		
SATISFIED". PLEASE CONTACT US AT 651-639-2110. OUR GOAL IS		
"100% COMPLETELY SATISFIED CUSTOMERS" AND YOUR RESPONSE IS		
VERY IMPORTANT TO US. THANK YOU!!!!		

TOTAL INVOICE \$ 663.67

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



THANK YOU
FOR YOUR
BUSINESS

ALL PARTS NEW
ORIGINAL
EQUIPMENT
UNLESS OTHERWISE
SPECIFIED

CUSTOMER SIGNATURE



2845 Hwy 35W North
Roseville, Minnesota 55113
(651) 639-2110

DATE 000007586763 TIME
05/09/07 0002 18:54:26

ROSEDALE AUTOMOTIVE
2845 HIGHWAY 35W
ROSEVILLE, MN 55113
(651) 636-0340

CREDIT SALE

BATCH # 672
TRANS # 052
AUTH # 91902B
TRANS ID 007130031501559
REFERENCE # 713000750940
VISA ACCOUNT # EXP DATE

SALE AMOUNT \$663.67

CUSTOMER COPY

February 18, 2011

[REDACTED]
Minneapolis, MN [REDACTED]

Service Request: 71-597625678

Customer Relationship Specialist: Karl McTaggart

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the instrument panel cluster that you had repaired. We regret that we are unable to reimburse you the amount you requested because the vehicle has a warranty block / branded title.

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

Sincerely,

Chevrolet Customer Assistance Center

North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK

No. [REDACTED]

50-937
213DATE
02/04/08

*****587 DOLLARS

****24 CENTS

AMOUNT
*****587.24PAY
TO THE
ORDER
OF

NEW HAVEN CT [REDACTED]

North American Operations
General Motors Corporation
Disbursement AccountSIGNATURE
The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
UNUS NO. BB 000000555

1

VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/04/08

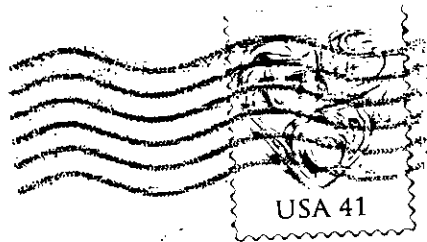
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F45F [REDACTED]	02/01/08 71-597631749.1-9VUQ78	VM 1-9VUQ78	00.0000	587.24	.00	587.24
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				TOTAL	587.24	.00
						587.24



New Haven, Ct.



SOUTHERN CT 064
12 JAN 2008 PM 2:17



JAN 08 2008

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/28/07
 17-Digit Vehicle Identification Number (VIN): 1G1Z 552F45F
 Mileage at Time of Repair: 58755 Date of Repair: 9/21/07
 Claimant Name (please print): [REDACTED]
 Street Address or PO Box Number: [REDACTED]
 City: New Haven State: Ct. ZIP Code: [REDACTED]
 Daytime Telephone Number (include Area Code): [REDACTED]
 Evening Telephone Number (include Area Code): [REDACTED]
 Amount of Reimbursement Requested: \$ 587.24

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
 (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

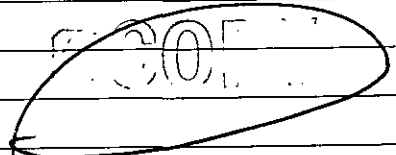
Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



20181

RYDER
TRUCK RENTAL

817 WHALLEY AVE. NEW HAVEN, CONN. 06515

INSTRUCTIONS	AMOUNT
C++ COMPUTER SYSTEM FOR STEERING COLUMNS	
B + R STEERING COLUMN	
2.5	14500
	

AIR BAG LITE
ON @ ALL TIMES
WILL NEED

PAID WITH CASIT

TOTAL PARTS

3500

On Past Due Accounts, A 1-1/2% service charge will be assessed. 18% A.P.R. on unpaid balance, interest, collection costs and attorney fees will be paid by customer on past due accounts.

I voluntarily request that repairs be performed on my vehicle without an advance estimate of their cost. By signing this form, I authorize reasonable and necessary costs to remedy the problems complained of up to a maximum of \$
The repair shop may not exceed this amount without my written or oral consent.

Date _____ Time _____

Customer's Signature

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

\$30.00 per day storage after 48 hours from completion of work.

"The amount (or any portion thereof) charged for the repairs indicated on this invoice (or mileage for the vehicle) will be claimed as a business expense for federal income tax purposes."

☐ YES☐ NO

SIGNATURE OF PURCHASER OR PURCHASERS AGENT

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED

TOTAL LABOR

19500

TOTAL PARTS

359 00

OIL/GREASE

ENVIRONMENTAL
FEE

TAX

3324

TOTAL

58724

February 18, 2011

[REDACTED]
New Haven, CT [REDACTED]

Service Request: 71-597631749
Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$587.24.

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

Sincerely,

Chevrolet Customer Assistance Center

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

Flowerg Branch, GA

NORTH METRO 48-3000

05 JAN 2008 PM 10 T

JAN 08 2008



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

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

12/19/07

17-Digit Vehicle Identification Number (VIN):

1G2ZG528254

Mileage at Time of Repair:

43,317

Date of Repair:

11/28/06

Claimant Name (please print):

Street Address or PO Box Number:

City: Flowery Branch

State:

GA

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

605.00

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.

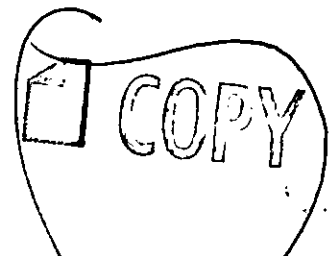
Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



JIM HARDMAN

PONTIAC BUICK GMC

1592 BROWNS BRIDGE ROAD GAINESVILLE, GEORGIA 30501
 Service Direct FAX Parts Direct Collision Direct
 (770) 718-3111 (770) 718-3164 (770) 718-3101 770-718-3145



CUSTOMER NO	58860	ADVISED BY	JOSE SOLORIO	38158	TAG NO	775	INVOICE DATE	11/29/06	INVOICE NO	PNC8230084
		LABOR RATE		LICENSE NO		MILEAGE	43,377	CO-OP	SIL/BLK	13028
		YEAR MAKE MODEL	05/PONTIAC/G6/4DR SDN 6-CYL				DELIVERY DATE	05/30/05	DELIVERY MILES	79
		VEHICLE ID NO	1G2ZG528254				SELLING DEALER NO		PRODUCTION DATE	
		FTE NO					P D NO			
								11/28/06		
		COMMENTS								MO: 43387

LABOR & PARTS
 J# 1 18PNZ ELECTRICAL HOURS: 3.00 TECH(S):39411 62320 246.00
 C/S CHECK POWER STEERING.MESSGE COMES ON CHECK POWER
 STEERING
 STEERING POSITION SENSOR
 REPLACED STEERING COLUMN

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1		15926870	COLUMN 6.518	359.00	359.00
JOB # 1 TOTAL PARTS						359.00
JOB # 1 TOTAL LABOR & PARTS						605.00

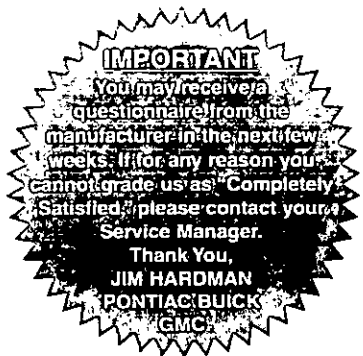
J# 2 00PNZB3K BASIC 3K HOURS: TECH(S):62320 7.96
 REPLACE ENGINE OIL AND OIL FILTER
 LUBRICATE CHASSIS COMPONENTS
 TOP OFF FLUID LEVELS
 COMPLETE LOF

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1		PK47-3K	OIL AND FILTER	16.95	16.95
JOB # 2	5		OIL	G/WRENCH	****	****
JOB # 2	1		25010792	FILTER 1.836 R	****	****
JOB # 2 TOTAL PARTS						16.95
JOB # 2 TOTAL LABOR & PARTS						24.91

SUBLET PO# VEND INV# INV DATE DESCRIPTION
 JOB # 1 42791 RENTAL
 TOTAL - SUBLET INTERNAL 0.00

MISC CODE DESCRIPTION CONTROL NO
 JOB # A 61 SHOP SUPPLIES/HAZARDOUS WASTE
 TOTAL - MISC 21.38

COMMENTS
 CUSTOMER OK \$92.00 DLS DIAGNOSTIC FEE.



LIMITED EXPRESS WARRANTY
 Labor and parts are warranted 12 Months or 12,000 Miles, whichever comes first. JIM HARDMAN PONTIAC-BUICK-GMC TRUCKS, INC. hereby limits any implied warranties of merchantability and fitness to the same period, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.

DEALER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER PERIL WHATSOEVER, OR FOR ANY DELAYS CAUSED BY THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

THANK YOU
 FOR YOUR BUSINESS!

00000000000000000000

44942740000000000000

JIM HARDMAN PONTIAC
1592 BROWNS BRIDGE RD
GAINESVILLE, GA 30601
770-718-3100

MERCHANT 3000 27400000000000000000
DATE : 11/29/96 02:35 PM

43 SERVICE	PRICE	QTY	AMOUNT
	677.61	1	677.61

ACCOUNT #: [REDACTED]
TYPE: AMER EXP

REF # 16
BATCH # 33200000000000000000
AUTH # 571478
Merchant Credit Card
Competitive Service

SALE 00000000000000000000
1277.61 (TAX) 00000000000000000000

ASIN-PAC (0000) 00000000000000000000
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
MERCHANT AGREEMENT CREDIT CARD

X [REDACTED]
SIGNATURE

February 18, 2011

[REDACTED]
Flowers Branch, GA [REDACTED]

Service Request: 71-597632953

Customer Relationship Specialist: Paul Gambino

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$605.00.

At Pontiac, 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 Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

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



CHECK No. [Redacted]

50-837
213

DATE 03/17/08 *****605 DOLLARS *****00 CENTS *****605.00

PAY
TO THE
ORDER
OF

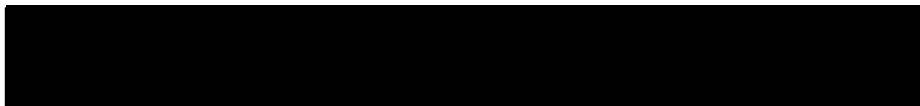
FLOWERY BRANCH GA [Redacted]

North American Operations
General Motors Corporation
Disbursement Account

[Signature]
SIGNATURE

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

AUDIT



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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000150
VENDOR NAME [Redacted]

1

CHECK NO. [Redacted]

PAYMENT DATE 03/17/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1622G528254 [Redacted]	03/14/08 71-597632953.1-9M5IFA	VM-1-9M5IFA	00.0000	605.00	.00	605.00
TOTAL				605.00	.00	605.00

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

M3

APR 2008

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

February 22, 2011

[REDACTED]
[REDACTED]

Hartsville, SC [REDACTED]

Service Request: 71-597645086

Customer Relationship Specialist: MJ Mason

Dear [REDACTED]:

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

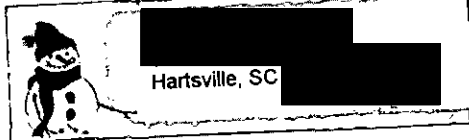
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the steering column assembly that you had repaired. We regret that we are unable to reimburse you the amount you requested because the documentation provided did not substantiate your request.

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

Sincerely,

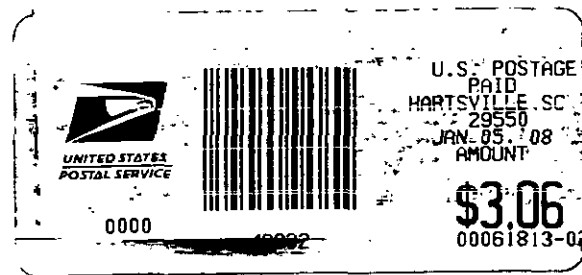
Chevrolet Customer Assistance Center



CERTIFIED MAIL™



7007 1490 0001 8090 3441



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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Aug 3, 07

17-Digit Vehicle Identification Number (VIN): 1G1ZT62815F1

Mileage at Time of Repair: 46008 Date of Repair: 8-22-07

Claimant Name (please print):

Street Address or PO Box Number

City: Hartsville State: SC ZIP Code

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

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

(Paid cash)



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).





HARTSVILLE, SO

Dear G, M.,
I ~~Am~~ having trouble with my steering
column - when I turn to shoot,
it lock up and it lose its power,

JOHN NEWSOME, INC.

SUPERSTORE

843-332-7561 • 800-922-5315

CUSTOMER NO. 6027	NAME WOODY	12183	TAG NO.	INVOICE DATE 08/22/07	INVOICE NO. CV0860293
[REDACTED] HARTSVILLE, SC	LABOR RATE	[REDACTED]	MILEAGE 0	COLOR GREEN/	STOCK NO
	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR COUPE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT62815F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	DATE 08/08/07
[REDACTED]	BUSINESS PHONE	COMMENTS			

J# 1 96BUZ05 REPAIR PER ESTIMATE TECH(S):10190 13358 302.40
REPLACE FT. BUMPER, GRILLE LT. H/L, FENDER,

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10382588	EMBLEM 1.303	37.15	37.15
JOB # 1 TOTAL PARTS				37.15	
JOB # 1 TOTAL LABOR & PARTS				339.55	

J# 2 95BUZ05 REPAIR PER ESTIMATE TECH(S):70 386.40
PAINT FT. BIUMPER, LT. FENDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				386.40	

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 1	22328	ARCHIE	08/07/07	TOW BILL	250.00
JOB # 1	22332		08/13/07	GRILLE	137.11
JOB # 1	22348		08/13/07	COVER	244.00
JOB # 1	22348		08/13/07	HEADLAMP	170.00
JOB # 1	22332		08/13/07	MILDING	179.13
JOB # 1	22332		08/13/07	GRILLE	82.46
JOB # 1	22332		08/13/07	DEFLECTOR	64.28
JOB # 1	22332		08/13/07	FENDER	187.29
TOTAL - SUBLET					1314.27

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	S2	BODY SHOP PAINT & MATERIALS		204.00
TOTAL - MISC				204.00

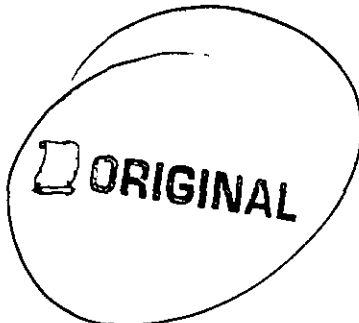
COMMENTS: SENTRY INS.

DISCLAIMER OF WARRANTIES. All warranties on these parts are the manufacturer's. The Seller, JOHN NEWSOME, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and JOHN NEWSOME, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. Due to the complexity requiring the process of elimination and the lack of complete vehicle history, we do not guarantee any diagnosis or that our repairs will correct your problem. This disclaimer by the seller, JOHN NEWSOME, INC., in no way affects the same of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES. Vehicles not picked up within thirty (30) days of completion will be charged \$10.00 storage fee per day.

All claims, disputes and other matters of any kind or nature in question by either party arising out of, in connection with, or relating to the repair of the above described vehicle, shall be decided by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association. No person or entity shall consolidate by way of joinder, class action or otherwise any matter subject to this arbitration agreement. This arbitration agreement shall be governed by and under the Federal Arbitration Act.

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



IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT A MEMBER OF OUR SERVICE MANAGEMENT TEAM.

COMPLETELY SATISFIED
☒

THANK YOU

JOHN NEWSOME, INC.

SUPERSTORE

843-332-7561 • 800-922-5315

CUSTOMER NO. 6027	WOODY	12183	TAG NO.	INVOICE DATE 08/22/07	INVOICE NO. CVCB60293
HARTSVILLE, SC	LABOR RATE	LIC	MILEAGE 0	COLOR GREEN/	STOCK NO.
	05/CHEVROLET/MALIBU/4 DOOR COUPE				DELIVERY DATE
	VEHICLE ID NO. 1G1ZT62815F				DELIVERY MILES
	F. T. E. NO.	P. O. NO.		08/08/07	PRODUCTION DATE
COMMENTS					

TOTALS

PARTS MARKED WITH AN ASTERISK (*) INDICATES A LIMITED LIFETIME GUARANTEE ON CUSTOMER PAID REPAIRS.

CASH ☒ CHARGE () CHECK () #.....DATE...../...../2007

M/CARD () VISA () DISCOVER () AMERICAN EXPRESS ()

CASHIER.....

YOUR COMPLETE SATISFACTION IS OUR GOAL. IF YOU CANNOT RETURN THE GENERAL MOTORS SERVICE SATISFACTION SURVEY "COMPLETELY SATISFIED". PLEASE CONTACT BILLY MCCONNAUGHAY 843-332-7561.

CUSTOMER SIGNATURE

TOTAL LABOR....	688.80
TOTAL PARTS....	37.15
TOTAL SUBLET....	1314.27
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	204.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	124.43

TOTAL INVOICE \$ 2368.65

DISCLAIMER OF WARRANTIES: All warranties on these parts are the manufacturer's. The Seller, JOHN NEWSOME, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and JOHN NEWSOME, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. Due to the complexity requiring the process of elimination and the lack of complete vehicle history, we do not guarantee any diagnosis or that our repairs will correct your problem. This disclaimer by the seller, JOHN NEWSOME, INC., in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES. Vehicles not picked up within thirty (30) days of completion will be charged \$10.00 storage fee per day.

All claims, disputes and other matters of any kind or nature in question by either party arising out of, in connection with, or relating to the repair of the above described vehicle, shall be decided by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association. No person or entity shall consolidate by way of joinder, class action or otherwise any matter subject to this arbitration agreement. This arbitration agreement shall be governed by and under the Federal Arbitration Act.

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

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT A MEMBER OF OUR SERVICE MANAGEMENT TEAM.

COMPLETELY SATISFIED



THANK YOU

ORIGINAL

February 22, 2011

[REDACTED]
Hartsville, SC [REDACTED]

Service Request: 71-597645086
Customer Relationship Specialist: MJ Mason

Dear [REDACTED]

We received your request for reimbursement of the special coverage repairs you had performed on your 2005 Chevrolet Malibu MAXX. Additional documentation is required in order to process your reimbursement.

Please submit the following to:

Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

- Original or clear copy of the repair order/customer receipt(s) with steering column kit replaced. Please make a photocopy for your records.
- Proof of payment for repairs completed. Copies of front and back of cancelled check, bank statement, or copy of charge slip.
- Claimant name, address and telephone number at which we may reach during the hours of 8:00 a.m. to 4:30 p.m. weekdays, Eastern Time.

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

As soon as we receive all of the information, we will continue to review your request.

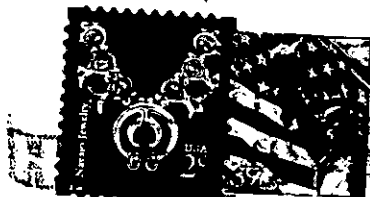
Sincerely,

Chevrolet Customer Assistance Center

Craryville, NY

WESTCHESTER, NY 105

05 JAN 2008 PM 4 T



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

JAN 08 2008

Reimbursement Dept
PO Box 33170
Detroit MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 01/04/0817-Digit Vehicle Identification Number (VIN): 1G2ZG528454Mileage at Time of Repair: 49,174 Date of Repair: 11/15/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Craryville State: NY ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 874.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





BUICK PONTIAC GMC & CADILLAC
314 WEST BRIDGE STREET • CATSKILL, NY 12414
518-943-3030 • FAX 518-943-3887

ORIGINAL

NYS DMV REG NO 7100759

CUSTOMER NO. 29795	ADVISOR JOHN	TAG NO. 62	INVOICE DATE 11/15/07	INVOICE NO. PNCS60107
	LABOR RATE 75.00	LICENSE NO. DCR9273	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN	MILEAGE 49,174	DELIVERY DATE	DELIVERY MILES
CRARYVILLE, NY	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 4 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/13/07	
BUSINESS PHONE	COMMENTS			

MO: 49195

JOB# 1 CHARGES-----

LABOR-----
J# 1 45PNZ01 STEERING CONCERN TECH(S):59 400.00
DIAGNOSE STEERING SENSOR LIGHT IS ON, AND STEERING WILL LOCK
UP WHEN DRIVING
SCANNED FOR CODES:C0550.C0460. PRESENT DIAGNOSED STEERING
POSITION SENSOR MALF
REPLACE STEERING COLUMN ASSY FOR SENSOR MALFUNCTION
CLEARED CODES. TEST DRIVE TO CONFIRM REPAIR

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	PRICE-----
	1	15926870	COLUMN 6.518	409.26	409.26
				TOTAL - PARTS	409.26

JOB# 1 TOTALS-----

LABOR 400.00
PARTS 409.26

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 809.26

TOTALS-----

*****	TOTAL LABOR....	400.00
*	TOTAL PARTS....	409.26
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	64.74
*****	TOTAL INVOICE \$	874.00

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR ANY
REASON YOU CANNOT ANSWER ALL QUESTIONS COMPLETELY SATISFIED
PLEASE GIVE US A CALL AND ASK TO SPEAK WITH THE SERVICE
MANAGER ARMIN J. BUCHEBNER
WE WANT ALL OUR CUSTOMERS TO BE COMPLETELY SATISFIED!

CUSTOMER SIGNATURE



PONTIAC



CADILLAC



BUICK



GMC TRUCKS



Return check fee of \$30.00
on all returned checks.

LIMITED WARRANTY

We guarantee our service for
GM parts & labor, for 12 months
or 12,000 miles, whichever comes
first from date of repair.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY
ARE THOSE MADE BY THE MANUFACTURERS. THE
SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANT-
TIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANTABILITY OR FIT-
NESS FOR A PARTICULAR PURPOSE, AND NEITHER
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCT.

Reynolds and Reynolds ERAINTIVE SF029759 Q (03/06)



GM Card

Customer Center
1-800-947-1000
P.O. BOX 80082
Salinas, CA
93912-0082

Payment Address:
HSBC CARD SERVICES
PO BOX 37281
BALTIMORE MD
21297-3281

Visit us at www.gmcard.com

Quick Look Account Summary		
Statement Date	12/09/07	
New Balance		
Minimum Payment *		
Payment Due Date	01/03/08	
Current Payment Due *	\$263.00	
Available Cash Advance		
# Days This Billing Cycle		30
Page		1 of 1

* See About Your Payment on reverse for an explanation of these amounts.

Transactions (For additional transaction detail go to www.gmcard.com)				
Transaction Date	Post Date	Description	Amount	Reference Number
11/18	11/19	CATSKILL BUICK PONTIAC CATSKILL NY	\$874.00	MT073230069000010052841
11/26	11/27	QVC 337862656701 800-367-9444 PA	\$93.93	MT073310071000010071558
11/26	11/27	QVC 337862656702 10F5 800-367-9444 PA	\$71.25	MT073310071000010071580
11/30	12/01	JCPENNEY.COM 800-221-0827 OH	\$155.79	MT073350071000010013890
12/01	12/03	TRACTOR SUPPLY #755 HUDSON NY	\$85.60	MT073370069000010078554
12/01	12/03	WAL-MART #2087 TOWN OF GREE NY	\$184.07	MT073370069000010109122
12/01	12/03	CIGARS 4842850400 PA	\$78.45	MT073370069000010263369
12/01	12/03	E-CLUB MEMBER SERVICES 877-313-2582 NJ	\$19.23	MT073370069000010350775
12/02	12/03	HEADHUNTER FAMILY HAIR HUDSON NY	\$110.00	MT073370072000010033915
12/04	12/04	PAYMENT- THANK YOU	\$300.00 CR	65499447338018Z1ND68VH7
12/05	12/06	LOWES #00524* KINGSTON NY	\$252.47	MT073400075000010039784

Account Activity				
Previous Balance	- Payments and Other Credits	+ Purchases, Cash Advances, Fees and Other Debits	+ Finance Charges	= New Balance

Finance Charge Calculation					
	Average Daily Balance	Daily Periodic Rate	Nominal Annual Percentage Rate	Finance Charge	Cash Advance/ Transaction Fees
Purchases					
Convenience Check					
Cash Advances					

Earnings Summary			
Previous Earnings	\$231.88	New Earnings Total	\$327.01
Earnings Received	\$95.13	Anniversary Date	7/1/02
Additional Earnings	\$0.00	Anniversary Y-T-D Earnings	\$300.00
Earnings Adjustments	\$0.00	Lifetime Earnings Redeemed	\$1,352.94
Current Period Earnings	\$95.13		

Remember, every time you make a purchase with your GM Card, you'll earn 5% in GM Card Earnings. You can save hundreds, even thousands on the purchase or lease of your new GM car or truck (excluding Saturn, Saab and HUMMER H1). Choose from over 50 brands†

When you're ready to redeem your GM Card Earnings to buy or lease an eligible new GM car or truck call us at 1-800-947-1000

1002105 09

STMT15 C 01-01 000346/CM GMC1

(Please detach and return bottom portion with payment and retain top portion for your records. Do not staple or clip your check to the form below.)



Account Number	
Payment Due Date	01/03/08
New Balance	
Current Payment Due	

visit gmcard.com
to manage your Account online

Include account number on check to HSBC CARD SERVICES. Do not send cash. Send payment 7 to 10 days prior to Payment Due Date to ensure timely delivery. †See reverse for more information

Amount
Enclosed

RICKY L BURD
559 WIRE RD
GERMANTOWN NY 12526 -5215



HSBC CARD SERVICES
PO BOX 37281
BALTIMORE MD 21297-3281

0026300 0934345 5499441001933574 7



MULTI-POINT VEHICLE INSPECTION

Name: [REDACTED] Year/Model: GS 06 Date: 11/13/07

Repair Order #: 66107 VIN (last 8 digits): 54 [REDACTED] Odometer: 49174 MI: MII:

☒ **Checked and OK** ☐ **May Require Attention Soon** ☐ **Requires Immediate Attention**


INTERIOR

☒ **OnStar** Subscription activated ☐ Remaining engine oil life: % Reset: N/A:
☐ Air Conditioning Performance

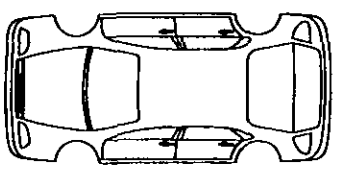
WIPER BLADES

CHECK TIRES AND TREAD DEPTH


CHECK BATTERY


LF ☐ RF ☐
Rear (if applicable) ☐
Windshield condition ☐
Cracks Chips

8/32 or Greater ☐
7/32 to 4/32 ☐
3/32 or Less ☐
PSI@: set to: 30 PSI
8/32 or Greater ☐
7/32 to 4/32 ☐
3/32 or Less ☐
PSI@: set to: 30 PSI
☐ Rotation needed
☐ Rotation performed
LF ☐ LR ☐

(Check body condition)

(Check lamps)
Lowest Tread Depth: /32
☐ Alignment needed
☐ Alignment performed
Wear Pattern/Damage

8/32 or Greater ☐
7/32 to 4/32 ☐
3/32 or Less ☐
PSI@: set to: 30 PSI
8/32 or Greater ☐
7/32 to 4/32 ☐
3/32 or Less ☐
PSI@: set to: 30 PSI
RF ☐ RR ☐


Battery condition ☐
Battery cables and connections ☐

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

7 mm (9/32) or greater ☐
6 mm (8/32) to 4 mm (5/16) ☐
3 mm (4/32) or less ☐
4 mm (5/16) or greater ☐
3 mm (4/32) or less ☐
2 mm (2/32) or less ☐
Lowest Front Lining Lowest Rear Lining
Brake system (also including lines, hoses and parking brake) ☐

ADDITIONAL CHECKS

Inspect for visible leaks:
☒ Fuel system (also including gas cap seating)
☒ Engine, transmission, drive axle, transfer case
☒ Engine cooling system
☒ Shocks and struts - also check operation
Inspect visual condition:
☒ Belts: engine, accessory, serpentine, and/or V-drive
☒ Hoses: engine, power steering and HVAC
☒ Engine air filter and cabin air filters
☒ Steering components and steering linkage
☒ CV drive axle boots or driveshafts and U-joints
☒ Exhaust system components

Additional Recommended Services

1) MS66ds Steering Column
2)
3) 2 Front Tires + Alignment
4)
5)
6)
7)
8)
Service Consultant:
Technician: No.:

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

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

February 22, 2011

[REDACTED]
[REDACTED]
Craryville, NY [REDACTED]

Service Request: 71-597649611

Customer Relationship Specialist: Michael Brent

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$874.00.

At Pontiac, 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 Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

GM

CHECK

No. [REDACTED]

50-937
213

DATE

02/05/08

*****874 DOLLARS

****00 CENTS

AMOUNT

*****874.00

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

CRARYVILLE NY [REDACTED]

SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO.

BB 000000130

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

02/05/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG528454 [REDACTED]

02/04/08
71-597649VM 1-9VY270
11.1-9VY270

00.0000

874.00

.00

874.00

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

M3

TOTAL

874.00

.00

874.00

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

February 22, 2011

[REDACTED]

Portage, MI [REDACTED]

Service Request: 71-597709281

Customer Relationship Specialist: Jerry Robinson

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the intermediate steering shaft that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

07 JAN 2008 PM 2 L

HAPPY HOLIDAYS

Postage, Mr. [REDACTED]

JAN 09 2008

Reimbursement Department

P.O. Box 33170

Detroit, Mi.

48232-5170

9224510



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

10/5/06 - 01/05

17-Digit Vehicle Identification Number (VIN):

1G1ZT528X5F

Mileage at Time of Repair:

53724

Date of Repair:

10/5/06 = 01/05

Claimant Name (please print):

Street Address or PO Box Number:

City: Portage

State: MI

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

\$ 1,197.77

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

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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).



The Motor Zone, Inc.

2828 Stadium Drive
Kalamazoo, MI 49008
269-385-5000

Page
1

Portage, MI		A/R Number:	Invoice Number 17760
Phone (H):		Customer Number:	Printed: 10/20/2006 11:25 AM
Phone (C):		PO Number:	Copy # 1
Phone (W):		Auth Number:	Date Opened: OCT 5 06
Phone (Oth):		Service Writer: Traci Burnford	Date Notified: OCT 20 06
Year/Make/Model: 2005 Chevrolet Malibu		Estimate Amount: \$	Date Delivered:
VIN: 1G1ZT528X 5F		Terms & Conditions:	
License Number:		Type of Sale:	
Stock Number: M3879	Mileage In: 53724	Customer Signature	
Tag Number:	Mileage Out: 53741		

Description	Hrs or Qty	List	Ext Total	Grand Total
1. Customer statement of problem				
Customer States Noise in Front when turning				
1 - Cause/Action to Take				
Diag Noise front Noise, found the I shaft and z platform (dealer Only) found the steering column was needing replacement, for all componets needed to removed noise, column, was incorrect, another arrived, installed and found clock spring was damaged, retrieved parts installed in column, air bag light arrived, Scanned for Air Light found module was not responding, replaced module, had programed, checked all repairs and ensured correct operation.				
1 - Correction/Action Taken				
Replaced all parts listed and found the heat was inop, checked all componets on oppiite side of car for heat concern, was coming out but very lightly, found a module under glkovebox controlling componets to modules was out of alignment, reprogramed, realigned and checked operation, heat is very strong operating, rechecked resistance to clockspring and connectors.				
Part Number	Failed	Description		
238-02967B		STEERING COLUMN PERKS	1 162.00	162.00
15908975		CLOCK SPRINGS	1 83.00	83.00
15245418		AIR BAG	1 602.00	602.00
Sub Total Parts				847.00
SubTotal Job # 1				1117.00

Miscellaneous Charges and Deductions For All Jobs

COPY

Total Labor	270.00
Total Parts	847.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	50.82

AMOUNT DUE 1,167.82

PAID

cash 667.82

WORK ORDER RO NUMBER: 17760

Page Number: 1
Franchise Code:
Today's Date: OCT 5 06
Time Printed: 9 35 AM
Copy #: 1

EXPLICITLY CASH - UNLESS ARRANGEMENT MADE
I authorize the repair work hereinafter to be done along with the necessary
and agree that you are not responsible for loss or damage to vehicle or articles
in the vehicle in case of fire, theft or any other cause beyond your control or any
delays caused by unavailability of parts or delays in parts shipments by the supplier or
transport. 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.
Any express mechanics lien is hereby acknowledged on above vehicle to secure the
amount of repairs thereto.

TAG: **\$500**
PEG:

Garry

CUSTOMER SIGNATURE X	Time Received 9 35 AM	CUST_U = 1415 VEH_U = 18208	Find Number	Selling Dealer
Estimate of Repairs \$200.00	Filter Oil Brand	Qts	TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD PARTS: <input type="checkbox"/> SAVE <input checked="" type="checkbox"/> DISCARD	

CUSTOMER INFORMATION	VEHICLE INFORMATION	SERVICE INFORMATION
Timothy Bailey Portage, MI Spouse Phone (H) Phone (W) Phone (C) Comments	Year: 2005 Make Chevrolet Model Malibu Color Blue VIN 1G1ZT528X 5F License Number Stock # M3879 In Service Date Source U Engine Slspsn Borr, Brian SL Dat FEB 27 06	R.O. Number 17760 Service Writer Traci Bumford Date In OCT 5 06 Completion Date Miles In 53,724 Miles Out Expires: Deduct: 0.00

Time Promised	LABOR INSTRUCTIONS
1 OPERATION CODE TECH #	C / Customer States Noise in Front when turning
FAILURE CODE	Diagnose noise in front (1.0) pulled I-Shift (1.0)
CAUSE:	Z platform (Dealer item only)
CORRECTION:	Installed Bone Yard Column after parts got The correct one 1st one - who knows what it was for. Transfer parts to make (1) column. (3.5)

10/17/06 Installed new box Spring Assembly
Because Bone Yard Column was never locked.
And was no good. Found this out after Column
Was installed. (3.0)

COPY

77:2140 11 10040.

10/11/06 * Install Air bag module (customer's) Air bag
To Low of Resistance when connect to box spring -
*10/11/06 - Repaired Heat - unrelated to Column Repair
Right side of vehicle is where to Repair was done

MOTOR ZONE
2828 STADIUM DR
KALAMAZOO, MI 49008-1543
HOME: 269-385-5000 B US.
EMAIL:

INVOICE

PAGE 2

CELL:

Invoice #:

Tag #: T73.

Customer #: 5252

Service

Advisor: 01 372-8432 HERB J

DeNooyer

5800 Stadium Drive
Kalamazoo, Michigan 49008
Phone (269) 372-3040 Service (269) 372-3080
MICHIGAN REPAIR FACILITY #R143932
www.denooyer.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG #
WHITE	05	CHEVROLET MALIBU	1G1ZT528X5F		45158	45158
DEL DATE	WARR EXP	PROMISED	PO NO	RATE	R.O. OPENED	READY
01JAN05		17:00 13APR06		85.00	13APR06	16:19 05APR06
OPTIONS	DLR	44070	CHG	13APR06	16:19 05APR06	14:16 13APR06

Thank
You
For
Your
Business!

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us COMPLETELY SATISFIED, please contact our Service Manager, immediately.
Thank You!
Denooyer Chev.
(269) 372-3040

Thank You!

A REPAIR ENGINE OPERATION HAD STARTING AND RUNS ROUGH HESITATES AND MISSES
D13 ENGINE PERFORMANCE DIAGNOSIS. 70 HRS. \$49.95

125 GRIFFIN, JON LIC#: M161313

CCT 0.70 hrs.

1 15326388 SENSOR
100 GAS ENGINE REPAIR?

125 GRIFFIN, JON LIC#: M161313

CCT 1.00 hrs.

LABOR: 134.95 PARTS: 19.92 OTHER: 0.00

45158 CHECK PCM FOR COOLANT SENSOR PERFORMANCE AND EVAP CODES

REPLACE DEFECTIVE COOLANT SENSOR AND TIGHTEN LOOSE GAS CAP ASSEMBLY

25.54 19.92 49.95 19.92

TOTAL LINE A: \$ 154.87

B REPAIR CLUNKING NOISE FROM LEFT FRONT CAN FEEL IN STEERING
D7 STEERING SYSTEM DIAGNOSIS. 40 HRS. \$29.95

125 GRIFFIN, JON LIC#: M161313

CCT 0.40 hrs.

LABOR: 29.95 PARTS: 0.00 OTHER: 0.00

45158 INSPECT HAS INTERMEDIATE STEERING SHAFT NOISE GM ENGINEERING

WORKING ON FIX

29.95 \$ 29.95

TOTAL LINE B:

C** GAS ENGINE REPAIR?
CAUSE:

J6360 POWERTRAIN CONTROL MODULE REPLACEMENT

125 GRIFFIN, JON LIC#: M161313

W 1.20 hrs.

1 12591279 PCM FC: 6C

LABOR: 0.00 PARTS: 0.00 OTHER: 0.00

TOTAL LINE C:

(N/C)
(N/C)
0.00

STATEMENT OF DISCLAIMER

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

All parts listed were furnished in compliance with the Michigan auto repair act P.A. 300.

SERVICE HOURS:

Mon-Tues-Thurs-Fri

7:30 AM - 6:00 PM

Wednesday

7:30 AM - 8:00 PM

Saturday

8:00 AM - 4:00 PM

REPAIRS PROPERLY COMPLETED &
CHECKED BY:

AUTHORIZED REPRESENTATIVE

APPOINTMENTS: 269-372-3040 or www.denooyer.com

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

TOTALS

THANK YOU!

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

February 22, 2011

[REDACTED]

Peshigo, WI [REDACTED]

Service Request: 71-597750562

Customer Relationship Specialist: Beau Casset

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

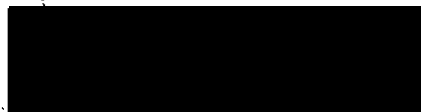
At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the steering motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

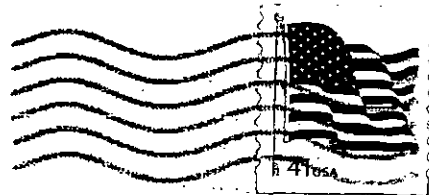


Wend, W.



OSHKOSH WI 549

07 JAN 2008 PM 2 T



JAN 09 2008

Reimbursement Department

P.O. Box 33170

Detroit, Mi 48232-5170

48232+3170-70 8030



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-7-08

17-Digit Vehicle Identification Number (VIN): 1G2ZH528754

Mileage at Time of Repair: 56,296 Date of Repair: Sept 8, 2007

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Neenah State: Wi ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 575.54 ^{cost} + 28.78 ^{tax} = \$604.32 total

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



To Whom It May Concern:

Issue with vehicle:

Power steering light came on, and would not go off, but still had functionality of the vehicle. However I lost power steering one day on a trip. But regained it after a short duration and this is when I took the car into the shop on September 8, 2007. A part of the electrical power steering was replaced to fix the vehicle. I also had a ball joint replaced in the car at the same time. It was repaired by Gustman dealership in Kaukauna, WI.

Cost:

The total cost of the repair was \$575.54 with \$28.78 being paid for tax. The total cost would have been \$604.32.

I paid for the vehicle with my visa card on September 12th 2007.

If you have any questions please contact me at [REDACTED]

[REDACTED]
Neenah, WI [REDACTED]



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



07126 1G2ZH528754 [REDACTED] 16 0004943

[REDACTED]
PESHIGO, WI [REDACTED]





December 2007

[REDACTED]
Peshtigo, WI [REDACTED]

Dear [REDACTED]

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 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 Pontiac 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 Pontiac G6 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 Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).



P.O. Box 33172 · Detroit, MI 48232-5172



CHEVROLET ▼ PONTIAC ▼ OLDSMOBILE

Corner Of Hwys 41 & 55, 1450 Delanglade St.

P.O. Box 800

Kaukauna, WI 54130-0800

BUSINESS: 920-766-3581

TOLL FREE: 800-236-6606

CUSTOMER NO.	39469	ADVISOR	BRUCE P FLEMING	TAG NO.	2	DATE OFFERED BACK	09/12/07	R.O. NO.	CVCS221861
		VARIABLE		LICENSE NO.		MILEAGE	56,296	COLOR	BLACK/
		YEAR / MAKE / MODEL	05/PONTIAC/G6/4 DOOR SEDAN			IN SERVICE DATE		DELIVERY MILES	
		VEHICLE I.D. NO.	1 G 2 Z H 5 2 8 7 5 4			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	09/08/07		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS				MILEAGE OUT	MO: 56296

LABOR
#119CVZ STEERING TECH(S) 82 212.50

CHECK OUT, THE REPAIR OWNER STATES THAT THE CHECK POWER STEERING LIGHT CAME ON, POWER STEERING WENT OUT CHECKED FOR TROUBLE CODES, HAD C0460 AND C0176 STORED IN THE SYSTEM, CLEARED THE CODES AND ROAD TESTED, NO CODES RESET, LET SIT, RECHECKED CODE C0460 RESET, CHECKED FURTHER, FOUND THE POWER STEERING POSITION MOTOR IS BAD, REMOVED AND INSTALLED A NEW MOTOR, CLEARED THE CODE AND ROAD TESTED OK RECHECKED LATER, NO LIGHT OR CODE RESET

#1202CVZ SUSPENSION REPAIRS TECH(S) 82 144.50

CHECK THE CONDITION OF THE BALL JOINTS, OWNER STATES WAS TOLD ONE ONE BAD CHECKED OVER, FOUND THE LEFT BALL JOINT IS LOOSE, REMOVED AND INSTALLED A NEW BALL JOINT.

#1304CVZ TIRE INSPECTION TECH(S) 82 0.00

CHECK THE CONDITION OF THE TIRES, GIVE ESTIMATE IF TIRES ARE NEEDED CHECKED THE CONDITION OF THE TIRES, THE TREAD DEPTH IS GOOD BUT DID NOTICE THAT ALL FOUR TIRES ARE CHOPPED, CHECKED WITH OWNER, WILL LEAVE AS IS

#1400CVZ WHEEL ALIGNMENT TECH(S) 56 49.95

ALIGN FRONT END CHECKED ALIGNMENT, ADJUSTED THE FRONT TOE, ROAD TESTED AND RECHECKED OK

TOTAL - LABOR 406.95

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		25805894	MOTOR 6.605	348.04		348.04
JOB # 2	1		22730775	ARM 6.168	184.88		184.88
TOTAL - PARTS							532.92

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A		VIRO ENVIRONMENTAL SERVICE CHARGES	
TOTAL - MISC			15.00

COMMENTS
WORK IN

COPY



CHEVROLET - PONTIAC - OLDSMOBILE

SERVICE DEPT. HOURS

Monday - Friday
7:30 a.m. - 5:00 p.m.

Saturday
7:30 a.m. - 12:00 p.m.

NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

MATERIALS: ALL PARTS NEW UNLESS SPECIFIED
U=USED R=REBUILT C=RECONDITIONED Y=RECYCLED

*Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

WARRANTY INFORMATION

The parts checked: Warranty: on the face side hereof are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.



We sincerely appreciate
your business!



CHEVROLET ▼ PONTIAC ▼ OLDSMOBILE

Corner Of Hwys 41 & 55, 1450 Delanglade St.

P.O. Box 800

Kaukauna, WI 54130-0800

BUSINESS: 920-766-3581

TOLL FREE: 800-236-6606

CUSTOMER NO.	39469	ADVISOR	BRUCE P FLEMING	TAG NO.	2	DATE OFFERED BACK	09/12/07	R.O. NO.	CVCS221861
VARIABLE		LICENSE NO.		MILEAGE	56,296	COLOR	BLACK/	STOCK NO.	
YEAR / MAKE / MODEL	05/PONTIAC/G6/4 DOOR SEDAN								
VEHICLE I.D. NO.	1 G 2 Z H 5 2 8 7 5 4								
F.T.E. NO.					P.O. NO.				
BUSINESS PHONE					COMMENTS	09/08/07			
					MILEAGE OUT MO: 56296				

TOTALS

YOU MAY RECEIVE A SURVEY FROM G.M. IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU FEEL YOU CANNOT GRADE US WITH A "COMPLETELY SATISFIED" RESPONSE, PLEASE CONTACT LEE VANDER SANDEN (SERV-DIR) IMMEDIATELY. YOUR SATISFACTION IS OUR MAIN CONCERN. THANK YOU AGAIN.

* CASH.... CHECK #..... CREDIT CARD..... CHARGE..... *
* DATE RECEIVED :...../...../..... RECEIVED BY :..... *

TOTAL LABOR.... 406.95
TOTAL PARTS.... 532.92
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 15.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 47.74

TOTAL INVOICE \$ 1002.61



CHEVROLET - PONTIAC - OLDSMOBILE

SERVICE DEPT. HOURS

Monday - Friday
7:30 a.m. - 5:00 p.m.

Saturday
7:30 a.m. - 12:00 p.m.

NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

MATERIALS: ALL PARTS NEW UNLESS SPECIFIED

U=USED R=REBUILT C=RECONDITIONED Y=RECYCLED

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

WARRANTY INFORMATION

The parts checked "Warranty" on the face side hereof are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.



We sincerely appreciate
your business!

18	August 28, 2007	GANNETT WISCONSIN NWSPAPR 920-996-6000 WI	\$8.34
19	August 28, 2007	MOTOMART #3409 APPLETON WI	\$20.01
20	August 28, 2007	TOMS DRIVE IN APPLETON WI	\$7.12
21	August 29, 2007	AMOCO OIL 07687098 APPLETON WI	\$32.48
22	August 30, 2007	LITTLE CAESARS PIZZA#4 NEENAH WI	\$10.47
23	August 31, 2007	WM SUPERCENTER APPLETON WI	\$30.97
24	August 31, 2007	SAL'S PIZZA APPLETON WI	\$4.75
25	September 03, 2007	WM SUPERCENTER APPLETON WI	\$49.86
26	September 03, 2007	EXXONMOBIL 96073184 STEVENS POINT WI	\$40.24
27	September 04, 2007	SUBWAY 3 APPLETON WI	\$6.92
28	September 05, 2007	MARATHON OIL 158147Q96 OSHKOSH WI	\$4.84
29	September 05, 2007	CULVER'S OF NEENAH NEENAH WI	\$9.74
30	September 06, 2007	SUBWAY #12652 00126524 APPLETON WI	\$12.47
31	September 07, 2007	MIDAS AUTO SERVICE EXP APPLETON WI	\$256.22
32	September 07, 2007	GROUND ROUND GRILL & BAR NEENAH WI	\$33.00
33	September 09, 2007	WM SUPERCENTER APPLETON WI	\$64.85
34	September 09, 2007	COLDSTN CREAM # 919Q24 APPLETON WI	\$9.01
35	September 09, 2007	SCHEELS-APPLETON APPLETON WI	\$13.64
36	September 11, 2007	SUBWAY 4 APPLETON WI	\$11.73
37	September 12, 2007	B B CONVENIENCE CENQ39 APPLETON WI	\$34.19
38	September 12, 2007	Mills Fleet Farm #17 OSHKOSH WI	\$19.80
39	September 12, 2007	Mills Fleet Farm #17 OSHKOSH WI	\$24.00
40	September 12, 2007	GUSTMAN CHEVROLET PONTIAC KAUKAUNA WI	\$1,002.61
41	September 13, 2007	STUCS PIZZA APPLETON WI	\$14.48
42	September 13, 2007	CHINA MOON II RESTAURA APPLETON WI	\$8.95
43	September 14, 2007	AMOCO OIL 07687098 APPLETON WI	\$31.68
44	September 15, 2007	GATEWAY BAR AND GRILL CRIVITZ WI	\$24.00
45	September 16, 2007	WM SUPERCENTER APPLETON WI	\$62.43

Finance Charges

	Balance rate applied to	Periodic rate	Corresponding APR	FINANCE CHARGE
Purchases	\$0.00	0.04997%D	18.24%	\$0.00
Cash	\$0.00	0.05726%D	20.90%	\$0.00

ANNUAL PERCENTAGE RATE applied this period: 0.00%

**At Your Service 1-800-955-7070**

To call Customer Relations or to report a lost or stolen card

**Send Payments to:**

Capital One Bank P.O. Box 60024 City of Industry, CA 91716-0024

**Send Inquiries to:**

Capital One P.O. Box 30285 Salt Lake City, UT 84130-0285

**For more information on your Rewards:**Visit: www.capitalone.com/milesrewards

Call: 1-800-228-3001

[Print Important Disclosures](#)

GUSTMAN CHEVROLET PONTIAC
1450 DELAWARE STREET
KAUKAUNA, WI 54130
(920) 766-3581

575.54

Merchant ID: 000009732515

Term ID: 09732515

Ref #: 0025

Sale



VISA

Entry Method: Swiped

Total:

\$ 1,002.61

09/12/07

17:10:02

Inv #: 221861

Appr Code: 085228

Apprvd: Online

Batch#: 000213

Customer Copy

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213DATE
02/04/08

*****150 DOLLARS

*****00 CENTS

AMOUNT
*****150.00PAY
TO THE
ORDER
OF

BRAZIL IN [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000176

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/04/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
162ZH528754 [REDACTED]	02/01/08 71-597303327.1-9VMZR4	VM 1-9VMZR4	00.0000	150.00	.00	150.00
TOTAL				150.00	.00	150.00

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

W3

Brazil, IN

INDIANAPOLIS IN 462

04 JAN 2008 PM 5 L



JAN 07 2008

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-13-0717-Digit Vehicle Identification Number (VIN): 1G2ZH528754 [REDACTED]Mileage at Time of Repair: 41,617 Date of Repair: ~~4-16-07~~ 5-19-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Brazil State: IN ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 150.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



"WE'RE NOT '1, YOU ARE!"

YORK CHEVROLET PONTIAC BUICK, INC.

2456 W. US Highway 40 • Brazil, Indiana 47834

(812) 443-4811 • (800) 776-4811 • www.yorkchevy.com

CUSTOMER NO.	19008	ORIGINAL	ADVISOR	JAMES HENDRICKSON	669	TAG NO.		INVOICE DATE	07/10/07	INVOICE NO.	CVCS50206	
			LABOR RATE		LICENSE NO.		MILEAGE	41,617	COLOR	BLACK/	STOCK NO.	P1388
			YEAR / MAKE / MODEL	05/PONTIAC/G6/4 DOOR SEDAN				DELIVERY DATE	05/19/07	DELIVERY MILES		38,921
			VEHICLE I.D. NO.	1 G 2 Z H 5 2 8 7 5 4				SELLING DEALER NO.		PRODUCTION DATE		
			F.T.E. NO.					P.O. NO.		R.O. DATE	07/09/07	
			COMMENTS									

TOTALS.....			NOTICED BODY DAMAGE:		
*****			Front <input type="checkbox"/> Rear <input type="checkbox"/>		
[] CASH [] CHECK CK NO. []			L 1/4 <input type="checkbox"/> R 1/4 <input type="checkbox"/>		
[] VISA [] MASTERCARD [] DISCOVER			L. Front <input type="checkbox"/> R. Front <input type="checkbox"/>		
[] AMER XPRESS [] OTHER [] A/R			L. Side <input type="checkbox"/> R. Side <input type="checkbox"/>		
DATE PAID [/ /] CASHIER []			ALL PARTS REMOVED WILL BE		
*****			DISCARDED UNLESS		
			INSTRUCTED OTHERWISE.		
			<input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD		
			ALL PARTS INSTALLED ARE		
			NEW UNLESS OTHERWISE		
			SPECIFIED.		

PARTS MARKED WITH * ABOVE ARE COVERED BY LIFETIME WARRANTY

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

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

Service and Parts Department
Monday thru Friday
7:30 AM to 5:00 PM

Thank You for your patronage in our Service Department. We hope your experience has been pleasant. You will be receiving a survey from General Motors asking about your experience with our shop. If you were pleased with us, please return the survey with all areas marked "Completely Satisfied". If for any reason, you were not "Completely Satisfied" with us, please call me immediately and I will do everything within my ability to make things right.
Sincerely,
Ron Betancourt
Fixed Operations Director
(Service-Parts)

"WE'RE NOT 'I, YOU ARE!"

YORK CHEVROLET PONTIAC BUICK, INC.

2456 W. US Highway 40 • Brazil, Indiana 47834

(812) 443-4811 • (800) 776-4811 • www.yorkchevy.com

 ORIGINAL

CUSTOMER NO. 19008	ADVISOR JAMES HENDRICKSON	669	TAG NO.	INVOICE DATE 07/10/07	INVOICE NO. CVCS50206
	LABOR RATE	LICENSE NO.	MILEAGE 41,617	COLOR BLACK/	STOCK NO. P1388
BRAZIL, IN	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE 05/19/07	DELIVERY MILES 38,921
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 7 5 4			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	07/09/07
COMMENTS					

LABOR & PARTS
1 45CVZ01 STEERING CONCERN TECH(S):244 234.95
LOOSE POWER STEERING
POWER STEERING LIGHT ON
DIAGNOSIS FOUND DTCC0545 TORQUE SENSOR FAULT
C0460 STEERING WHEEL POSITION SENSOR
FOUND STEERING COLUMN FAULTY
REPLACED COLUMN AND CLEARED DTC TEST DROVE OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	359.00
JOB # 1 TOTAL PARTS				359.00
JOB # 1 TOTAL LABOR & PARTS				593.95

2+00CVZLOF LUBE OIL AND FILTER TECH(S):244 10.50
CUSTOMER REQUEST LUBE OIL AND FILTER
COMPLETED LUBE OIL AND FILTER PER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	25010792	FILTER 1.836 R	4.95
JOB # 2	5	OIL	DURA BLEN	2.31
JOB # 2 TOTAL PARTS				16.50
JOB # 2 TOTAL LABOR & PARTS				27.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CSS	SHOP SUPPLIES	
TOTAL - MISC			25.00

COMMENTS
UNIVERSAL POLICY #
AUTH #1768894
12/12 WARRANTY
AUTHORIZED AMOUNT \$482.54
CUSTOMER HAS DED \$150.00

** cost for steering repair*

NOTICED BODY DAMAGE:

Front ☐ Rear ☐
L 1/4 ☐ R 1/4 ☐
L. Front ☐ R. Front ☐
L. Side ☐ R. Side ☐

ALL PARTS REMOVED WILL BE
DISCARDED UNLESS
INSTRUCTED OTHERWISE.
☐ SAVE ☐ DISCARD

ALL PARTS INSTALLED ARE
NEW UNLESS OTHERWISE
SPECIFIED.

THE FACTORY WARRANTY CONSTITUTES
ALL OF THE WARRANTIES WITH RESPECT
TO THE SALE OF THIS ITEM/ITEMS. THE
SELLER HEREBY EXPRESSLY DISCLAIMS
ALL WARRANTIES, EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED WAR-
RANTY OF MERCHANTABILITY OR FIT-
NESS FOR A PARTICULAR PURPOSE, AND
THE SELLER NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CON-
NECTION WITH THE SALE OF THIS
ITEM/ITEMS.

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

Service and Parts Department
Monday thru Friday
7:30 AM to 5:00 PM

Thank You for your patronage in our Service
Department. We hope your experience has
been pleasant. You will be receiving a survey
from General Motors asking about your
experience with our shop. If you were pleased
with us, please return the survey with all
areas marked "Completely Satisfied". If for
any reason, you were not "Completely
Satisfied" with us, please call me immediately
and I will do everything within my ability to
make things right.

Sincerely,
Ron Betancourt
Fixed Operations Director
(Service-Parts)

February 18, 2011

[REDACTED]
Brazil, IN [REDACTED]

Service Request: 71-597303327

Customer Relationship Specialist: Anne Parks

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$150.00.

At Pontiac, 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 Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

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.

[REDACTED]
Ocean Springs, MS [REDACTED]

GULFPORT MS 395

07 JAN 2008 PM 4 T



JAN 10 2008

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

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: January 7, 2008

17-Digit Vehicle Identification Number (VIN): 1G1ZT54855F [REDACTED]

Mileage at Time of Repair: 46,760 Date of Repair: October 15, 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Ocean Springs State: MS ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 607.81

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

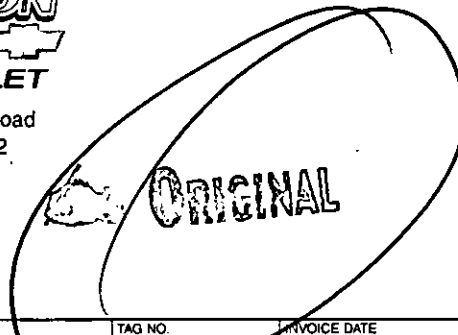
- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is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

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





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



CUSTOMER NO.	12529	ADVISOR	JOHN M MCCORMICK	TAG NO.	247	3028	INVOICE DATE	10/15/07	INVOICE NO.	CVCS215932
		LABOR RATE		LICENSE NO.		MILEAGE	46,760	COLOR	/	STOCK NO.
		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/4DR SDN LT							
		VEHICLE I.D. NO.	1 G 1 Z T 5 4 8 5 5 F							
		F.T.E. NO.		P.O. NO.			P.O. DATE	10/15/07		
		BUSINESS PHONE								
		COMMENTS								

LABOR & PARTS
J# 1 06CVZ *STEERING TECH(S):73 205.00
CUSTOMER STATED THE POWER STEERING GOES DUT
REPLACED POWER STEERING MOTOR PER CUSTOEMRS REQUEST

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 1 25805894 MOTOR 6.605 348.04
JOB # 1 TOTAL PARTS 348.04
JOB # 1 TOTAL LABOR & PARTS 553.04

J# 2 00CVZMPVI MULTI-POINT INSPECT TECH(S):73 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED INSPECTION

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

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 61D SERVICE SHOP SUPPLIES 15.00
TOTAL - MISC 15.00

COMMENTS-----
NEVER DUPLICATED CONCERN,INSTALLING PARTS,MAY NOT CURE

TOTALS-----

THANK YOU FOR YOUR BUSINESS
IF YOU CANNOT RATE US "COMPLETELY SATISFIED"
ON THE SURVEY YOU WILL RECEIVE IN THE MAIL.
PLEASE CALL YOUR SERVICE ADVISOR
228-388-8000

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

TOTAL LABOR.... 205.00
TOTAL PARTS.... 348.04
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 15.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 39.77
TOTAL INVOICE \$ 607.81

ALL EXPRESSED WARRANT-
TIES, IF ANY, BY A MANU-
FACTURER OR SUPPLIER ARE
THEIRS, NOT THEIR DEALERS,
UNLESS OTHERWISE PRO-
VIDED IN WRITING AND FUR-
NISHED TO THE BUYER BY
THE DEALER. MISSISSIPPI'S
IMPLIED WARRANTY LAW
MAY GIVE THE BUYER ADDI-
TIONAL RIGHTS.

Warranty coverage passenger
cars and light duty trucks

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

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

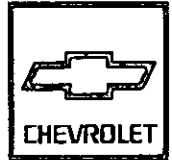
CASH [] C/CARD [] CHARGE [] CHECK [#]

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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



COPY

CUSTOMER NO 12529	ADVISOR JEFFREY TEBOR	TAG NO. 91 2049	INVOICE DATE 09/05/07	INVOICE NO CVCS214282
OCEAN SPRINGS, MS	LABOR RATE	LICENSE NO.	MILEAGE 45,611	COLOR /
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 5 5 F			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE		P.O. NO.		R.O. DATE 09/05/07
COMMENTS				

LABOR & PARTS
J# 1 06CVZ *STEERING TECH(S):73 0.00

CUSTOMER STATES POWER STEERING LIGHT ON HARD TO STEER
LIGHT IS NOT ON, WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN
ON A TEST DRIVE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00CVZMPV1 MULTI-POINT INSPECT TECH(S):179 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
EOD

TOTALS

THANK YOU FOR YOUR BUSINESS
IF YOU CANNOT RATE US "COMPLETELY SATISFIED"
ON THE SURVEY YOU WILL RECEIVE IN THE MAIL.
PLEASE CALL YOUR SERVICE ADVISOR
228-388-8000

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

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

TOTAL INVOICE \$ 0.00

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

CUSTOMER SIGNATURE

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

Warranty coverage passenger cars and light duty trucks

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

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



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



21 COPY

CUSTOMER NO.	12529	ADVISOR	JOHN M MCCORMICK	TAG NO	2287	INVOICE DATE	09/14/07	INVOICE NO	CVCS214687
[REDACTED]		LABOR RATE		LICENSE NO.		WILEAGE	45,941	COLOR	/
OCEAN SPRINGS, MS		YEAR / MAKE / MODEL			05/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE	DELIVERY MILES	
		VEHICLE I.D. NO.			1 G 1 Z T 5 4 8 5 5 F		SELLING DEALER NO.	PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	09/14/07	
[REDACTED]		BUSINESS PHONE			COMMENTS				

LABOR & PARTS
J# 1 06CVZ *STEERING TECH(S):73 0.00

CUSTOMER STATED THE POWER STEERING LOCKS UP, WARNING LIGHT
COMES ON, INTERMITTANT
UNABLE TO DUPLICATE CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR YOUR BUSINESS
IF YOU CANNOT RATE US "COMPLETELY SATISFIED"
ON THE SURVEY YOU WILL RECEIVE IN THE MAIL,
PLEASE CALL YOUR SERVICE ADVISOR
228-388-8000

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

TOTAL INVOICE \$ 0.00

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

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

CUSTOMER SIGNATURE

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

Warranty coverage passenger
cars and light duty trucks

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

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



Opening/Closing Date: 10/17/07 - 11/16/07
Payment Due Date: 12/11/07
Minimum Payment Due: \$117.00

10/17/07 - 11/16/07
12/11/07
\$117.00

CUSTOMER SERVICE
In U.S. 1-800-300-8575
Español 1-888-446-3308
TDD 1-800-955-8060
Pay by phone 1-800-436-7958
Outside U.S. call collect
1-302-594-8200

VISA ACCOUNT SUMMARY

Account Number: [REDACTED]

Previous Balance	\$3,256.69	Total Credit Line	\$5,000
Payment, Credits	-\$115.00	Available Credit	\$1,153
Purchases, Cash, Debits	+\$607.81	Cash Access Line	\$1,000
Finance Charges	+\$97.37	Available for Cash	\$1,000
New Balance	\$3,846.87		

ACCOUNT INQUIRIES

P.O. Box 15298
Wilmington, DE 19850-5298

PAYMENT ADDRESS

P.O. Box 94014
Palatine, IL 60094-4014

VISIT US AT:

www.chase.com/disney

- ♦ It's fast, FREE and secure!
- ♦ Pay your bill & much more.

DISNEY DREAM REWARD DOLLARS®

Balance from last statement	1
Reward dollars earned from net purchases	0
Reward dollars transferred to Rewards Card	0
Remaining balance	1

1 Reward dollars to expire on statement date in July 2012

Please call 800-300-8575 to redeem your -
Disney Rewards® or if you have any questions
about the Disney Rewards® Program.

Cardmember ID: 13216693

Use your Cardmember ID for special
limited-time promotions such as Refer A Friend.

The terms and conditions of the Disney Rewards® Program apply to the use of
Disney Dream Reward Dollars® and may be modified by Chase or Disney
Rewards, LLC at any time. Your account must remain in good standing to earn or
request redemption of Disney Dream Reward Dollars. Disney Dream Reward
Dollars are non-transferable, have no cash or monetary value and cannot be used
towards payment at unauthorized locations and payment of an outstanding balance
on your Disney Rewards® Visa® Card. Please call 1-800-300-8575 to request that
your Disney Dream Reward Dollars be transferred to a Rewards Card or if you
have any questions about the Disney Rewards Program.

TRANSACTIONS

Trans	Amount
Date Reference Number Merchant Name or Transaction Description	Credit Debit
10/17 34266882925008010360481 65033 CHECK TO PRESTON HOOD CHEVROLET	\$607.81
10/19 34266882925008010360481 TRANSACTION FEE	18.23
11/03 13083070300000539190838 Payment Thank You Electronic Chk	115.00

FINANCE CHARGES

Category	Daily Periodic Rate	Corresp.	Average Daily	Finance Charge	Transaction	Accumulated	FINANCE
	31 days in cycle	APR	Balance	Due To	Fee	Fin Charge	CHARGES
Purchases	.07668%	27.99%	\$3,242.22	\$77.07	\$0.00	\$0.00	\$77.07
Cash advances	.07668%	27.99%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Convenience check	.07668%	27.99%	\$0.00	\$0.00	\$18.23	\$0.00	\$18.23
Promotional summary	.01093%	3.99%	\$608.81	\$2.07	\$0.00	\$0.00	\$2.07
Total finance charges							\$97.37

Effective Annual Percentage Rate (APR): 30.34%

Please see Information About Your Account section for balance computation method, grace period, and other important information.

The Corresponding APR is the rate of interest you pay when you carry a balance on any transaction category.

The Effective APR represents your total finance charges - including transaction fees
such as cash advance and balance transfer fees - expressed as a percentage.

February 22, 2011

[REDACTED]

Ocean Springs, MS [REDACTED]

Service Request: 71-597788102

Customer Relationship Specialist: Karl McTaggart

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the power steering motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

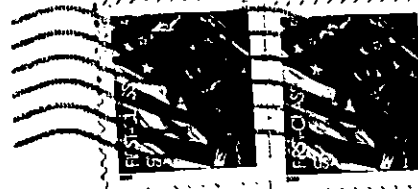
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please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

Sincerely,

Chevrolet Customer Assistance Center

Colorado Springs, CO

COLORADO SPRINGS
CO 809 2 T
25 JAN 2008 PM



JAN 28 2008

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

482325170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-28-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54875F

Mileage at Time of Repair: 44674 Date of Repair: 1-24-07

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: COLO. SPGS. State: CO ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 513.77

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).



Invoice #

Hutcheson Performance & Repair Inc.

Page 1 of 1

2815 Gunnison

Colorado Springs Colorado, CO 80909-0000

Phone: (719) 630-3700

Fax: (719) 630-3702

Estimate Ref # 0

Date Printed: 01/24/2007

2:50 pm

Web Address:

Invoice

Hat/ref #

Promised Time:

2005 CHEVROLET MALIBU LS V6 3.5L 213CID FI GAS N 8

VIN: 1G1ZT54875F

Date Written: 01/24/2007

License:

Mileage In: 0

Written By: HUTCH

Unit #:

Mileage Out: 44674

Save Old Parts: No

DOM:

COLORADO SPRINGS, CO

Home:

Work:

Job Name	Description	Qty	List	Extended
Job #1	REPAIR STEERING			
Labor - 1	Work Requested - REPAIR STEERING			\$105.00
Part - DC#15926870	Steering Column	1.00	\$359.00	\$359.00
Job Subtotal :				\$464.00

COPY

Parts: \$359.00
 Labor: \$105.00
 Sublet: \$0.00
 Misc: \$0.00
 Discount: \$0.00
 Hazmat: \$0.00
 Supplies: \$23.20
 Tax: \$26.57
 Total: \$513.77
 Less Paid: \$513.77
 Balance Due: \$0.00

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____

Date _____

Time _____

MOTOROLA PERFORMANCE
201 LINDEN ST
CHICAGO, ILL 60606
TEL: (312) 400-1000

Sale

DATE: 12/1/84
TIME: 10:00 AM
AVS: 14 24.55
7

VIS

EXP

EXP: 12/1/84

ORDER: 000001

INVOICE: 000001

TAX:

\$ 513.77

Motorola Corp
THANK YOU!
COME AGAIN!

February 22, 2011

[REDACTED]
Colorado Springs, CO [REDACTED]

Service Request: 71-597831087

Customer Relationship Specialist: Joey Bravo

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$513.77.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK No. [REDACTED]

50-937
213DATE
02/20/08

*****513 DOLLARS

***77 CENTS

AMOUNT
*****513.77PAY
TO THE
ORDER
OF[REDACTED]
COLORADO SPRINGS

CO [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account[Signature]
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000226

1

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

02/20/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT54875F [REDACTED]

02/19/08
71-597831VH 1-9Y04U1
087.1-9Y04U1

00.0000

513.77

.00

513.77

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

M3

TOTAL

513.77

.00

513.77

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

February 22, 2011

[REDACTED]
[REDACTED]
[REDACTED]
Hartford, SD [REDACTED]

Service Request: 71-597848087
Customer Relationship Specialist: Pinkie Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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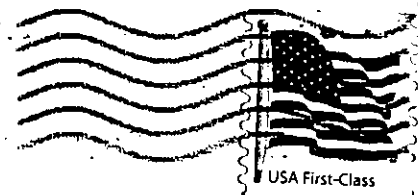
Sincerely,

Chevrolet Customer Assistance Center

[REDACTED]
Hartford, S.O. [REDACTED]

SIoux FALLS SD 571

04 JAN 2008 PM 1 L



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

JAN 08 2008

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-3-08

17-Digit Vehicle Identification Number (VIN): 1G1Z552F65F [REDACTED]

Mileage at Time of Repair: 7898 Date of Repair: 1 Feb 07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Hartford State: SD ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 540.29

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



I am the owner of
This Business

651936

LITHIA
AMERICA'S CAR & TRUCK STORE

INVOICE

CHEVROLET OF SIOUX FALLS #94

4200 W. 12TH STREET
SIOUX FALLS, SD 57107-0238
(605) 336-1700

HARTFORD, SD

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 14935 HEIDI ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZS52F65F		7898/7898	T7457	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			18:00 01FEB07	5		CASH	02FEB07
R.O. OPENED		READY	OPTIONS: ENG:2.2 Liter MFI DOHC				

07:13 01FEB07 14:58 02FEB07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A-CUSTOMER STATES SES LIGHT IS ON

02 DIAGNOSIS

13750 CCRC

0.00 0.00

1 10372246 CAP

18.98 13.28 13.28

PARTS: 13.28 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 13.28

7898 REPLACE GAS CAP

B CUSTOMER STATES POWER STEERING QUIT

02 DIAGNOSIS

13750 CCRC

263.00 263.00

1 15775370 MOTOR

330.84 264.01 264.01

PARTS: 264.01 LABOR: 263.00 OTHER: 0.00 TOTAL LINE B: 527.01

7898 REMOVE AND REPLACE STEERING MOTR AND MODULE PROGRAM SYSTEM
SENSOR READING AT THIS TIME. CLEAR SYSTEM

WE APPRECIATE YOUR BUSINESS AND WOULD LIKE TO
THANK YOU FOR VISITING OUR SERVICE CENTER. OUR
GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.
YOU MAY RECEIVE A SURVEY FROM CHEVROLET.
PLEASE COMPLETE AND MAIL YOUR SURVEY. IF YOU
CAN'T ANSWER ALL ITEMS COMPLETELY SATISFIED,
PLEASE CALL DENNIS SUURMEIER AT 605-336-1700

CASHIER #8
PAID
FEB 03 2007
LITHIA CHEVROLET

1 Paid Cash

ORIGINAL

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	263.00
PARTS AMOUNT	277.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	540.29
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	540.29

CUSTOMER COPY

Shelby, NC

07 JAN 2008 PM 5 L



Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

JAN 10 2008

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 01/07/08

17-Digit Vehicle Identification Number (VIN): 1G1ZT54845F [REDACTED]

Mileage at Time of Repair: 54836 Date of Repair: 05/22/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Shelby State: NC ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 477.30

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



Customer Number: **81728**Invoice No: **21395**

INVOICE

CARTER CHEVROLET

200 WEST DIXON BLVD.
SHELBY, NC 28152
MAIN: 704-482-4341
SERVICE: 704-484-6050
BODY SHOP: 704-484-6046

YOU'LL FEEL
SMARTER...
WHEN YOU
BUY FROM
CARTER!

SHELBY, NC

Home:

Bus:

Cell:

Email:

SERVICE ADVISOR: **441 CAROLYN POSTON**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER GRE	05	CHEVROLET MALIBU	1G1ZT54845F		54836 54836		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16MAR05			22MAY07		0.00	CASH	22MAY07
R.O. OPENED		READY	OPTIONS: STK:5409 ENG:3.5 LITER SFI				

09:16 21MAY07

08:50 22MAY07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			LUBE/OIL/FILTER SPECIAL	21.95			
			LOFS LUBE/OIL/FILTER SPECIAL				
			256 CQ			8.75	8.75
			1 25010792 FILTER		5.95	4.94	4.94
			5 12345630 OILSAE30B		1.75	1.65	8.25

B BUMPING IN LEFT FRONT....ADVISE....

CAUSE: FOUND STEERING GEAR NEEDED TO BE REPLACED

OD BUMP

286 CM
1 15858368 GEAR140.00 140.00
272.35 272.35

....54836 FOUND STEERING GEAR NEEDED TO BE REPLACED TECH FOUND NOISE
....COMING FROM STEERING GEAR, REPLACED STEERING GEAR COMPLETED.

C** NC EMISSIONS INSPECTION

NCSIE NC EMISSIONS INSPECTION

286 CM

23.50 23.50

MISC STICKER PO#

CM

6.50 6.50

....54836 STICKER PUNCHED 8/2006

D** 4 WHEEL ALIGNMENT

AFD/1 4 WHEEL ALIGNMENT

286 CM

64.95 64.95

HAZ MAT'L/SUPPLIES

3.95

***** IMPORTANT *****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS
IN REFERENCE TO THIS SERVICE VISIT. IF FOR
ANY REASON YOU CANNOT GRADE US "COMPLETELY
SATISFIED" PLEASE CONTACT OUR SERVICE DEPT.
IMMEDIATELY. YOUR SATISFACTION IS OUR NO.1
CONCERN. 704-484-6050 *** THANK YOU ***

140.00

272.35

64.95

477.30

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

DESCRIPTION

TOTALS

LABOR AMOUNT	\$	237.20
PARTS AMOUNT	\$	285.54
GAS, OIL, LUBE	\$	0.00
SUBLET AMOUNT	\$	0.00
MISC. CHARGES	\$	10.45
TOTAL CHARGES	\$	533.19
LESS INSURANCE	\$	0.00
SALES TAX	\$	19.27
PLEASE PAY THIS AMOUNT	\$	552.46

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

Customer Copy

Page 1 of 1

Citi Dividend Platinum Select Card

Account Number

Customer Service:

1-800-950-5114

BOX 6500
SIOUX FALLS, SD
57117

Total Credit Line

\$7100

Available Credit Line

\$4812

Cash Advance Limit

\$3500

Available Cash Limit

\$3500

New Balance

\$2287.28

Statement/
Closing Date

06/13/2007

Amount Over
Credit Line

\$0.00 +

Past Due

\$0.00 +

Purch/Adv
Minimum Due

\$34.00 =

Minimum
Amount Due

\$34.00

Sale Date	Post Date	Reference Number	Activity Since Last Statement	Amount
	5/28	86877131	Payments, Credits & Adjustments PAYMENT THANK YOU	-1,215.95
			Standard Purch	
5/10	5/12	3DNJN7ML	FASTOP MARKET #303 SHELBY NC	42.41
5/11	5/12	0406LXC4	STACYS GARDEN WORLD OF SHELBY NC	20.26
5/12	5/12	7JN04PG9	LOWE'S #612 SHELBY NC	7.45
5/12	5/12	SMBM3851	INGLES STORE #12 SHELBY NC	50.66
5/13	5/13	2HPB*Q63	SHELBY QUALITY14010490 SHELBY NC	20.31
5/14	5/14	8PPT1DF*	WM SUPERCENTER SHELBY NC	9.45
5/14	5/14	MT3C195R	OFFICE MAX SHELBY NC	30.94
5/15	5/15	434T18ML	CHICK-FIL-A #1061 Q05 SHELBY NC	12.21
5/15	5/15	GGLDH8ML	GLEN OAKS GOLF CLUB IN MAIDEN NC	30.01
5/16	5/16	*129F66S	MI PUEBLITO 5 SHELBY NC	14.51
5/17	5/17	FWM79GF*	WM SUPERCENTER SHELBY NC	38.46
5/17	5/17	2QWGL66S	ALSTON BRIDGES BARBECU SHELBY NC	16.09
5/18	5/18	NL*3CX06	DOT DMV/VEH REG INT 9197157000 NC	28.00
5/18	5/18	*G*CKM06	CITY OF SHELBY SHELBY NC	183.06
5/20	5/20	OXGQVTVQ	FATZ CAFE SHELBY SHELBY NC	18.49
5/21	5/21	DWZQ3851	INGLES STORE #12 SHELBY NC	24.50
5/22	5/22	NTCMCNGW	CARTER CHEVROLET SHELBY NC	552.46
5/22	5/22	XJW028ML	CHICK-FIL-A #1061 Q05 SHELBY NC	8.90
5/23	5/23	LLZGN7ML	FASTOP MARKET #303 SHELBY NC	15.93
5/24	5/24	GY5G3851	INGLES STORE #12 SHELBY NC	27.71
5/24	5/24	HPHSL66S	CLEVELAND COUNTY WELLN SHELBY NC	20.00
5/25	5/25	RKWO5FG*	THE WATER OAK REST RUTHERFORD NC	49.20
5/25	5/25	M72FV3H3	ASSURANT HEALTH MILWAUKEE WI	208.52
5/26	5/26	W55M3851	INGLES STORE #12 SHELBY NC	5.08
5/26	5/26	G1NCXJ*0	J & S CAFETERIAS HICKORY NC	14.52
5/26	5/26	Z2*OZLHR	PETRO EXPRESS 3958 090 HICKORY NC	27.86
5/26	5/26	069FWHTQ	BABIES R US #6448 HICKORY NC	213.47
5/27	5/27	VJWPJG16	EL RANCHITO V ALBEMARLE NC	17.41
5/27	5/27	X3BQGBPW	SMITHFIELDS CH#4000(1) LAURINBURG NC	20.42
5/28	5/28	ZQC42WKR	MURPHY6556@WAL-MART089 BISCOE NC	17.15
5/28	5/28	4L6V9GMB	CAPTAIN LARRYS LAURINBURG NC	25.35
5/29	5/29	*03P18ML	CHICK-FIL-A #1061 Q05 SHELBY NC	11.56
5/30	5/30	QXNQ3851	INGLES STORE #12 SHELBY NC	58.53
5/30	5/30	CRNPC6YF	SHELL OIL 91002653827 FORT MILL SC	37.82
5/31	5/31	28HMK847	CLEVELAND EYE CLIN SHELBY NC	85.00
5/31	5/31	VM6RBNGW	LINCOLN COUNTRY CLUB LINCOLNTON NC	24.00
6/02	6/02	PFT*P9DC	CHILI'S GRI33200013326 ASHEBORO NC	38.88
6/03	6/03	4N8KN7ML	FASTOP MARKET #303 SHELBY NC	15.38
6/05	6/05	1XDQ3851	INGLES STORE #12 SHELBY NC	42.60
6/05	6/05	7H2JC9F*	WM SUPERCENTER SHELBY NC	10.63
6/05	6/05	Y3FS18ML	CHICK-FIL-A #1061 Q05 SHELBY NC	10.65
6/05	6/05	NSNGN7ML	FASTOP MARKET #303 SHELBY NC	20.61
6/07	6/07	JO7HBMXR	BELK #80 SHELBY SHELBY NC	24.02
6/07	6/07	ZX6HBMXR	BELK #80 SHELBY SHELBY NC	38.21
6/08	6/08	6DKQPMDL	AFFINITY SALON SHELBY NC	50.00
6/10	6/10	K1V9CQF3	CRACKER BARREL #269 HICKORY NC	18.46
6/11	6/11	7Q16KD16	DAIRY QUEEN #17203 Q68 SHELBY NC	8.85
6/11	6/11	Q*9F3851	INGLES STORE #12 SHELBY NC	21.29

** Citi Cash Rebate Program **

SEND PAYMENTS TO: CITI CARDS PO BOX 183058 COLUMBUS, OH 43218-3058

494025

PLEASE FOLLOW PAYMENT INSTRUCTIONS ON REVERSE SIDE. PAYMENT MUST BE RECEIVED BY 5:00 PM LOCAL TIME ON 07/03/2007

March 7, 2011

[REDACTED]
[REDACTED]
Shelby, NC [REDACTED]

Service Request: 71-597855857
Customer Relationship Specialist: Jane West

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

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



CHECK No. [REDACTED]

50-937
213

DATE 03/17/08 *****703 DOLLARS *****40 CENTS *****703.40 AMOUNT

PAY
TO THE
ORDER
OF

SEDLEY VA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

[Signature]
SIGNATURE

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

AUDIT



North American Operations				DETACH BEFORE DEPOSITING CHECK		
General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530				CHECK NO.	[REDACTED]	
VENDOR DUNS NO. BB 000000183				PAYMENT DATE	03/17/08	
VENDOR NAME [REDACTED]						
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528254 [REDACTED]	03/14/08 71-597940	133.1-A3T350 VM-1-A3T350	00.0000	703.40	.00	703.40
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				H3		
TOTAL				703.40	.00	703.40

February 23, 2011

[REDACTED]
Sedley, [REDACTED]

Service Request: 71-597940133

Customer Relationship Specialist: Karl McTaggart

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$703.40.

At Pontiac, 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 Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

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.



Sedley, VA
God Bless America

RICHMOND VA 232

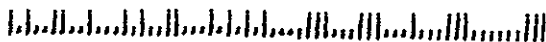
04 MAR 2006 PM 2:1

MAR 7 6000



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

48232+5170 BOBO



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Jan. 30, 200817-Digit Vehicle Identification Number (VIN): 1G2ZH528254 [REDACTED]Mileage at Time of Repair: 49,532 Date of Repair: July 3, 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Sodley State: VA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 703.40

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



**DUKE
AUTOMOTIVE**

CHEVROLET PONTIAC BUICK

Cadillac GMC GM Certified Used Vehicles

P.O. Box 1309 • 201 North Main Street • Suffolk, Virginia 23439-1309

Phone (757) 539-8777 • Fax (757) 539-0128

www.dukeauto.com



CUSTOMER NO 43830	ADVISOR JEFF HOEL	FACTOR 427	INVOICE DATE 07/05/07	INVOICE NO PNC5206441
LAST NAME SEDLEY, VA	YEAR / MAKE / MODEL 05/PONTIAC/G6 GT/4DR	VEHICLE ID NO. 1 G 2 Z H 5 2 8 2 5 4	DELIVERY DATE 09/16/05	STOCK NO. 0663811
BUSINESS PHONE	COMMENTS	DELIVERY MILES 29,373	RECALL NO.	RECALL DATE
		DATE 07/03/07	REPRINT # 2	

LABOR & PARTS
STEERING/SUSPENSION **TECHNICAL** **297.00**
 CUSTOMER STATES LOSS OF POWER STEERING INTERMITTENTLY WHILE DRIVING
 SCAN FOR CODES C0545-STEERING WHEEL TORQUE SENSOR ERROR
 INSTALL NEW STEERING COLUMN WITH SENSORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	368.33
JOB # 1 TOTAL PARTS				368.33
JOB # 1 TOTAL LABOR & PARTS				665.33
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	PSS	WASTE DISPOSAL/SHOP SUPPLIES PM		19.65
TOTAL - MISC				19.65

TOTALS

ASTERISK * IDENTIFIES LIFETIME GOODWRENCH SERVICE PARTS

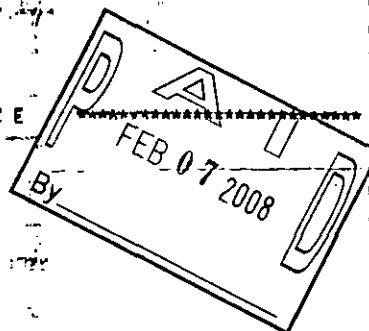
CASH CHECK CREDIT CARD CHARGE

TOTAL LABOR	297.00
TOTAL PARTS	368.33
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	19.65
TOTAL MISC DISC.	0.00
TOTAL TAX	18.42
TOTAL INVOICE \$	703.40

 NEW SERVICE AVAILABLE NOW AT DUKE AUTOMOTIVE NITROGEN FILL
 FOR YOUR TIRES SEE YOUR ADVISOR FOR DETAILS.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



- ☐ CASH
☐ CHECK
☐ CHARGE
 OK'D BY

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

GUARANTEE

12 MONTHS ON ALL GM PARTS AND LABOR OR 12,000 MILES WHICHEVER OCCURS FIRST ON INSTALLED PARTS & LABOR INSTALLED IN THIS SHOP. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOIDS THIS WARRANTY.

"SEE REVERSE SIDE FOR GOODWRENCH SERVICE PLUS LIFETIME SERVICE GUARANTEE - LIMITED WARRANTY FOR ELIGIBLE GM PARTS."



Lifetime Service
 Guarantee
 Limited Warranty



JAN 28, 2008 R/O CLOSE OUT

Store 01 SERVC01 PORT 5026 3651

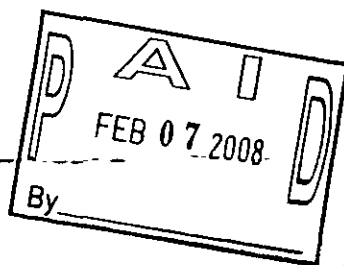
X. R/O NO.	206441	TYPE SERVICE	11. ADVISOR	427
1. CUSTOMER			12. DATE IN	07/03/2007
CAMPAIGN			13. TIME IN	09:56am
PHONE (B)	SEDLEY VA	PHONE (H)	14. DATE PR	07/03/2007
			15. TIME PR	08:00pm
2. SERIAL#	1G2ZH528254	PROD DT	16. TAG NO.	
LICENSE#		STK#0663811	17. MI I/O	49532/
DESC.	PN G6 GT RED 05	DEL 09/16/2005	18. PO NO.	
			19. COMMENTS	
			20. RECOMMEN	

P A Y M E N T S

CUSTOMER#	NAME	AMOUNT-	PAY TYPE
43830		703.40	CHECK

AMOUNT	703.40	PAYMENT	703.40	BALANCE	0.00
--------	--------	---------	--------	---------	------

(E=ENTER) (F=FORWARD)



ATTN:
Stephanie

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

March 7, 2011

[REDACTED]
[REDACTED]
South Gate, CA [REDACTED]

Service Request: 71-597965597
Customer Relationship Specialist: Karl McTaggart

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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 \$100.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North American Operations

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

GM

CHECK No. [REDACTED]

50-937
213DATE
02/25/08

*****100 DOLLARS

*****00 CENTS

AMOUNT
*****100.00

SOUTH GATE CA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/25/08

VENDOR
DUNS NO. BB 000000575

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT64835F [REDACTED] 02/22/08 VM-1-9ZRD1H
71-597965597.1-9ZRD1H

00.0000

100.00

00

100.00

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

M3

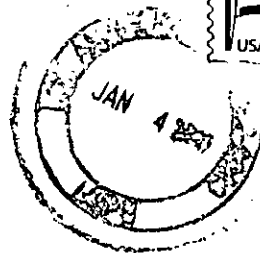
TOTAL

100.00

.00

100.00

[REDACTED]
South gate CA
[REDACTED]



Reimbursement Department

P.O. Box 33170

DETROIT, MI 48232-5170

JAN 08 2008

4823235170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 01 - 04 - 08

17-Digit Vehicle Identification Number (VIN): 1G1ZT64835F [REDACTED]

Mileage at Time of Repair: 31904 Date of Repair: 01 - 02 - 04

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: South gate State: CA ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): 706 414 [REDACTED]

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

Amount of Reimbursement Requested: \$ 208⁰⁰

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



Sopp

CHEVROLET

Sopp

TRUCK CENTER

Specializing in Commercial Vehicles

6400 S. Atlantic Avenue
Bell, California 90201-2520



2552 East 58th Street
Huntington Park, California 90255-2659

(323) 562-8600

(323) 326-1354

BAR # AA001496

EPA # CAD027895952

BAR # AA001496

EPA # CAO000016287

ORIGINAL ESTIMATE \$

REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

RECEIVED BY _____

Adv: 618 GRISELDA CAMACHO

Tag: [REDACTED]

License: [REDACTED]

1G12T6483 5F [REDACTED]

Year: 1

Invoice [REDACTED]

Invoice to NAD#: 006002

Driver/Owner Information

PORTFOLIO GROUP

1 EXTENDED SERVICE
P.O. BOX 130745
DALLAS, TX 75313-0745

Work: (800) 527-3426

CELL [REDACTED]

SOUTH GATE, CA [REDACTED]

Call: (323) [REDACTED]

For Office Use

Vehicle Information

Odometer in: 31889 Out:

Dist: GMT ESP C E Final

01 CHEVROLET MALIBU MAX LS 5FR 200

Stock#: 00072954

Begin: 01/02/08

Done: 01/02/08

invoiced: 01/02/08 15:17 R

Sold: 10/15/05

Customer Concern

Concern 51 CUSTOMER STATES STERING CULUM KNOKS WHEN TURNING IN ITHET
DIRECTION
Cause STERING SHAFT MAKING NOISE
Correction REPLACE STERING SHAFT
Comment SPOKE TO BILL OK 115.18 AUHO 40901-411
Parts Part Number PO# Note Description
000 022667711 SHAFT PII

Operation Tech. Order App. Date

1

QTY

1

Unit

1

PARTS

LAB-MECHANICAL

TOTAL CHARGE (OR ADJUSTED)

Type: E

Summary of Charges for Invoice

Payment Distribution for Invoice

PARTS	149.00
LAB-MECHANICAL	53.89
SUB-TOTAL	202.89
SALES TAX 8.25%	12.29
TOTAL CHARGE	215.18

TOTAL CHARGE 215.18

ESP SVC POL NAD 006002

PORTFOLIO GROUP

Policy# [REDACTED]

SUB-TOTAL

Deductible Moved to RO 059115

ESP SVC POL

115.18

115.18

Estimate 140.00

I CALLED VEH IS READY

COPY

X

LABOR GUARANTEED 12,000 MILES OR 12 MONTHS WHICHEVER OCCURS FIRST. GUARANTY VALID IF VEHICLE
IS RETURNED TO OUR SERVICE DEPARTMENT FOR ADJUSTMENTS DURING NORMAL BUSINESS HOURS

Sopp

CHEVROLET

6400 S. Atlantic Avenue
Bell, California 90201-2520

(323) 562-8600

BAR # AA001496

EPA # CAD027895952



Sopp

TRUCK CENTER

Specializing in Commercial Vehicles

2552 East 58th Street
Huntington Park, California 90255-2659

(323) 326-1354

BAR # AA001496

EPA # CA0000016287

ORIGINAL ESTIMATE \$				
REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				

TERMS: STRICTLY CASH (IFLESS ARRANGEMENTS MADE)
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

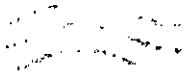
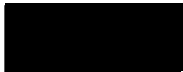
Adv: 618 GRISELDA CAMACHO		Tag: [REDACTED]	Cense: [REDACTED]	LG12T6483 5F [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to		Driver/Owner Information				
[REDACTED]		[REDACTED]				
SOUTH GATE, CA		SOUTH GATE, CA				
Cell: [REDACTED] Work: [REDACTED]		Cell: [REDACTED] Work: [REDACTED]				
For Office Use		Vehicle Information				
Odometer in: 31889 Out: [REDACTED]		Dist: GHT CUS C E Final		05 CHEVROLET MALIBUMAXX LS 5DR SW		
		Stock: 00073954				
Begin: 01/02/08		Done: 01/02/08		Invoiced: 01/02/08 16:16		Cost: [REDACTED]
Customer Concern						
Concern: 24	CUSTOMER REQUEST MACHINE-FUEL INJECTION FLUSH W/THROTTLE BODY SERVICE			Operation Tech [REDACTED] Amount [REDACTED]		
Correction	POWER FLUSH FUEL INJECTORS			EIF 013 [REDACTED]		
Type: C				Subtotal [REDACTED]		
				LAB-MECHANICAL 108.00		
				TOTAL CHARGE FOR CONCERN 108.00		
Concern: 33	RECOMMENDATIONS NOT DONE TRASHMISSION 185.00 ROTACION 25.00			Operation Tech [REDACTED] Amount [REDACTED]		
Correction	FILTRO DE AIRE 45.00 ALIGNMENT 75.00			RND [REDACTED] [REDACTED]		
Comment	RECOMMENDATIONS FOR YOUR VEHICLE			Subtotal [REDACTED]		
Type: C	CUSTOMER DECLINE RECOMMENDATIONS AT THIS TIME			TOTAL CHARGE FOR CONCERN 0.00		
Concern: 52	CUSTOMER STATES AFTER VEH SITS FOR A WHILE DOES NOT HAPPEN			Operation Tech [REDACTED] Amount [REDACTED]		
Correction	AT ALL TIMES VEH JUST CLIKS OLYN AT TIMES OLYN...			X 586 [REDACTED]		
Type: C	RELATE LINE 24			Subtotal [REDACTED]		
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice C59115				Payment Distribution for Invoice C59115		
LAB-MECHANICAL 108.00		TOTAL CHARGE 108.00		TOTAL CHARGE 108.00		
TOTAL CHARGE 108.00		Deductible Moved from RO E59115 100.00		Deductible Moved from RO E59115 100.00		
		SOPP CHEVROLET VISA [REDACTED]		208.00		
		CASH [REDACTED]				

BY: [REDACTED] XL

LABOR GUARANTEED 12,000 MILES OR 12 MONTHS WHICHEVER OCCURS FIRST. GUARANTY VALID IF VEHICLE
IS RETURNED TO OUR SERVICE DEPARTMENT FOR ADJUSTMENTS DURING NORMAL BUSINESS HOURS

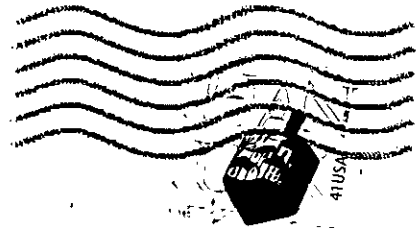


Rockdale, Tx



WACO TX 767

17 JAN 2008 PM 1 L



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

Reimbursement Dept.

P.O. Box 33170

Detroit, MI

JAN 21 2008

48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: ~~01-11-07~~ 1-16-08

17-Digit Vehicle Identification Number (VIN): 1G2ZH528654 [REDACTED]

Mileage-at-Time of Repair: 44157 Date of Repair: 4-11-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Rockdale State: TX ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 638.06

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



Fax 512-446-5068

Htn. Carolyn Gibson



4556 S. STATE HIGHWAY 6
P.O. BOX 707
HEARNE, TEXAS 77859
(979) 279-9292
derekscottsaautopark.com

UNIT# 54158847

50828

46772

COPY

INVOICE

PAGE 1

ROCKDALE, TX

BUS:

SERVICE ADVISOR: 5015 MATTHEW GOMEZ

HOME:

CELL:

VIN

LICENSE

MILEAGE IN / OUT

TAG

COLOR

YEAR

MAKE/MODEL

1G2ZH528654

44157/44157

INV. DATE

05

PONTIAC G6

PROMISED

60.00

RATE

PAYMENT

13APR07

DBL DATE

PRG. DATE

WARR. EXP.

18:12 11APR07

OPTIONS

STK: 54158847

ENG: 3.5 LITER SFI

14AUG06 DD

READY

LIST

NET

TOTAL

08:39 11APR07

17:03 13APR07

LINE OPCODE

TECH TYPE HOURS

A CUSTOMER STATES STEERING LIGHT COMES ON WHILE DRIVING

CAUSE: dtc c060 steering pos. sensor fault

4500 STEERING/SUSPENSION CONCERN

5061 CPC 3.20

PARTS: 1 15925870 COLUMN

LABOR: 369.00

240.00

OTHER: 0.00

TOTAL LINE A:

609.00

44157 dtc c060 steering pos. sensor fault none 3.10 replaced

steering column

CUSTOMER PAY SCHG FOR REPAIR ORDER

6.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTAL
LABOR AMOUNT	240.00
PARTS AMOUNT	369.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.00
TOTAL CHARGES	615.00
LESS INSURANCE	0.00
SALES TAX	23.06
PLEASE PAY THIS AMOUNT	638.06

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE) CUSTOMER SIGNATURE

CUSTOMER COPY

COPY

March 7, 2011

[REDACTED]
Rockdale, TX [REDACTED]

Service Request: 71-598018261
Customer Relationship Specialist: Pinkie Smith

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$638.06.

At Pontiac, 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 Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

North American Operations

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

CHECK **No. 900961549**50-937
213DATE
02/14/08

*****638 DOLLARS

****06 CENTS

AMOUNT
*****638.06PAY
TO THE
ORDER
OF

ROCKDALE TX

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000260

1

VENDOR NAME

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT
DATE

02/14/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528654	02/13/08 71-598018	VM 1-9XIDLJ 261.1-9XIDLJ	00.0000	638.06	.00	638.06
TOTAL				638.06	.00	638.06

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

H3

2005 MALIBU LS SEDAN		CHEVROLET MOTOR DIVISION
12U GALAXY SILVER METALLIC	/V6G	GENERAL MOTORS CORPORATION
14E GRAY CUSTOM CLOTH		100 RENAISSANCE CENTER
ORDER NO. JFHC9H/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 ZT54 86 5F		VEHICLE INVOICE 1AD66833970
*****		*****13*02366S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	21265.00	19457.48 INVOICE 06/08/05
B2N SPORT APPEARANCE PACKAGE	1050.00	945.00 SHIPPED 06/08/05
* (4) WHEEL, 16" ALLOY CHROME		EXP I/T 06/23/05
* (4) TIRE, P215/60R16, TOURING		INT COM 06/23/05
* SPOILER, REAR		PRC EFF 06/08/05
* EXHAUST TIP, BRIGHT CHROME		KEYS G0505 G0505
* MOLDINGS, ROCKER, BODY COLOR		WFP-S QTR OPT-1
* SPLASH GUARDS, MOLDED, BLACK		BANK: GMAC - 103
-DEALER INSTALLED		CHG-TO 02-366
-PAINTABLE OPTION AVAILABLE		
THROUGH DEALER		SHIP WT: 3194
LX9 3.5L V6 ENGINE	0.00	0.00 HP: 32.9
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00 GMS: 21250.83
NE1 50-STATE EMISSIONS	N/C	N/C SUPPLR: 22203.74
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00 MRM: 23880.00
1SB MALIBU PREFERRED EQUIP GRP 1SB	1095.00	985.50 DAN: MALLS
* FRONT SIDE IMPACT AIR BAGS &		MEMO 1087.75
HEAD-CURTAIN SIDE AIR BAGS		
* DRIVER SEAT 6-WAY POWER		
* FLOOR MATS		
* REMOTE VEHICLE STARTER SYSTEM		
1SZ SPORT APPEARANCE PKG DISCOUNT	155.00-	139.50-

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

TOTAL MODEL & OPTIONS	23255.00	21248.48	ACT 231	21175.83
DESTINATION CHARGE	625.00	625.00	H/B 261	697.65
LAM DEALER CONTRIBUTION		232.55	ADV 261	232.55
LAM GROUP CONTRIBUTION		232.55	EXP 65A	232.55

TOTAL	23880.00	22338.58	PAY 310	22338.58
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		21321.95		

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.

ROCKLAND COUNTY CHEVROLET-BUICK	REMIT TO GMAC NO. 103
	VIN 1G1ZT54865F
	\$ 22338.58 INV 1AD66833970
	DUE 06/23/05 DEALER 02-366

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G1ZT54865F [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2005 MALIBU LS SEDAN				Warranty Start Date :		09/02/2005			
BARS Order Type :	70 - RETAIL - STOCK									
Delivering Dealer :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW , NY 10993-0634 (845) 947-2100				Selling Source :		13 - CHEVROLET			
					Site Code :		02366			
					Business Associate Code :		165586			
Service Contract :	Yes	Branded Title :		No	Warranty Block :		No	PDI Status :		Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	<u>05094</u>	SUN VISOR MIRROR COVER NONFUNCTIONAL/BREAKAGE *IN EFFECT UNTIL DEC. 31, 2006*	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
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ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
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APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	09/02/2005	2 miles	09/02/2008	36002 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/02/2005	2 miles	09/02/2011	100002 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/02/2005	2 miles	09/02/2013	80002 miles
36/50000 CALIFORNIA EMISSIONS	09/02/2005	2 miles	09/02/2008	50002 miles
84/70000 CALIFORNIA SELECT COMPONENT	09/02/2005	2 miles	09/02/2012	70002 miles

CLAIM HISTORY

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R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/20/2009	143847	0	L1197 - FUEL LEVEL SENSOR REPLACEMENT	72290 miles
01/20/2009	143847	0	Z7902 - 2-DAY COURTESY TRANSPORTATION	72290 miles
12/01/2008	063661	0	E5631 - ARM ASSEMBLY, REAR CONTROL - LOWER - LEFT - REPLACE	69817 miles
12/01/2008	063661	0	E5630 - UPPER CONTROL ARM REPLACEMENT	69817 miles
10/01/2008	062622	0	N2115 - SWITCH - DOOR LOCK - LEFT FRONT - REPLACE	66825 miles
06/02/2008	060372	0	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	61685 miles
02/20/2008	058417	#	L2300 - CONVERTER, OXIDATION CATALYTIC - REPLACE	59217 miles
02/11/2008	058223	0	E8061 - STEERING LINKAGE OUTER TIE ROD REPLACEMENT - LEFT SIDE	58759 miles
01/02/2008	057380	0	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	57020 miles
01/02/2008	057380	0	Z7902 - 2-DAY COURTESY TRANSPORTATION	57020 miles
12/04/2007	056853	0	J3250 - RADIATOR SURGE TANK REPLACEMENT	55228 miles
07/25/2007	054063	B	E9740 - STEERING GEAR REPLACEMENT	47295 miles
07/10/2007	053759	#	B7289 - HEADLAMP/COMPOSITE ASSEMBLY - LEFT - REPLACE	46909 miles
03/30/2007	051647	#	B7288 - HEADLAMP/COMPOSITE ASSEMBLY - RIGHT - REPLACE	35998 miles
02/21/2007	050830	#	E4187 - INSULATOR AND/OR SUPPORT, REAR STABILIZER SHAFT - BOTH - R	35995 miles
02/21/2007	050830	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	35995 miles
02/19/2007	050758	#	E4187 - INSULATOR AND/OR SUPPORT, REAR STABILIZER SHAFT - BOTH - R	35988 miles
02/19/2007	050758	#	E9740 - STEERING GEAR REPLACEMENT	35988 miles
02/19/2007	050758	#	N6620 - POWER AND GROUNDS DISTRIBUTION WIRING AND/OR CONNECTOR REP	35988 miles
02/19/2007	050758	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	35988 miles
01/26/2007	050358	0	M0017 - LUBE, OIL AND FILTER	35503 miles
01/26/2007	050358	#	N6620 - POWER AND GROUNDS DISTRIBUTION WIRING AND/OR CONNECTOR REP	35503 miles
01/26/2007	050358	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	35503 miles
12/11/2006	049399	#	L2080 - PIPE, CROSSOVER EXHAUST - REPLACE	31350 miles
10/26/2006	048527	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	30402 miles
10/26/2006	048527	0	M0017 - LUBE, OIL AND FILTER	30402 miles
10/19/2006	048370	#	N0681 - BULBS, PARK AND TURN SIGNAL LAMP (LEFT) - REPLACE	29865 miles

10/16/2006	048265	#	N6612 - EXTERIOR LIGHTING WIRING AND/OR CONNECTOR REPAIR OR REPLAC	29753 miles
09/08/2006	047351	0	M0017 - LUBE, OIL AND FILTER	27116 miles
08/03/2006	046549	#	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE	24234 miles
08/03/2006	046549	#	H0043 - REAR DISC BRAKE PADS REPLACEMENT	24234 miles
07/25/2006	046327	0	M0016 - LUBE, OIL AND FILTER	23915 miles
07/25/2006	046327	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	23915 miles
06/29/2006	045763	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED - ELECTRICAL	22156 miles
06/29/2006	045763	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	22156 miles
06/20/2006	045563	#	E7680 - STEERING COLUMN REPLACEMENT	21000 miles
06/20/2006	045563	#	V1427 - 05094 - REPLACE BOTH MIRROR ASSEMBLIES	21000 miles
06/20/2006	045563	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	21000 miles
05/19/2006	044980	0	M0016 - LUBE, OIL AND FILTER	19397 miles
05/02/2006	044597	#	L2584 - MUFFLER - SINGLE - REPLACE	18716 miles
05/02/2006	044597	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	18716 miles
03/17/2006	043687	0	M0016 - LUBE, OIL AND FILTER	15449 miles
03/17/2006	043687	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	15449 miles
01/20/2006	042679	0	M0016 - LUBE, OIL AND FILTER	10727 miles
12/22/2005	042159	#	C9732 - MIRROR AND COVER, ILLUMINATED &NDASH; REPLACE	6996 miles
11/28/2005	041655	#	L1020 - FUEL TANK FILLER CAP REPLACEMENT	6726 miles
11/28/2005	041655	0	M0016 - LUBE, OIL AND FILTER	6726 miles
11/28/2005	041655	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	6726 miles
11/28/2005	041655	#	C2021 - SUNSHADE REPLACEMENT - LEFT SIDE	6726 miles
10/13/2005	040813	0	M0016 - LUBE, OIL AND FILTER	3055 miles
10/13/2005	040813	#	C2686 - REAR COMPARTMENT COURTESY LAMP REPLACEMENT	3055 miles
06/08/2005	A18780	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
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6/3/2009

GM Vehicle Inquiry System

Claim History

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[Help](#)

VIN :	1G1ZT54865F [REDACTED]
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CLAIM HISTORY

Repair Order Date :		01/20/2009		Repair Order Number :		143847		Odometer Reading :		72290 miles	
Serviced By :	GRAND PRIZE CHEVROLET BUICK PONTIAC GMC CADILLAC, LLC 32 ROUTE 304 NANUET, NY 10954-2924 (845) 623-6060					Selling Source :			16 - PONTIAC		
						Site Code :			02429		
						Business Associate Code :			232372		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
01/27/2009	973	01	0	L1197 - FUEL LEVEL SENSOR REPLACEMENT		22672171 - SEN KIT		N/A	N/A	\$ 278.84	N
01/27/2009	973	02	0	Z7902 - 2-DAY COURTESY TRANSPORTATION		N/A		N/A	N/A	\$ 70.00	N

Repair Order Date :		12/01/2008		Repair Order Number :		063661		Odometer Reading :		69817 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
12/09/2008	959	01	0	E5631 - ARM ASSEMBLY, REAR CONTROL - LOWER - LEFT - REPLACE		22632794 - ARM		N/A	N/A	\$ 184.43	N
12/09/2008	959	02	0	E5630 - UPPER CONTROL ARM REPLACEMENT		22632794 - ARM		N/A	N/A	\$ 166.08	<u>Y</u>

Repair Order Date :	10/01/2008	Repair Order Number :	062622	Odometer Reading :	66825 miles

Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :		13 - CHEVROLET		
					Site Code :		02366		
					Business Associate Code :		165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/17/2008	944	01	0	N2115 - SWITCH - DOOR LOCK - LEFT FRONT - REPLACE	15777133 - PUSHBUTTO	N/A	N/A	\$ 73.74	N

Repair Order Date :		06/02/2008		Repair Order Number :		060372	Odometer Reading :		61685 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :		13 - CHEVROLET			
					Site Code :		02366			
					Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments
06/13/2008	908	01	0	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE		22687711 - SHAFT KIT	N/A	N/A	\$ 194.87	N

Repair Order Date :		02/20/2008		Repair Order Number :		058417		Odometer Reading :		59217 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/07/2008	880	01	#	L2300 - CONVERTER, OXIDATION CATALYTIC - REPLACE		15252462 - CONVERTER		N/A	N/A	\$ 562.22	N

Repair Order Date :		02/11/2008		Repair Order Number :		058223		Odometer Reading :		58759 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments

03/04/2008	879	01	0	E8061 - STEERING LINKAGE OUTER TIE ROD REPLACEMENT - LEFT SIDE	15944090 - ROD KIT	N/A	N/A	\$ 88.72	N
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Repair Order Date :		01/02/2008		Repair Order Number :		057380		Odometer Reading :		57020 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
01/22/2008	867	01	0	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE		N/A		N/A	N/A	\$ 36.69	N
01/22/2008	867	02	0	Z7902 - 2-DAY COURTESY TRANSPORTATION		N/A		N/A	N/A	\$ 70.00	<u>Y</u>

Repair Order Date :		12/04/2007		Repair Order Number :		056853		Odometer Reading :		55228 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
12/21/2007	858	01	0	J3250 - RADIATOR SURGE TANK REPLACEMENT		15793368 - TANK		N/A	N/A	\$ 120.25	N

Repair Order Date :		07/25/2007		Repair Order Number :		054063		Odometer Reading :		47295 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
08/14/2007	821	01	B	E9740 - STEERING GEAR REPLACEMENT		15858368 - GEAR		G	N/A	\$ 341.93	<u>Y</u>

				Repair Order						
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Repair Order Date :		07/10/2007		Number :		053759		Odometer Reading :		46909 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
08/03/2007	818	01	#	B7289 - HEADLAMP/COMPOSITE ASSEMBLY - LEFT - REPLACE		15851373 - HEADLAMP		A	N/A	\$ 203.10	N

Repair Order Date :		03/30/2007		Repair Order Number :		051647		Odometer Reading :		35998 miles	
Serviced By :		ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
04/17/2007	787	01	#	B7288 - HEADLAMP/COMPOSITE ASSEMBLY - RIGHT - REPLACE		15851372 - HEADLAMP	N/A	N/A	\$ 203.10	N	

Repair Order Date :		02/21/2007		Repair Order Number :		050830		Odometer Reading :		35995 miles	
Serviced By :		ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/13/2007	777	01	#	E4187 - INSULATOR AND/OR SUPPORT, REAR STABILIZER SHAFT - BOTH - R		22675296 - INSULATOR		N/A	N/A	\$ 72.22	N
03/13/2007	777	02	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT		22675296 - INSULATOR		N/A	N/A	\$ 25.41	N

Repair Order Date :		02/19/2007	Repair Order Number :		050758	Odometer Reading :		35988 miles	
Serviced	ROCKLAND COUNTY CHEVROLET-				Selling Source :		13 - CHEVROLET		

By :	BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Site Code :		02366		
					Business Associate Code :		165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/06/2007	784	01	#	E4187 - INSULATOR AND/OR SUPPORT, REAR STABILIZER SHAFT - BOTH - R	22675296 - INSULATOR	B	N/A	\$ 104.27	N
04/06/2007	784	02	#	N6620 - POWER AND GROUNDS DISTRIBUTION WIRING AND/OR CONNECTOR REP	88909755 - FUSE KIT	B	N/A	\$ 46.31	N
03/16/2007	778	01	#	E9740 - STEERING GEAR REPLACEMENT	15858368 - GEAR	N/A	N/A	\$ 341.93	N
03/16/2007	778	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 47.00	<u>Y</u>

Repair Order Date :		01/26/2007		Repair Order Number :		050358		Odometer Reading :		35503 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
03/02/2007	774	01	#	N6620 - POWER AND GROUNDS DISTRIBUTION WIRING AND/OR CONNECTOR REP		88909755 - FUSE KIT	B	N/A	\$ 46.31	N	
02/09/2007	768	01	0	M0017 - LUBE, OIL AND FILTER		N/A	N/A	N/A	\$ 39.99	N	
02/09/2007	768	02	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION		N/A	N/A	N/A	\$ 44.50	N	

Repair Order Date :		12/11/2006	Repair Order Number :		049399	Odometer Reading :		31350 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :		13 - CHEVROLET		
					Site Code :		02366		
					Business Associate Code :		165586		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/22/2006	754	01	#	L2080 - PIPE, CROSSOVER EXHAUST - REPLACE	N/A	N/A	N/A	\$ 42.90	N

Repair Order Date :		10/26/2006		Repair Order Number :		048527		Odometer Reading :		30402 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
11/07/2006	741	01	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION		N/A		N/A	N/A	\$ 42.90	N
11/07/2006	741	02	0	M0017 - LUBE, OIL AND FILTER		N/A		N/A	N/A	\$ 39.99	N

Repair Order Date :		10/19/2006		Repair Order Number :		048370		Odometer Reading :		29865 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
11/17/2006	744	01	#	N0681 - BULBS, PARK AND TURN SIGNAL LAMP (LEFT) - REPLACE		12450108 - BULB	B	N/A	\$ 28.08	N	

Repair Order Date :		10/16/2006		Repair Order Number :		048265		Odometer Reading :		29753 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
11/10/2006	742	01	#	N6612 - EXTERIOR LIGHTING WIRING		88909755 -		E	N/A	\$ 104.76	N

				AND/OR CONNECTOR REPAIR OR REPLAC	FUSE KIT				
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Repair Order Date :		09/08/2006		Repair Order Number :		047351		Odometer Reading :		27116 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
09/22/2006	728	01	0	M0017 - LUBE, OIL AND FILTER		N/A		N/A	N/A	\$ 39.99	N

Repair Order Date :		08/03/2006		Repair Order Number :		046549		Odometer Reading :		24234 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
09/01/2006	722	01	#	H0043 - REAR DISC BRAKE PADS REPLACEMENT		N/A		B	N/A	\$ 145.84	N
08/18/2006	718	01	#	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE		N/A		N/A	N/A	\$ 163.00	N

Repair Order Date :		07/25/2006		Repair Order Number :		046327	Odometer Reading :		23915 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :		13 - CHEVROLET			
					Site Code :		02366			
					Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments
08/08/2006	715	01	0	M0016 - LUBE, OIL AND FILTER		N/A	N/A	N/A	\$ 32.99	N
08/08/2006	715	02	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION		N/A	N/A	N/A	\$ 42.90	N

Repair Order Date :		06/29/2006		Repair Order Number :		045763		Odometer Reading :		22156 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/28/2006	712	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED - ELECTRICAL		N/A		E	N/A	\$ 85.79	<u>Y</u>
07/28/2006	712	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION		N/A		N/A	N/A	\$ 69.00	<u>Y</u>

Repair Order Date :		06/20/2006		Repair Order Number :		045563		Odometer Reading :		21000 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
06/30/2006	704	01	#	E7680 - STEERING COLUMN REPLACEMENT		88967179 - S/COL REM		N/A	N/A	\$ 380.85	N
06/30/2006	704	02	#	V1427 - 05094 - REPLACE BOTH MIRROR ASSEMBLIES		15803234 - SS-MIRROR		N/A	N/A	\$ 41.63	N
06/30/2006	704	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A		N/A	N/A	\$ 42.00	<u>Y</u>

Repair Order Date :		05/19/2006		Repair Order Number :		044980		Odometer Reading :		19397 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/30/2006	695	01	0	M0016 - LUBE, OIL AND FILTER		N/A		N/A	N/A	\$ 32.99	N

Repair Order Date :		05/02/2006		Repair Order Number :		044597		Odometer Reading :		18716 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET			
					Site Code :			02366			
					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/12/2006	690	01	#	L2584 - MUFFLER - SINGLE - REPLACE		15828658 - MUFFLER		N/A	N/A	\$ 376.54	N
05/12/2006	690	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A		N/A	N/A	\$ 42.00	<u>Y</u>

Repair Order Date :		03/17/2006		Repair Order Number :		043687		Odometer Reading :		15449 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/28/2006	677	01	0	M0016 - LUBE, OIL AND FILTER		N/A		N/A	N/A	\$ 32.99	N
03/28/2006	677	02	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION		N/A		N/A	N/A	\$ 42.90	N

Repair Order Date :		01/20/2006		Repair Order Number :		042679		Odometer Reading :		10727 miles	
Serviced By :		ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
01/31/2006	661	01	0	M0016 - LUBE, OIL AND FILTER		N/A		N/A	N/A	\$ 32.99	N

Repair Order Date :	12/22/2005	Repair Order Number :	042159	Odometer Reading :	6996 miles

Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :		13 - CHEVROLET		
					Site Code :		02366		
					Business Associate Code :		165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/06/2006	654	01	#	C9732 - MIRROR AND COVER, ILLUMINATED &NDASH; REPLACE	15803234 - SS-MIRROR	N/A	N/A	\$ 40.68	N

Repair Order Date :		11/28/2005		Repair Order Number :		041655	Odometer Reading :		6726 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Selling Source :		13 - CHEVROLET			
					Site Code :		02366			
					Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments
12/13/2005	647	01	#	L1020 - FUEL TANK FILLER CAP REPLACEMENT		10372246 - CAP	N/A	N/A	\$ 29.82	N
12/13/2005	647	02	0	M0016 - LUBE, OIL AND FILTER		N/A	N/A	N/A	\$ 32.99	N
12/13/2005	647	03	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION		N/A	N/A	N/A	\$ 41.32	N
12/13/2005	647	04	#	C2021 - SUNSHADE REPLACEMENT - LEFT SIDE		15803238 - SS-MIR-IL	N/A	N/A	\$ 48.10	N

Repair Order Date :		10/13/2005		Repair Order Number :		040813		Odometer Reading :		3055 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
10/28/2005	634	01	0	M0016 - LUBE, OIL AND FILTER		N/A		N/A	N/A	\$ 32.99	N
10/28/2005	634	02	#	C2686 - REAR COMPARTMENT COURTESY LAMP		22724304 - HOUSING		N/A	N/A	\$ 60.49	N

				REPLACEMENT					
--	--	--	--	-------------	--	--	--	--	--

Repair Order Date :		06/08/2005		Repair Order Number :		A18780		Odometer Reading :		0 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100					Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
06/14/2005	595	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 107.42	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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VIN :	1G1ZT54865F [REDACTED]
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LINE COMMENTS

Repair Order Date :		05/02/2006		Repair Order Number :		044597		Odometer Reading :		18716 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634					Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
05/12/2006	690	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION			N/A		N/A	N/A	\$ 42.00
Comments	1G1ZT61856F[REDACTED]										

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VIN :	1G1ZT54865F [REDACTED]
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LINE COMMENTS

Repair Order Date :		06/20/2006		Repair Order Number :		045563		Odometer Reading :		21000 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
06/30/2006	704	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION			N/A		N/A	N/A	\$ 42.00
Comments	1G8AJ55F16Z [REDACTED]										

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VIN :	1G1ZT54865F [REDACTED]
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LINE COMMENTS

Repair Order Date :		06/29/2006		Repair Order Number :		045763		Odometer Reading :		22156 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
07/28/2006	712	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION			N/A		N/A	N/A	\$ 69.00
Comments	1G1AK55F367 [REDACTED]										

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VIN :	1G1ZT54865F [REDACTED]
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LINE COMMENTS

Repair Order Date :		06/29/2006		Repair Order Number :		045763		Odometer Reading :		22156 miles	
Serviced By :		ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634				Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
07/28/2006	712	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED - ELECTRICAL			N/A		E	N/A	\$ 85.79
Comments		POWER STEERING STOPS WORKING.									

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VIN :	1G1ZT54865F [REDACTED]
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LINE COMMENTS

Repair Order Date :		02/19/2007		Repair Order Number :		050758		Odometer Reading :		35988 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
03/16/2007	778	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION			N/A		N/A	N/A	\$ 47.00
Comments	2G1WJ15KX69 [REDACTED]										

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VIN :	1G1ZT54865F [REDACTED]
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LINE COMMENTS

Repair Order Date :		07/25/2007		Repair Order Number :		054063		Odometer Reading :		47295 miles	
Serviced By :		ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634				Selling Source :			13 - CHEVROLET		
						Site Code :			02366		
						Business Associate Code :			165586		
Cycle Date		Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total
08/14/2007		821	01	B	E9740 - STEERING GEAR REPLACEMENT		15858368 - GEAR		G	N/A	\$ 341.93
Comments		PARTS WARRANTY TO RO 50758 AT 35988 MILES ON 2-19-07									

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VIN :	1G1ZT54865F [REDACTED]
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LINE COMMENTS

Repair Order Date :		01/02/2008		Repair Order Number :		057380		Odometer Reading :		57020 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
01/22/2008	867	02	0	Z7902 - 2-DAY COURTESY TRANSPORTATION			N/A		N/A	N/A	\$ 70.00
Comments	2G2WP552781 [REDACTED]										

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VIN :	1G1ZT54865F [REDACTED]
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LINE COMMENTS

Repair Order Date :		12/01/2008		Repair Order Number :		063661		Odometer Reading :		69817 miles	
Serviced By :	ROCKLAND COUNTY CHEVROLET-BUICK PO BOX 634 WEST HAVERSTRAW, NY 10993-0634					Selling Source :		13 - CHEVROLET			
						Site Code :		02366			
						Business Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
12/09/2008	959	02	0	E5630 - UPPER CONTROL ARM REPLACEMENT			22632794 - ARM		N/A	N/A	\$ 166.08
Comments		NADS-NOISE IN REAR SUSPENSION.FOUND BOTH REAR LOWER CONTROL ARMS BUSHINGS FAILED.REPLACED BOTH LOWER CONTROL ARMS.R-S REPLACED OV ERLAPS TO L-S REPLACED ON SAME RO.AUTHORIZATION REQUESTED FOR OV ERLAPS.LABOR REDUCED DUE TO OVERLAP REPAIR.									

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GM Vehicle Inquiry System Vehicle Build

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VIN	1G1ZT54865F [REDACTED]
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VEHICLE BUILD

Merchandising Model :	1ZT69 -2005 MALIBU LS SEDAN		
Gross Vehicle Weight Rating :	1928 kg (4251 lb)	Order Number :	JFHC9H
Build Date :	06/08/2005	Build Plant :	15FZ

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

AG1 - DRIVER SEAT 6-WAY POWER	AP3 - REMOTE VEHICLE STARTER SYSTEM
AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	A51 - SEATS, CUSTOM
B2N - SPORT APPEARANCE PACKAGE * (4) WHEEL, 16" ALLOY CHROME * (4) TIRE, P215/60R16, TOURING * SPOILER, REAR * EXHAUST TIP, BRIGHT CHROME * MOLDINGS, ROCKER, BODY COLOR * SPLASH GUARDS, MOLDED, BLACK - DEALER INSTALLED -PAINTABLE OPTION AVAILABLE THROUGH DEALER	B37 - FLOOR MATS
C60 - AIR CONDITIONING	DL5 - ROADSIDE SERVICE INFORMATION DECAL
D49 - POWER OUTSIDE MIRRORS	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM-ACTIVE	F83 - TRANSAXLE 3.05 RATIO
IBE - INTERIOR TRIM	J67 - 4-WHEEL ANTI-LOCK BRAKES W/ TRACTION CONTROL
K64 - GENERATOR 115 AMPS	LX9 - 3.5L V6 ENGINE
MN5 - TRANSMISSION AUTO 4 SPEED	MX0 - 4-SPEED AUTO TRANSMISSION
NE1 - 50-STATE EMISSIONS	NU1 - CALIFORNIA EMISSION SYSTM, LEV2
N46 - STEERING WHEEL	PY1 - (4) WHEELS, 16" ALUMINUM CHROME
QPE - (4) TIRES,P215/60R16,TOURNRG,BW	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	T43 - SPOILER, REAR
UN0 - AM/FM STEREO W/CD & RDS (REPLACES STD/OPT/PKG RADIO)	UZ6 - SIX PREMIUM SPEAKERS

U77 - ANTENNA RR WINDOW	VH4 - MUD FLAPS FRONT & REAR, MOLDED
VK3 - FRONT LICENSE PLATE BRACKET	VM3 - CONSUMER INFORMATION LABEL
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	1SB - MALIBU PREFERRED EQUIP GRP 1SB * FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS * DRIVER SEAT 6-WAY POWER * FLOOR MATS * REMOTE VEHICLE STARTER SYSTEM
1SZ - SPORT APPEARANCE PKG DISCOUNT	12U - GALAXY SILVER METALLIC
14E - GRAY CUSTOM CLOTH	14I - GRAY INTERIOR TRIM
6AR - FRONT SPRING	7AR - FRONT SPRING
8AB - REAR SPRING	9AB - REAR SPRING

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

June 3, 2009

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

RE: [REDACTED]
Service Request: 71-719147682
GM Legal Staff Case: N/A
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54865F [REDACTED]
Customer Relationship Specialist: Paula Maggard

Dear Mr. Rose:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, ROBERT (BOB) KRAMER, PH: 800-356-5004/8129 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 232372*. This vehicle was purchased from Rockland County Chevrolet (165586) in Haverstraw, NY; no longer in business.

Sincerely,

General Motors Corporation



Service Request Activity

SR No.	1-422409809	Ref No.		Goodwill	No Goodwill Offered	BRC Type	N/A
Account		Site		GW SubType		Bus. Unit	CAC
Last Name		First Name		Approval	Not Initiated	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Operation or Design
Address		City	West Nyack	Involved Dlr	West Haverstraw Chevrolet, Inc.	Safety	Yes
State	NY	Postal Cd		Source	Phone	Updated	7/27/2006 12:29:19 PM
Serial #/VIN	1G1ZT54865F	Model Year	2005	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	09/02/2005	Status	Closed	Owner	STEWARJ1
Model	Malibu	Mileage	23,000	Sub-Status	Dissatisfied	Closed	7/27/2006 12:29:15 PM
Abstract	electrical steering						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/27/2006 12:29:15 PM	STEWARJ1	STEWARJ1	SR Closed - Dissatisfied		Done	7/27/2006 12:29:15 PM	Service Request has been Closed
Contact Last Name	Contact First Name	Account	BAC Code	Dissatisfied.			
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/27/2006 12:23:35 PM	STEWARJ1	STEWARJ1	Scheduled Outbound Call Cust	Made Contact	Done	7/27/2006 12:29:06 PM	acceleration

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

crm advised: that because there is too much acceleration used when passing that is why the power steering is going out. advised that there is nothing else i can do for them.

cust states: that they have never heard of that ever in their life and they are disatified.

Jessica Stewart/CAC/Chatham

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/27/2006 12:09:55 PM	STEWARJ1	STEWARJ1	Outbound Call Dealer	Made Contact	Done	7/27/2006 12:21:11 PM	more info

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

chuck the service manager

crm advised: that i may of misheard chuck the service manager. asked if it was the brakes or the acceleration that is causing the power steering. also advised that the cust may want to have a conference call.

dealer states: that the power steering is going out because too much excelleration is being used. dealer said that they are willing to have a conference call if they cust requests one.

Jessica Stewart/CAC/Chatham

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/27/2006 11:51:58 AM	STEWARJ1	STEWARJ1	Inbound Call Customer	Complex Request	Done	7/27/2006 12:21:35 PM	cust calling back
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
crm advised that the dealer said that the vehicle is up to standards, the power steering goes out because he lays the the brakes so hard.
advised the cust that the dealer has stated this to him.

cust states: that they want a conference call with chuck to get this all straightened out.

Jessica Stewart/CAC/Chatham

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/27/2006 11:21:09 AM	STEWARJ1	STEWARJ1	Outbound Call Customer	Left Message	Done	7/27/2006 11:23:46 AM	left message
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
left message

Jessica Stewart/CAC/Chatham

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/26/2006 12:28:48 PM	STEWARJ1	STEWARJ1	Inbound Call Dealer	Complex Request	Done	7/27/2006 11:23:56 AM	chuck the service manager calling back.
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
CRM spoke w/: chuck christine the service manager

CRM adv: that the cust feels that the power steering is not working and feels its unsafe

Dlr sts: that because the cust pushes on the brakes so hard t he power steering goes out, that is how the vehicle works.

Diagnosis? that everything is fine with the vehicle, its up to standards

Estimated cost? under warranty

When will complete? already been completely

Maint at dlr? yes

Misuse/Abuse/Lack of maint? sort of abuse because the cust uses extensive force on the brakes that makes the power steering go out

** dealer states that the customer is very good to GM, he says that they have stated to the cust that there is nothing wrong with the vehicle. the dealer says that the cust does not want to accept that the vehicle is fine.

Jessica Stewart/CAC/Chatham

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/26/2006 12:00:16 PM	STEWARJ1	STEWARJ1	Outbound Call Dealer	Left Message	Done	7/26/2006 12:01:41 PM	left message at [REDACTED] prompt 35
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

left message with the servie department for someone to give me a call back on this file to find out further info.

Jessica Stewart/CAC/Chatham

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/25/2006 02:57:52 PM	STEWARJ1	STEWARJ1	Inbound Call Customer	Complex Request	Done	7/25/2006 03:00:48 PM	cust requesting info
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

cust states: that i have no tried to contact the dealer.

CRM advised: that i have tried to contact the dealer but they have not contacted me back. advised that i will try again.

Jessica Stewart/CAC/Chatham

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/25/2006 09:49:32 AM	STEWARJ1	STEWARJ1	Inbound Call Customer	Voice Mail Received	Done	7/25/2006 09:55:18 AM	cust calling requesting info
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

Comments

cust states: (left message) that they do not want this to drag on and on. they are at the dealership getting an oil change. cust states that i have not coontact the dealership.

Jessica Stewart/CAC/Chatham

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/24/2006 03:45:54 PM	STEWARJ1	STEWARJ1	Outbound Call Customer	Received No Answer	Done	7/24/2006 03:47:56 PM	no answer
Contact Last Name		Contact First Name	Account		BAC Code		

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Comments

cust is at work.

Jessica Stewart/CAC/Chatham

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/24/2006 03:18:52 PM	STEWARJ1	STEWARJ1	Outbound Call Dealer	Received No Answer	Done	7/24/2006 03:19:52 PM	█ prompt 35
Contact Last Name		Contact First Name	Account		BAC Code		

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Comments

service manager chuck is on a road test.

Jessica Stewart/CAC/Chatham

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/21/2006 09:13:46 AM	STEWARJ1	STEWARJ1	Outbound Call Dealer	Left Message	Done	7/21/2006 09:29:17 AM	referred by cust to speak with chuck the service manager.
Contact Last Name	Contact First Name	Account	BAC Code				

(845) 947-2100 prompt 35

Comments

CRM spoke w/: left message for Chuck Christie

CRM adv:

Dlr sts:

Diagnosis?

Estimated cost?

When will complete?

Maint at dlr?

Misuse/Abuse/Lack of maint?

Cust caused or prevented?

Prev out of pocket expense at dlr?

Dlr provided prev GW?

Prev related repairs?

Related to age/mlg?

General condition of vehicle?

Did you ride-along or test drive with the Cust?

TAC contacted ? Case #?

Should cust receive asst? (clarify why or why not)

Will dlr be offering GW Asst on behalf of GM?/Dlr willing to participate?

AVM contacted by dlr? What was decision?

CRM Signature Line

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/21/2006 08:53:06 AM	STEWARJ1	STEWARJ1	Inbound Call Customer	Complex Request	Done	7/21/2006 09:13:19 AM	electrical steering
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
 Cust Sts: that the vehicle is unsafe, the electrical steering goes every once and awhile
 Owner Specific:
 Orig Owner? yes
 Primary driver? yes
 Personal or business use? personal
 Veh Specific:
 Where purchased? involved dealer
 If 2nd Owner of Veh, when/what mlg?
 Current approx mlg? 23000
 Ext Svc Plan? yes
 Concern Specific:
 Concern? electrical steering goes out
 When 1st notice concern? 06202006
 What conditions does concern occur? when they go to pass another vehicle, when putting on the gas, going on to a highway, some days it does and some days it doesn't
 Where diagnosed? involved dealer
 Est cost of the repair? under warranty
 Current location of veh? at work
 Veh repaired? If yes, cost & where completed?
 If not GM dlr, phone # of repair facility?
 What has Dlr told you about a diagnosis? Who working with? chuck the service manager
 Business Decision:
 Where maint performed? dealer ship
 Prev GM veh?
 Prev related repairs? When? 06202006
 Out of Pocket expense (document repairs & cost): under warranty

 Cust. Sks: for the vehicle to be fixed and to be safe

 CRM adv: that a call to the dealership will be made to see what we can do.

 Jessica Stewart/CAC/Chatham

UCC Codes

UCC Code	UCC Symptom	UCC Description
M01	Power - Lack of	Steering - General

February 6, 2009

[REDACTED]
[REDACTED]
West Nyack, NY [REDACTED]

Service Request: 71-699080906

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54865F [REDACTED]. The processing time will take approximately eight weeks.

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

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

Sincerely,

Chevrolet Customer Assistance Center

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.

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1ZT54865F [Redacted]	[Redacted]	
		West Nyack, New York , United States - [Redacted]	
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

Sales Information

Dealer Code: 32888
 Action: Add Protection Plan
 Odometer: 72500
 Delivery Date: 02/04/2009

Plan Lienholder

Lienholder Type: Other
 Chevrolet
 PO Box 33170
 Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 02/04/2009
 In Service Date: 02/04/2009

Plan Type: Smart Care Retail
 Term: 24
 Mileage Limit: 30000
 Deductible: 0
 Rental Type: None
 Plan Price: \$ 0.00
 Tax: \$ 0.00
 Total: \$ 0.00

Transaction Details



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

VIN: 1G1ZT54865F [REDACTED]	Status: Pending
Dealer Code: 32888	User ID: 1w3qhs
Transaction Date: 02/04/2009	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2009-02-06-09.44.24.331000
Transaction Messages:	
1097 - GMPP sent to MIC	

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 10/14/06
PROCESSING SOURCE: CHEVROLET 14:08:25
PAGE: 1

VIN: 1G1ZT5486 5F [REDACTED] SELLG SCE: 13 MDL YR: 05 ORD NO: JFHC9H

ODATE: 05/19/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 02366
DDATE: 09/02/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 09/02/05 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: KS JAY
TRD DOE: 1 MALLARD DR
SRVC IN: WEST NYACK NY 10994
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 02366	00028790088	09/03/05	31.22	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00028790088 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
GFP	01	13 02366	00028790088	09/03/05	1,087.75	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00028790088 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
XMC	01	13 02366	178209	09/09/05	4,391.77	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 178209 AUTH PUR CD:
MISC DATE: 09/02/05 MISC: 0000008921MEA0
POLICY PYMT CMNT: ACTV TYPE: 6

Service Request Activity

SR No.	71-699080906	Ref No.		Goodwill	GMPP	BRC Type	N/A
Account		Site		GW SubType	Smart Care	Bus. Unit	CAC
Last Name		First Name		Approval	Approved	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Electrical Gauges - Fuel	Sub-Area	Operation or Design
Address		City	West Nyack	Involved Dlr	S & H Associates, Llc	Safety	No
State	NY	Postal Cd		Source	Phone	Updated	2/6/2009 01:53:24 PM
Serial #/VIN	1G1ZT54865F	Model Year	2005	Priority	Esc to T2 -	License #	CHEVROL
Make	Chevrolet	Warr. Start	09/02/2005	Status	Closed	Owner	COURTSMI
Model	Malibu	Mileage	72,500	Sub-Status	Satisfied	Closed	2/6/2009 01:53:23 PM
Abstract	Multiple Veh Concerns - Fuel gauge						

Customer Description

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
24 months	30,000	\$455.00

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
--------------------	--------------------	-----------------

Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/6/2009 01:53:23 PM	COURTSMI	COURTSMI	SR Closed - Satisfied		Done	2/6/2009 01:53:23 PM	Service Request has been Closed
Contact Last Name	Contact First Name	Account	BAC Code	Satisfied.			
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/5/2009 09:11:06 AM	BUDNIKMA	BUDNIKMA	Goodwill Status Change		Done	2/5/2009 09:11:06 AM	Goodwill Status has been changed from: PreAprv - Other to Approved
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/5/2009 09:11:05 AM	BUDNIKMA	BUDNIKMA	Goodwill Status Change		Done	2/5/2009 09:11:05 AM	Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/5/2009 09:10:12 AM	BUDNIKMA	GADDIEJA	Administer GMPP		Done	2/6/2009 01:32:28 PM	Process GMPP---GMPP entered, ok to close
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

SC 24/30

Start Mileage : 72,500

Start Date: 2/4/09

\$0 Deductible

Matt Budnik GA/DTW

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 11:14:27 AM	RAMOSM3	COURTSMI	Notify CRM	Customer Called	Done	2/4/2009 12:39:24 PM	Cust left message
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

Please refer to prev IBCC

thanks

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 11:12:42 AM	RAMOSM3	RAMOSM3	Inbound Call Customer	Voice Mail Received	Done	2/4/2009 11:14:25 AM	VM Received
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

Comments

Cust sts: He feels insulted for the proposals done, he's going to be filling a lemon law on his veh, \$1000 OLC was not good enough and they offered me Maintenance free up to 30000 miles, GM lost cust, will not buy GM ever again and will adv his known people not to do it as well, will drive his veh with a big lemon sign.

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:40:34 AM	COURTSMI	BUDNIKMA	Submit for Approval	General CAC	Done	2/5/2009 09:11:02 AM	GMPP
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

Comments

GMPP- Final Approval

Vin scan complete:Y

2 Additional Requests

0 Additional Goodwill

Final Approved request for GMPP - Smart Care for 24 months and / 30000 Miles

BUDNIKMA/ Goodwill Approver/DTW

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:40:34 AM	COURTSMI	COURTSMI	Goodwill Status Change		Done	2/4/2009 10:40:34 AM	Goodwill Status has been changed from: Not Initiated to Pending SITEL
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:40:22 AM	COURTSMI	COURTSMI	Correspondence		Done	2/4/2009 10:40:22 AM	Created:CAC_RS0011. SR#71-699080906
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:36:54 AM	COURTSMI	COURTSMI	Manager Review	Empowered	Done	2/4/2009 10:39:32 AM	Providing 24/30 Smart Care - GMPP Retail Price: \$455.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Reasons:

1. To Offset/compensate Cust for inconveniences experienced w/veh.
2. To Encourage Cust to continue being a loyal GM Cust.
3. To Encourage Cust to continue ahving maintenance done at GM Dlr.
4. Svc Mgr agreed.
5. CRS Empowered

Cust Accepted Offer.

Verified Cust's Mileage as:

PO BOX 108
West Nyack, NY 10994-0108

Verified Cust's Name Spelled as: "Kenneth Jay"

Verified Mileage as 72,500

VINSCAN COMPLETE

Mike Courts DS/Tier2/BA L2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:36:13 AM	COURTSMI	COURTSMI	Outbound Call Dealer	Made Contact	Done	2/4/2009 10:36:54 AM	Svc Mgr John McGarry.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS sts: offered Cust a 24/30 Smart Care as compensation for all inconveniences.

Svc Mgr sts:; I think that ios a good idea.

Mike Courts DS/Tier2/BA L2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:18:42 AM	COURTSMI	COURTSMI	Outbound Call Customer	Made Contact	Done	2/4/2009 10:36:13 AM	Offered 24/30 Smart Care - Cust Accepted.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS apologized for multiple inconveniences w/veh, and adv would like to offer Cust a \$1,000 OLC as compensation.

Cust sts: \$1,000 is not good enough for me to be able to get into a new veh.

CRS sts: I can offer you a 24/30 Smart Care plan if you are going to be keeping veh.

Cust sts: that would be better.

Cust Accepted Offer.

Verified Cust's Mileage as:

PO BOX 108
West Nyack, NY 10994-0108

Verified Cust's Name Spelled as: "Kenneth Jay"

Verified Mileage as 72,500

Mike Courts DS/Tier2/BA L2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:12:34 AM	COURTSMI	COURTSMI	Outbound Call Dealer	Left Message	Done		Svc Mgr John McGarry.
Contact Last Name	Contact First Name	Account	BAC Code				

Mike Courts DS/Tier2/BA L2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:11:47 AM	COURTSMI	COURTSMI	Scheduled Outbound Call Dlr		Done	2/4/2009 10:12:34 AM	Grand Prize Cadillac - Svc Mgr John McGarry.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Mike Courts DS/Tier2/BA L2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:00:51 AM	RAMOSM3	COURTSMI	Notify CRM	Customer Called	Done	2/4/2009 10:05:31 AM	Cust left message
Contact Last Name	Contact First Name		Account		BAC Code		

Jay

Comments

Please refer to previous act, thank you

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 09:59:48 AM	RAMOSM3	RAMOSM3	Inbound Call Customer	Voice Mail Received	Done	2/4/2009 10:00:50 AM	Cust left message
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Cust left message to prev OCRS stating the following.

* Has tried to reach 4 times OCRS and was not able to get with him

* Requested to speak with him ASAP

* Requested CRS to get this resolved ASAP

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/3/2009 03:42:28 PM	RAMOSM3	COURTSMI	Notify CRM	Customer Called	Done	2/3/2009 04:23:17 PM	Customer called
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Please refer to previous Activity

thanks

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/3/2009 03:41:47 PM	RAMOSM3	RAMOSM3	Inbound Call Customer	Voice Mail Received	Done	2/3/2009 03:42:27 PM	VM Received
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Cust left message stating he received callback of Mr Mike and he called him back but still received no answer, provided phone 9142634415

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/3/2009 01:23:55 PM	COURTSMI	COURTSMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	2/4/2009 10:18:41 AM	
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Mike Courts DS/Tier2/BA L2							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/3/2009 01:23:43 PM	COURTSMI	COURTSMI	Outbound Call Customer	Left Message	Done	2/3/2009 01:23:54 PM	Left VM.
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Mike Courts DS/Tier2/BA L2							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 04:20:35 PM	RAMOSM3	COURTSMI	Dealer Notification	Action Required	Done	2/2/2009 04:20:35 PM	Dlr Notify on T2 Escalation
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 04:20:34 PM	RAMOSM3	COURTSMI	Ownership Changed		Done	2/2/2009 04:20:34 PM	Service Request Ownership has changed FROM: RAMOSM3 TO: COURTSMI
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 04:20:34 PM	RAMOSM3	COURTSMI	T2 Initial Acknowledgement		Done	2/3/2009 01:23:42 PM	Initial Customer Contact after escalation
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 04:14:24 PM	RAMOSM3	RAMOSM3	Outbound Call Customer	Made Contact	Done	2/2/2009 04:20:25 PM	Made Contact
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

Comments

CRS sts: calling to inform cust that the veh was repaired already, adv of escalation and let cust know of 24 hs frame for callback.

Cust sts: dlr had contacted him, he's shocked because the concern happened because of one of the mechanics forgot to plug something.

CRS adv: understand all the frustration and we'll do the possible to make this right.

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 04:08:12 PM	RAMOSM3	RAMOSM3	Other	Reason for Escalation	Done	2/2/2009 04:13:57 PM	Reasons for escalation
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

Comments

Escalating due to

1. Cust called experiencing a concern with the fuel gauge on his veh, he had that repaired 2 weeks ago.
2. Cust had experiencing several concerns repaired under warranty and GMPP ever since he purchase the veh. Cust experienced Cat. Convert replace, I-Shaft twice, insulator repair twice, Steering gear replacement twice, Veh had been at Dlr at least once a month since October 2005
3. Veh is repaired now, evaluate possibility to provide any kind of compensation for the major concerns he had experienced with the veh. As Repurchase or Similar may not be possible OLC may be useful.

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 04:07:12 PM	RAMOSM3	RAMOSM3	Outbound Call Dealer	Made Contact	Done	2/2/2009 04:07:34 PM	CRS spoke with Kevin svc adv
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS spoke w/: Kevin

CRS adv: calling to check on cust concern

Dlr sts: Veh was just repaired already.

Diagnosis? Fan tube in tank disconnected

Estimated cost?

When will complete?

Maint at dlr? Has been there twice

Misuse/Abuse/Lack of maint?

Cust caused or prevented? No

Prev out of pocket expense at dlr?

Dlr provided prev GW? N

Prev related repairs?

Related to age/mlg? No

General condition of vehicle? Nice and Clean

Did you ride-along or test drive with the Cust? N

TAC contacted? Case#?

Should cust receive asst? Why? Yes, the veh had many concerns, veh is gorgeous and this veh usually don't have this many concerns

Will dlr be offering GW Asst on behalf of GM?/Dlr willing to participate? Svc mgr Call

DVM contacted by dlr? What was decision?

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 03:47:29 PM	RAMOSM3	RAMOSM3	Outbound Call Dealer	Left Message	Done	2/2/2009 03:53:45 PM	Left Message Kevin Svc Adv
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Left message to svc adv with reason for the call in order to see if diagnosis is done, adv of callback

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 03:46:19 PM	RAMOSM3	RAMOSM3	Inbound Call Customer	Voice Mail Received	Done	2/2/2009 03:47:19 PM	VM Received
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust left message stating he has bought about 7/8 veh from GM and that he called Dlr and they hadn't look at the veh yet, wants to gather some info about what's to be done.

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 10:25:58 AM	RAMOSM3	RAMOSM3	Scheduled Outbound Call Cust	Initial Attempt	Done	2/2/2009 04:14:22 PM	SOCC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Call dlr gather information

Call Cust

3.00 - 5.00

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 10:12:32 AM	RAMOSM3	RAMOSM3	Outbound Call Dealer	Made Contact	Done	2/2/2009 10:25:19 AM	CRS Spoke with Kevin
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS sts: Calling to check on cust concern

Dlr sts: haven't had the time to look at the veh yet, cust just brought it in. Will call CRS back when we have any information.

CRS adv: provided phone and ext. adv of callback.

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 10:10:37 AM	RAMOSM3	RAMOSM3	Outbound Call Dealer	Left Message	Done	2/2/2009 10:12:31 AM	Left Message
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS left message to KEVIN svc Adv in order to gather info about cust vehicle. provided SR and Phone and ex.

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2/2009 10:06:14 AM	RAMOSM3	RAMOSM3	Inbound Call Customer	Complex Request	Done	2/2/2009 10:25:58 AM	Fuel Gauge- Multiple Concerns
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts: His veh is at Dlr for the 2nd time for the same concern in less than 2 weeks. He's been having majors concerns with his veh ever since he bought it. He has owned many veh in his life and 2/3 have been GM vehicles. His veh is a lemon and wants to have a repurchase or another veh.

Cust sks: Repurchase - Another Veh.

CRS adv: gathered funnel. Called Dlr to gather funnel. Dlr was not able to provide info, veh was not diagnosed yet, CRS will call cust back. Cust agreed.

Owner Specific:

Orig owner? Yes

Primary driver? Yes

Personal or business use? Both

Veh Specific:

Where purchased? ROCKLAND COUNTY CHEVROLET-BUICK

If 2nd Owner of Veh, when/what mlg? --

Current approx mlg? 72500

Ext Svc Plan? Yes, GMPP

Concern Specific:

Concern? Fuel Gauges

When 1st notice concern? 2 weeks ago.

What conditions does concern occur? --

Where diagnosed? GRAND PRIZE BUICK PONTIAC GMC

Est cost of the repair? --

Current location of veh? At Dlr

Veh repaired? If yes, cost & where completed? --

If not GM dlr, phone # of repair facility? --

What has Dlr told you about a diagnosis? Who was working with you?

Business Decision:

Where maint performed? Independents.

Prev GM veh? Blazer, Cadillac, Buick Park Ave. GMC, Pontiac

Prev related repairs? When? 2 weeks ago, fuel sensor replacement.

Out of Pocket expense (document repairs & cost):

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

Service Request Activity

UCC Codes

UCC Code	UCC Symptom	UCC Description
N22	Gauge Reads High / Low	Electrical Gauges - Fuel

ROBERT M. SILVERMAN^{+,*}
CRAIG THOR KIMMEL^{+,^}

⁺ Member, PA Bar
^{*} Member, NJ Bar
^x Member, DE Bar
⁻ Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
^{*} Member, OH Bar
[§] Member, MI Bar
[□] Member, NH Bar
[±] Member, CT Bar



1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT^{+,*}
ROBERT A. RAPKIN⁺
MELISSA K. FIALA^{+,^}
ANGELA K. TROCCOLI^{+,^}
FRED DAVIS^{+,^}
AMY L. BENNECOFF^{+,^}
CHRISTINA GILL ROSEMAN^{+,^}
RICHARD A. SCHOLER^{+,^}
KATE G. SHUMAKER^{+,^}

June 2, 2009

VIA EMAIL ONLY
DO NOT NOTIFY

General Motors Corporation - NY
30007 Van Dyke Avenue
Warren, MI 48090-9065

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2005 Chevrolet Malibu
Date of Purchase: 09/02/2005
Place of Purchase: Rockland Chevy Buick, Haverstraw
VIN: 1G1ZT54865F [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the NY Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

/S/
Robert M. Silverman

RMS\GK
cc: [REDACTED]

Service Request Activity

SR No.	71-634340064	Ref No.		Goodwill	No Goodwill Offered	BRC Type	N/A
Account		Site		GW SubType		Bus. Unit	CAC
Last Name		First Name		Approval	Not Initiated	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Repair Request (Not Done)
Address		City	West Nyack	Involved Dlr	West Haverstraw Chevrolet, Inc.	Safety	Yes
State	NY	Postal Cd		Source	Phone	Updated	6/9/2008 09:56:39 AM
Serial #/VIN	1G1ZT54865F	Model Year	2005	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	09/02/2005	Status	Closed	Owner	MACDONAL
Model	Malibu	Mileage	61,685	Sub-Status	Dissat-Won't Purchase GM Again	Opened	6/9/2008 09:17:22 AM
Abstract	Power Steering Issues (Ongoing)						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
-----------	--------------	------------------

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
--------------------	--------------------	-----------------

Certificate Details

Certificate Number	Amount	Expiration Date
--------------------	--------	-----------------

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
----------------	----------	------------------	----------------

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/9/2008 09:56:35 AM	MACDONAL	MACDONAL	SR Closed - Dissat-Won't Purch		Done	6/9/2008 09:56:36 AM	Service Request has been Closed Dissat-Won't Purchase GM Again.
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/9/2008 09:55:05 AM	MACDONAL	MACDONAL	Manager Review	Case Assessment	Done	6/9/2008 09:56:32 AM	Disat:
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

Comments

Business Case:

1. Out of warranty.
2. Normal vehicle design and operation.
3. Customer already given alot of GW by dealer.
4. Dealer denying further GW for issues already explained to customer.
5. CRS concurs with denial of further GW at this time, will re-evaluate if issue re-occurs.

Allen MacDonell Tier 1/STJ/Level 2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/9/2008 09:33:02 AM	MACDONAL	MACDONAL	Other		Done	6/9/2008 09:55:04 AM	Dealer Funnel Questions
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

Comments

Diagnosis? Nothing wrong its normal design and operation and does so for safety reasons
Estimated cost? N/A GMPP and/Warranties previously
Misuse/Abuse/Lack of maint? No
Cust caused or prevented? Yes, high speed on hiway and heavy acceleration
Prev out of pocket expense at dlr? No
Dlr provided prev GW? Yes several times (exhaust issues)
Prev related repairs? Yes
Related to age/mlg? No
General condition of vehicle?
Did you ride-along or test drive with the Cust?
TAC contacted ? No
Should cust receive asst? No this is normal operation
Will dlr be offering GW Asst on behalf of GM? No
DVM contacted by dlr? No

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/9/2008 09:32:22 AM	MACDONAL	MACDONAL	Outbound Call Dealer	Made Contact	Done	6/9/2008 09:43:08 AM	RFI Diagnostic
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Spoke with Service Advisor Mr. Kristie

CRS States: Customer called in as been having power steering complaints from time of purchase to present and stated that now being told its a defect from engineering design and no fix possible for his issue. Need to obtain as much history and current diagnosis information to see where the file needs to be taken next.

Dealer Advises: Refuses to believe that its normal, when accelerating hard on highway the power assist stops and its manual control. Besides that we replaced the I-Shaft several times and now again under his GMPP. Its nothing structural or like that its just his driving habits. The power assist steering shuts off as it would be too sensitive and a huge safety issue at such high speeds.

Allen MacDonell Tier 1/STJ/Level 2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/9/2008 09:22:38 AM	MACDONAL	MACDONAL	Other		Done	6/9/2008 09:32:21 AM	Customer Funnel Questions
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Orig Owner? Yes

Primary driver? Yes

Personal or business use? Both

Where purchased? Rockland Chevrolet-Buick

Current approx mlg? 61,685

Ext Svc Plan? Yes

Concern? Power Steering Issues

When 1st notice concern? Within first six months of owning vehicle

Where diagnosed? selling dealer

Est cost of the repair? Covered by warranty (GMPP)

Current location of veh? customer has

Prev GM veh? 57 Chevy Pick-Up, 59 Chevy convertible, Leased 3 Cadillacs, Pontiac Grand Prix, Buick Regal, Buick Park Avenue, Leased

GMC Truck, Chevy Blazer

Prev related repairs? Yes

When? 06/20/2006, 02/19/2007, 07/25/2007

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/9/2008 09:19:05 AM	MACDONAL	MACDONAL	Inbound Call Customer	Complex Request	Done	6/9/2008 09:54:53 AM	Design and I-Shaft Complaints
Contact Last Name	Contact First Name	Account	BAC Code				

█

█

Comments

Cust States: Malibu and fit to be tied with issues. Just left dealer for like 100th time. Electric Steering keeps failing and being repaired. From first month its never worked right. What's GM going to do for my lemon of the vehicle that they cannot fix cause they say its an engineering defect? Out of 20 vehicles owned so far in life 2/3 was GM but GM now has lost me for good. 2nd thing is the exhaust connection to manifold (flex-pipe) is too big for the area and when it gets hot it clunks against frame and rattles constantly its another slight engineering issue. Deal mostly with Rob or Chuck in service department. At this point I hate the car now.

Cust Seeks: Correction to Power Steering

CRS Advises: Do apologize will call dealer and find out what information they have available so I can see where this can go or what stance we have to take.

CRS Advises: concern was I-Shaft being replaced no charge with most recent released which our records show correct issue finally. The power steering assist issue is not an error its designed for safety reason to release to manual steering when driving at high or excessive highway speeds. Have complaints on all 3 components recorded. Dealer and GM have already provided alot of GW on uncovered repairs by GMPP and out of warranty So at this time there is nothing more to add.

Cust States: So not going to give me anything, thanks for nothing.

disconnected call

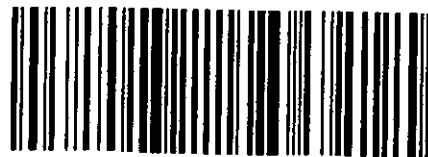
Allen MacDonell Tier 1/STJ/Level 2

UCC Codes

UCC Code	UCC Symptom	UCC Description
M01	Inoperative	Steering - General

Wilmington, NC

CERTIFIED MAIL™



7007 2560 0002 4462 7042



1213 U.S. POSTAGE PB2232137
0550 \$06.580 APR 16 09
9894 FROM ZIP CODE 28401

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

A 08

General Motors Corporation
Consumer Relations Department
3044 West Grand Boulevard
Detroit, Michigan 48202

04-27-09A07:29 RCVD



[REDACTED]
[REDACTED]
Wilmington, NC
[REDACTED]

April 16, 2009

General Motors Corporation
Consumer Relations Department
3044 West Grand Boulevard
Detroit, Michigan 48202

Dear Manufacturer:

I leased a New 2006 Chevrolet Malibu VIN #1G1ZT51866F [REDACTED] on March 18, 2006 from Jeff Gordon Chevrolet in Wilmington, NC. Since leasing the car I have had to return to the dealership a total of 5 times for Steering issues beginning August of 2007 and a total of 4 times for the Gear Shifter and Key Release issues beginning December of 2008. The following are the dates that my car was returned to Jeff Gordon Chevrolet for these issues:

8-14-07	thru	8-23-07	Steering
1-31-08	thru	2-5-08	Steering
9-15-08	thru	9-17-08	Steering
12-1-08	thru	12-5-08	Steering/Gear Shifter/Key Release
1-9-09			Gear Shifter/Key Release
2-16-09			Gear Shifter/Key Release
3-25-09	thru	3-26-09	Steering/Gear Shifter/Key Release

I am enclosing a copy of each of the invoices for all services and a copy of the Dealer Summary History to reference these invoices.

I am currently having the same issues with the Steering, Gear Shifter and Key Release in my car. Since these issues are recurrent and substantially impair the safety, use and value of my car I am requesting information about your Arbitration Program.

Sincerely,
[REDACTED]

04/06/2009
08:31:21

SUMMARY HISTORY DISPLAY

COPY

3100

PAGE 1

CUSTOMER NAME

[REDACTED]

SERIAL NO. 1G1ZT51866F [REDACTED]

TOTAL R/O'S

22

TOTAL SERV. DAYS 49

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	158563	03/25/2009	35320	A 123923				
				T 111095	1	W	51CVZ	BODY ELECTRICAL
				T 111095	2	W	45CVZ01	STEERING/SUSPENS
2	155124	02/16/2009	34803	A 123923				
				T 17619	1	C	01CVZ3K	3000 MILE SERVIC
				T 17619	2	C	03CVZ02	EMISSIONS INSPEC
				T 17619	3	W	51CVZ01	BODY ELECTRICAL
				T 17619	4	C	90CVZ	DETAIL OPERATION
3	155194	02/16/2009	34803	A 36472				
				T 126747	1	C	90CVZ54	WASH AND VAC
4	151883	01/09/2009	33970	A 123923				
				T 26377	1	W	51CVZ01	BODY ELECTRICAL
5	148080	12/01/2008	33149	A 123923				
				T 17619	1	W	51CVZ	BODY ELECTRICAL
				T 17619	2	W	45CVZ	STEERING/SUSPENS
				T 95884				
6	141172	09/22/2008	30929	A 48240				
				T 17619	1	I	40CVZ	BRAKES
7	140649	09/16/2008	24959	A 36472				
				T 8440	1	I	90CVZ54	WASH AND VAC
8	140545	09/15/2008	30918	A 48240				
				T 17619	1	W	45CVZ08	REPEAT CONCERN
				T 17619	2	C	00CVZ001	*LUBE, OIL, FILT
				T 17619	3	C	00CVZ00111	27 POINT INSPECT
				T 17619	4	C	00CVZ015	*FRONTBRAKEJOB/R
				T 17619	5	C	00CVZ0181	*REAR PADS AND R
9	118607	02/04/2008	24959	A 36472				
				T 95733	1	C	90CVZ59	DO NOT USE
				T 118355				
				T 118355	2	C	90CVZ33	SPECIAL REQUEST
10	118387	01/31/2008	24960	A 48240				
				T 119528	1	C	05CVZ001	*LUBE, OIL, FILT
				T 119528	2	C	05CVZ00111	27 POINT INSPECT
				T 57225	3	W	45CVZ	STEERING/SUSPENS
				T 119528				
				T 111095				
				T				
				T 119528	4	C	00CVZ026	REPLACE TWO TIRE
				T 119528	5	C	03CVZ02	EMISSIONS INSPEC
11	102405	08/23/2007	20216	A 10992				
				T 119528	1	W	45CVZ	STEERING/SUSPENS
12	101210	08/14/2007	20706	A 10992				
				T 119528	1	W	45CVZ	STEERING/SUSPENS
				T 111095				
				T 111095	2	W	00CVZ006	2 WHEEL ALIGNMEN
				T 119528	3	W	51CVZ01	BODY ELECTRICAL
13	100121	08/02/2007	20212	A 20339				
				T 95884	1	C	05CVZ002	*TIRE ROTATION
				T 95884	2	C	05CVZ001	*LUBE, OIL, FILT
				T 95884	3	C	05CVZ	GENERAL MAINTENA

04/06/2009
08:31:21

SUMMARY HISTORY DISPLAY

COPY

-3100
PAGE 2

CUSTOMER NAME



SERIAL NO. 1G1ZT51866F



TOTAL R/O'S 22

TOTAL SERV. DAYS 49

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
14	81606	01/30/2007	14078	A 20339				
				T 71513	1	W	10CVZ	DRIVEABILITY
				T 71513	2	C	01CVZ6K	6000 MILE SERVIC
				T 71513	3	C	05CVZ011	EMISSIONS INSPEC
15	79376	01/06/2007	13879	A 36472				
				T 8440	1	I	90CVZ41	BODY SHOP DELIVE
16	79125	01/04/2007	12876	A 20339				
				T 1070	1	C	00CVZ0072	4 WHEEL(BODYSHOP
17	78257	12/26/2006	12875	A 4652				
				T 88713	1	C	96CVZALLSTATE	ALLSTATE CLAIM
				T 22200	2	C	95CVZALLSTATE	ALLSTATE CLAIM
				T 25770				
18	74314	11/10/2006	10543	A 35170				
				T 57225	1	C	05CVZ001	*LUBE, OIL, FILT
				T 57225	2	C	60CVZ	INTERIOR TRIM
19	61983	07/07/2006	4996	A 48240				
				T 129922	1	C	01CVZ3K	3000 MILE SERVIC
20	51518	03/20/2006	9	A 114915				
				T 49807	1	I	90CVZ12	NEW VEHICLE DELI
21	63094C	01/12/2006	5	A 114915				
				T 2091	1	I	PDICV	
				T 71513	2	I	SI1CV	
22	62760C	01/09/2006	4	A 38769				
				T 49807	1	I	NVDTCV	
				T 49807	2	I	DPSCV	



COPY

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Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CUSTOMER NO.	22889	ADVISOR	DAN PLESS	123923	TAG NO.	R076	INVOICE DATE	03/26/09	INVOICE NO.	CVCS158563
[REDACTED] WILMINGTON, NC		LABOR RATE	[REDACTED]	MILEAGE	35,319	COLOR	LASER BLUE	STOCK NO.		
		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES		
		06/CHEVROLET/MALIBU/4DR SDN						9		
		VEHICLE I.D. NO.					SELLING DEALER NO.	PRODUCTION DATE		
1 G 1 Z T 5 1 8 6 6 F										
NO EMAIL		F.T.E. NO.		P.O. NO.		R.O. DATE		03/25/09		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS								
MO: 35320										

LABOR & PARTS
J# 1 51CVZ BODY ELECTRICAL TECH(S): 111095 WARRANTY
CUSTOMER STATES WHEN STARTING FIRST THING IN AM IT IS HARD
TO GET GEAR SELECTOR INTO GEAR. THEN AFTER THAT IT IS HARD
TO GET KEY OUT OF IGNITION AFTER TURNING OFF ENGINE.
SHIFTER STICKING
REPLACE FLOOR SHIFT CONTROL ASSEMBLY ADJUST SHIFTER CABLE AN
AND VERIFY PROPER PARK LOCK CABLE ADJUSTMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858912	CONTROL 4.004		WARRANTY
JOB # 1	1	11588695	RETAINER 15.222		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 45CVZ01 STEERING/SUSPENSION TECH(S): 111095 WARRANTY
CUSTOMER STATES FRONT SUSPENSION SEEMS TO HAVE LOOSE PLAY .
COULD NOT DUPLICATE
INSPECT FRONT END COMPONETS ALL TIGHT ROAD TEST NO ABNORMAL
NOISES OR PROBLEMS NOTED VERIFIED PROPER TIRE PRESSURE

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

COMMENTS
E.B. [REDACTED]

TOTALS

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	0.00
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	0.00
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	0.00
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

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

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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

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

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

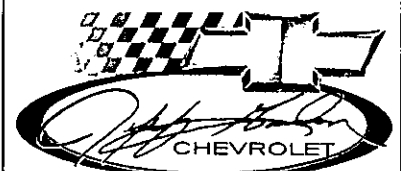
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



Goodwrench

Thank You





COPY

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CUSTOMER NO.	22889	ADVISOR	DAN PLESS	123923	TAG NO.	R890	INVOICE DATE	02/16/09	INVOICE NO.	CVCS155124
		LABOR RATE			MILEAGE	34,803	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/4DR SDN				DELIVERY DATE	DELIVERY MILES		9
		VEHICLE I.D. NO.	1 G 1 Z T 5 1 8 6 6 F				SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.	R.O. DATE		02/16/09
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							
			MO: 34803							

LABOR & PARTS
#1101CVZ3K 3000 MILE SERVICE TECH(S): 17619 13.00
CUSTOMER REQUESTS 3000 MILE INTERVAL SERVICE.
LUBRICATED AND INSPECTED FRONT SUSPENSION, DRIVE LINE AND
STEERING. CHANGED ENGINE OIL AND FILTER. ADJUSTED TIRE
PRESSURE. INSPECTED AIR FILTER AND FLUID LEVELS. TOPPED
OFF AS REQUIRED. THOROUGHLY INSPECTED ENGINE DRIVE BELTS AND
HOSES. PERFORMED 27 POINT VEHICLE INSPECTION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		25010792	FILTER 1.836	4.77
JOB # 1	1		OIL	Q-STATE	14.00
JOB # 1 TOTAL PARTS					18.77
JOB # 1 TOTAL LABOR & PARTS					31.77

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

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

SHOP MATERIALS

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

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of waste (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. The dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

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

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

#2103CVZ02 EMISSIONS INSPECTION TECH(S): 17619 23.75
CUSTOMER REQUESTS NORTH CAROLINA EMISSIONS INSPECTION.
COMPLETED NORTH CAROLINA EMISSIONS INSPECTION AS REQUESTED.
SEE ATTACHED PRINT OUT FOR RESULTS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					23.75

#3151CVZ01 BODY ELECTRICAL TECH(S): 17619 WARRANTY
CUSTOMER STATES HARD TO PUT SHIFTER IN ANY GEAR &
KEY WON'T COME OUT OF IGNITION
KEY LOCK CABLE OUT OF ADJUSTMENT
CHECK FOR BULB TENS RELATED FOUND DOC ID #2152392
ADJUST PARK LOCK CABLE . R&R CONSOLE PERFORM ADJUSTMENT

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

#4190CVZ1 DETAIL OPERATIONS TECH(S): 17619
CUSTOMER STATED ON NIGHT DROP TO HAVE CLEANED
SEND TO DETAIL

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

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	
JOB # 2	NCSI	NC IM INSPECTION	
TOTAL - MISC			9.93



Goodwrench

Thank You





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COPY

CUSTOMER NO. 22889	ADVISOR DAN PLESS	123923	TAG NO. R890	INVOICE DATE 02/16/09	INVOICE NO. CVCS155124
WILMINGTON, NC	LABOR RATE		MILEAGE 34,803	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/16/09		
NO EMAIL	RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
			MO: 34803		

TOTALS

*****TO ALL OF OUR CUSTOMERS*****
* Our goal is to have you "COMPLETELY SATISFIED" with each *
* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR....	36.75
TOTAL PARTS....	18.77
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	9.93
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.27

TOTAL INVOICE \$ 66.72

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

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

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

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SHOP MATERIALS

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

ENVIRONMENTAL COMPLIANCE CHARGE

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

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



Goodwrench

Thank You





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

COPY

CUSTOMER NO. 22889	ADVISOR MIKE HUTSELL	36472	TAG NO. R890	INVOICE DATE 02/16/09	INVOICE NO. CVCS155194
WILMINGTON, NC	LABOR RATE		MILEAGE 34,803	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/16/09		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
MO: 34803					

LABOR & PARTS
1490CVZ54 WASH AND VAC TECH(S) 126747 29.95

CUSTOMER REQUESTS WASH AND VAC. INCLUDES WIPE DOWN OF INTERIOR.
COMPLETED WASH AND VAC AS REQUESTED.

JOB # 1 TOTAL LABOR & PARTS 29.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHW	SHOP SUPPLIES		3.00
TOTAL - MISC				3.00

TOTALS

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* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR....	29.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 32.95

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DUPLICATE INVOICE

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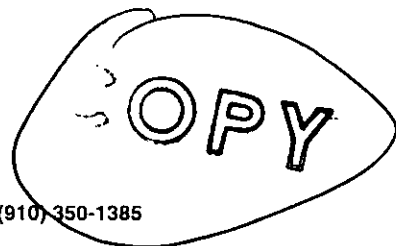
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Goodwrench

Thank You





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CUSTOMER NO. 22889	ADVISOR DAN PLESS	123923	TAG NO. R074	INVOICE DATE 01/09/09	INVOICE NO. CVCS151883
WILMINGTON, NC	LABOR RATE		MILEAGE 33,970	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/09/09		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 33970

LABOR & PARTS
#2151GVZ01 BODY/ELECTRICAL TECH(S): 26377 WARRANTY

CUSTOMER STATES KEY GETS STUCK IN IGNITION
IGN LOCK CYLINDER IS BINDING
DIAG AND REPLACED AND CODED IGN LOCK CYLINDER THEN TESTED
TECH 26377

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15264798	CYLINDER 2.188 4974		0.00
JOB # 1 TOTAL PARTS					
JOB # 1 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES	PRICE DIFF FROM OT DEALER	TOTAL - GOG	WARRANTY
JOB # 1			0.00

COMMENTS
PICK UP & DELIEVER

TOTALS

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

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Goodwrench

Thank You





COPY

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CUSTOMER NO. 22889	ADVISOR DAN PLESS	123923	TAG NO. R567	INVOICE DATE 12/05/08	INVOICE NO. CVCS148080
WILMINGTON, NC	LABOR RATE		MILEAGE 33,140	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE		DELIVERY MILES 9	
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/01/08		
NO EMAIL	RESIDENCE PHONE		BUSINESS PHONE		COMMENTS
					MO: 33149

LABOR & PARTS
#1151CVZ BODY/ELECTRICAL TECH(S):17619 WARRANTY

RLY-CUSTOMER STATES VEHICLE WILL NOT GO IN GEAR AND KEY WILL NOT COME OUT OF IGNITION.
RELEASE IN SHIFTER STICKING
REPLACE SHIFTER ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858912	CONTROL 4.004		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

#1245CVZ STEERING/SUSPENSION TECH(S):17619/95884 WARRANTY

CUSTOMER STATES STEERING SEEMS LOOSE AND HAS BAD KNOCK.
LIGHT INTERMEDIATE STEERING SHAFT NOISE, NOISE WORSENS ON STREETS DOWNTOWN PAVED WITH BRICK
REPLACED INTERMEDIATE STEERING SHAFT WITH REVISED ONE WITH TEFLON SLEEVE. ALSO INSTALLED FOAM BETWEEN FIREWALL AND COOLANT RESIVOIR TANK AS STATED IN BULLITEN #2150401

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	25962603	SHAFT KIT 6.526		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS
NITE DROP

TOTALS

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR...	0.00
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS...	0.00
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	0.00
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

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From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to serving you in the future.

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

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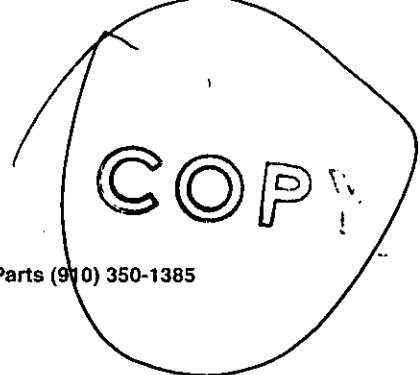
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Goodwrench

Thank You





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CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. Y709	INVOICE DATE 09/22/08	INVOICE NO. CVCS141172
WILMINGTON, NC	LABOR RATE		MILEAGE 30,927	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/22/08		
NO EMAIL	RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 30929	

LABOR & PARTS
JOB # 1 40CVZ BRAKES TECH(S): 17619 INTERNAL
CUSTOMER STATES: VEHICLE HAS SEVERE BRAKE CHATTER SINCE
COMPLETION OF BRAKE JOB ON LAST VISIT
CARQUEST BRAKE PADS NOT FITTING PROPERLY
RESURFACED REAR ROTORS WITH WIZ WHEEL, REPLACED CARQUEST
PADS GM PADS -ROAD TEST--OK-

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25864605	PAD KIT 5.017	
JOB # 1 TOTAL PARTS				INTERNAL 0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	SERP	SERVICE POLICY	
TOTAL - MISC			INTERNAL 0.00

TOTALS

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	0.00
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	0.00
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	0.00
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

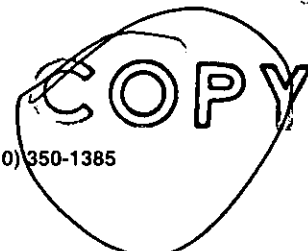
DUPLICATE INVOICE

GM
Goodwrench
Thank You





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Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385



CELL: [REDACTED]

CUSTOMER NO. 136948	ADVISOR MIKE HUTSELL	TAG NO. 36472 DF99	INVOICE DATE 12/29/08	INVOICE NO. CVCS150649
HILLSDALE, NY	LABOR RATE	LICENSE NO.	MILEAGE 52,714	COLOR GRAY/
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TAHOE/LT 4x4			STOCK NO. P15153
	VEHICLE I.D. NO. 1 G N E K 1 3 T 2 5 J			DELIVERY DATE 12/27/08
	F.T.E. NO.			DELIVERY MILES 52,713
BUSINESS PHONE		P.O. NO.		PRODUCTION DATE
COMMENTS				
MO: 52714				

LABOR & PARTS
#1890GVZ21 USED VEHICLE DETAIL TECH(S) 125754 INTERNAL
CUSTOMER REQUESTS A USED VEHICLE FULL DETAIL.
COMPLETED USED VEHICLE FULL DETAIL AS REQUESTED.

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	SHWD	OTHER SUPPLIES DETAIL	
TOTAL - MISC			INTERNAL 0.00

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

TOTAL INVOICE \$ 0.00

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Goodwrench

Thank You





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COPY

CUSTOMER NO.	22889	ADVISOR	MIKE YATES	48240	TAG NO.	Y611	INVOICE DATE	09/17/08	INVOICE NO.	CVCS140545
[REDACTED] WILMINGTON, NC [REDACTED]		LABOR RATE	[REDACTED]		MILEAGE	30,918	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES	9	
		06/CHEVROLET/MALIBU/4DR SDN					SELLING DEALER NO.	PRODUCTION DATE		
		VEHICLE I.D. NO.								
1 G 1 Z T 5 1 8 6 6 F [REDACTED]					F.T.E. NO.	P.O. NO.	R.O. DATE	09/15/08	REPRINT# 1	
NO EMAIL										
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS								
MO: 30918										

LABOR & PARTS
#1 145CVZ08 REPEAT CONCERN TECH(S): 17619 WARRANTY
CUSTOMER STATES: STEERING IS MAKING A KNOCKING NOISE AGAIN
GOING OVER BUMPS AND SLOW TURNS
INTERMEDIATE STEERING SHAFT LUBE MIGRATION
REPLACE STEERING I SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22687711	SHAFT KIT 6.526		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

#2 00CVZ001 *LUBE OIL FILTER TECH(S): 17619 13.00
CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.
COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.
ALSO, LUBRICATED SUSPENSION AS REQUIRED, ADJUSTED TIRE AIR
PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL
UNDER HOOD FLUID LEVELS TO PROPER LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	25010792	FILTER 1.836	4.77	
JOB # 2	1	OIL	Q-STATE	14.00	
JOB # 2 TOTAL PARTS				18.77	
JOB # 2 TOTAL LABOR & PARTS				31.77	

#3 00CVZ00111 27 POINT INSPECTION TECH(S): 17619 0.00
CUSTOMER REQUEST A FREE 27 POINT INSPECTION.
TIRES WERE ALL UNDER INFLATED SET TO 30, BRAKES NEEDED
FRONT AND REAR, AIR FILTER SOON
COMPLETED A FREE 27 POINT INSPECTION AS REQUESTED. SEE
ATTACHED SHEET FOR INSPECTION DETAILS.

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

#4 00CVZ015 *FRONT BRAKE JOB/RESUR TECH(S): 17619 90.00
CUSTOMER REQUESTS FRONT BRAKE PAD REPLACEMENT
REPLACED FRONT BRAKE PADS, RESURFACED ROTORS, LUBED CALLIPER
SLIDES, TOPPED OFF BRAKE FLUID, TEST DROVE TO VERIFY REPAIR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	BCD1028	PADS 10522	66.66	
JOB # 4	1	88862650	CLEANER 8.800	6.90	
JOB # 4 TOTAL PARTS				73.56	
JOB # 4 TOTAL LABOR & PARTS				163.56	

#5 00CVZ0181 *REAR PADS AND RESUR TECH(S): 17619 90.00
CUSTOMER REQUEST REAR BRAKE PAD REPLACEMENT AND ROTOR
RESURFACE

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER
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SHOP MATERIALS
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ENVIRONMENTAL COMPLIANCE CHARGE
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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



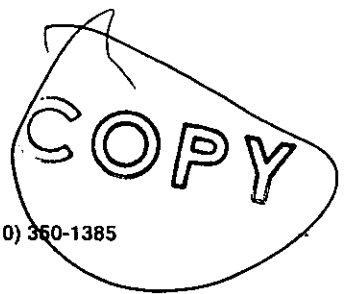
Goodwrench

Thank You





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



CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. Y611	INVOICE DATE 09/17/08	INVOICE NO. CVCS140545
WILMINGTON, NC	LABOR RATE		MILEAGE 30,918	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE
	VEHICLE I.D. NO.	1 G 1 Z T 5 1 8 6 6 F			DELIVERY MILES 9
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/15/08	REPRINT# 1	
NO EMAIL	COMMENTS				
RESIDENCE PHONE	BUSINESS PHONE	MO: 30918			

REPLACED REAR BRAKE PADS, RESURFACED REAR ROTORS, LUBED
SLIDES, TOPPED OFF BRAKE FLUID, TEST DROVE TO VERIFY REPAIR

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
JOB # 5	1	BCD1033	PADS 10522	67.11
				JOB # 5 TOTAL PARTS 67.11
				JOB # 5 TOTAL LABOR & PARTS 157.11

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # A		SHW SHOP SUPPLIES	
			TOTAL - MISC 19.30

COMMENTS-----
DELETED OPERATION(S)-----
90CVZ54 WASH AND VAC

TOTALS-----	TOTAL LABOR.... 193.00
*****TO ALL OF OUR CUSTOMERS*****	TOTAL PARTS.... 159.44
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL SUBLET... 0.00
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL G.O.G.... 0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL MISC CHG. 19.30
* let us know what we could have done or can do to make *	TOTAL MISC DISC 0.00
* your future service visits even better. *	TOTAL TAX..... 10.76

TOTAL INVOICE \$ 382.50

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

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

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

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





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CUSTOMER NO.	22889	ADVISOR	MIKE HUTSELL	36472	TAG NO.	Y384	INVOICE DATE	02/05/08	INVOICE NO.	CVSS118607
[REDACTED] WILMINGTON, NC [REDACTED]		LABOR RATE	[REDACTED]	MILEAGE	24,959	COLOR	LASER BLUE	STOCK NO.		
		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES		
		06/CHEVROLET/MALIBU/4DR SDN						9		
		VEHICLE I.D. NO.					SELLING DEALER NO.	PRODUCTION DATE		
1 G 1 Z T 5 1 8 6 6 F										
NO EMAIL		F.T.E. NO.		P.O. NO.		R.O. DATE		02/04/08		
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							
			MO: 24959							

LABOR & PARTS
#1 90CVZ59 DO NOT USE TECH(S): 118355 95733 140.00
CUSTOMER REQUESTS FULL DETAIL FOR CAR OR SMALL TRUCK.
COMPLETED FULL DETAIL FOR CAR OR SMALL TRUCK.

JOB # 1 TOTAL LABOR & PARTS 140.00

#2 90CVZ33 SPECIAL REQUEST TECH(S): 118355 40.00
NEW OR USED VEHICLE DEPARTMENT HAS SPECIAL REQUEST.
REMOVE ALL WINDOW TINT
COMPLETED SPECIAL REQUEST FOR NEW OR USED VEHICLE DEPARTMENT

JOB # 2 TOTAL LABOR & PARTS 40.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		SHW SHOP SUPPLIES		18.00
TOTAL - MISC				18.00

TOTALS

*****TO ALL OF OUR CUSTOMERS*****
* Our goal is to have you "COMPLETELY SATISFIED" with each *
* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR....	180.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	18.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 198.00

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From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
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CUSTOMER SIGNATURE

DUPLICATE INVOICE



Goodwrench

Thank You





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CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. Y384	INVOICE DATE 02/05/08	INVOICE NO. CVCS118387
WILMINGTON, NC	LABOR RATE		MILEAGE 24,959	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/31/08		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 24960

LABOR & PARTS
J#1205CVZ00111 LUBE OIL FILTER TECH(S) 119528 11:37
CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.
COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.
ALSO, LUBRICATED SUSPENSION AS REQUIRED, ADJUSTED TIRE AIR
PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL
UNDER HOOD FLUID LEVELS TO PROPER LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	89017524	FILTER 1.836	4.27
JOB # 1	1	OIL	Q-STATE	11.60
JOB # 1 TOTAL PARTS				15.87
JOB # 1 TOTAL LABOR & PARTS				27.24

J#1205CVZ00111 27 POINT INSPECTION TECH(S) 119528 07:00
CUSTOMER REQUEST A FREE 27 POINT INSPECTION.
PLEASE CHECK ALL TIRES AND BRAKES
COMPLETED A FREE 27 POINT INSPECTION AS REQUESTED. SEE
ATTACHED SHEET FOR INSPECTION DETAILS.

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

J#3145CVZ STEERING/SUSPENSION TECH(S) 119528 57225 WARRANTY
CUSTOMER STATES: POWER STEERING IS WHINING AGAIN
STEERING GEAR BINDS WHEN TURNING.
REPLACE STEERING GEAR AND RS OUTER TIE ROD END TO CORRECT
NOISE WHEN TURNING RESET TOE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	15944072	ROD KIT 6.230	WARRANTY
JOB # 3	1	25902150	GEAR 6.508	WARRANTY
JOB # 3	-1	25902150	CORE RETURN	WARRANTY
JOB # 3	1	15944090	ROD KIT 6.230	WARRANTY
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J#1400CVZ026 REPLACE TWO TIRES TECH(S) 119528 23:97
CUSTOMER REQUESTS REPLACE TWO TIRES.
REPLACED AND BALANCED TWO TIRES AS REQUESTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	2	89016781	B2156016 5.880	184.00
JOB # 4 TOTAL PARTS				184.00
JOB # 4 TOTAL LABOR & PARTS				207.97

J#5+03CVZ026 EMISSIONS INSPECTION TECH(S) 119528 23:75
CUSTOMER REQUESTS NORTH CAROLINA EMISSIONS INSPECTION.
COMPLETED NORTH CAROLINA EMISSIONS INSPECTION AS REQUESTED.
SEE ATTACHED PRINT OUT FOR RESULTS.

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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SHOP MATERIALS

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Goodwrench

Thank You





COF

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CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. Y384	INVOICE DATE 02/05/08	INVOICE NO. CVCS118387
WILMINGTON, NC	LABOR RATE		MILEAGE 24,959	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/31/08		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 24960

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					23.75
G.O.G. & SUPPLIES					
JOB # 3				OVERNIGHT FREIGHT	
TOTAL - GOG					0.00
MISC					
JOB # A				SHW SHOP SUPPLIES	5.91
JOB # 4				TIREFEE TIRE DISPOSAL FEE	3.68
JOB # 5				NCSI NC IM INSPECTION	6.25
TOTAL - MISC					15.84

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*****TO ALL OF OUR CUSTOMERS*****					TOTAL LABOR....	59.09
* Our goal is to have you "COMPLETELY SATISFIED" with each *					TOTAL PARTS....	199.87
* service visit. Please contact CYNDI MCKENZIE at 1-910- *					TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *					TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *					TOTAL MISC CHG.	15.84
* your future service visits even better. *					TOTAL MISC DISC	0.00
*****					TOTAL TAX.....	13.49
					TOTAL INVOICE \$	288.29

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
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CUSTOMER SIGNATURE

DUPLICATE INVOICE

GM
Goodwrench
Thank You





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CUSTOMER NO. 22889	ADVISOR BRETT LEE	10992	TAG NO. G392	INVOICE DATE 08/23/07	INVOICE NO. CVCS102405
	LABOR RATE		LEASAGE 20,214	COLOR LASER BLUE	STOCK NO.
WILMINGTON, NC	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F		DELIVERY DATE	DELIVERY MILES 9
NO EMAIL	F.T.E. NO.	P.O. NO.	R.O. DATE 08/23/07	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 20216

LABOR & PARTS
#145CVZ STEERING/SUSPENSION TECH(S): 119528 WARRANTY
CUSTOMER STATES THERE IS A LOUD MOANING NOISE FROM THE
STEERING WHEN TURNING.
INTERNAL BUSHING NOISE FROM INSIDE STEERING GEAR.
PARTS WARRANTY FROM RO #101210

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15858368	GEAR 6.508		
JOB # 1	-1		15858368	CORE RETURN		
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

TOTALS

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	0.00
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	0.00
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	0.00
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

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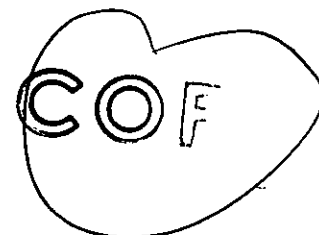
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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CUSTOMER SIGNATURE

DUPLICATE INVOICE





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CUSTOMER NO.	22889	ADVISOR	BRETT LEE	10992	TAG NO.	392G	INVOICE DATE	08/23/07	INVOICE NO.	CVCS101210	
[REDACTED] WILMINGTON, NC [REDACTED]		LABOR RATE	[REDACTED]		MILEAGE	20,706	COLOR	LASER BLUE	STOCK NO.		
		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES			
		06/CHEVROLET/MALIBU/4DR SDN					SELLING DEALER NO.		PRODUCTION DATE		
		VEHICLE I.D. NO.					P.O. NO.		R.O. DATE		
1 G 1 Z T 5 1 8 6 6 F [REDACTED]					08/14/07		REPRINT# 1				
NO EMAIL		F.T.E. NO.		P.O. NO.		R.O. DATE		REPRINT# 1			
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		MO: 20706					

LABOR & PARTS
#1745CVZ [REDACTED] STEERING/SUSPENSION [REDACTED] TECH(S) 11095 119528 [REDACTED] WARRANTY

CUSTOMER STATES THERE IS A LOUD MOANING NOISE FROM THE FRONT
END WHILE TURNING HARD.
CUSTOMER RODE WITH DAN TOZOUR.
HAS A MOANING NOISE WHEN TURNING STEERING WHEEL TURN TO
TURN. HAVE TRIED TO SPRAY SUPER LUBE AROUND STERING SHAFT
BOOT. NOISE STILL THERE. REPLACED STEERING SHAFT. NOISE
STILL THERE. FRONT END SUSPENSION TIGHT. DOES NOT FEEL
OR SOUND LIKE COMING FROM RACK. POSSIBLE NOISE BEING
TRANSFER THOUGH STEERING COLUMN.
CALLED UP TECH LINE, CASE NUMBER 9816103. WAS TOLD
THERE WILL ALWAYS BE SOME NOISE FROM TURNING THE
STEERING WHEEL LOCK TO LOCK. TECHLINE THEN SAID TO TRY
AND LUBE STEERING GEAR AROUND THE DUST BOOT. SLIGHT NOISE
STILL THERE. AFTER THAT WAS SUGGESTED TO REPLACE STEERING
RACK. REPLACED RACK NOISE WENT AWAY.
REPLACED STEERING COLUMN. STILL HEAR NOISE FROM TURN TO
TURN. AGAIN TRIED TO LUBE DOWN STEERING SHAFT. NO GOOD.
REC ORDERED STEERING RACK.
AFTER TALKING TO TECHLINE, REPLACED STEERING GEAR.
NOISE HAS QUIETED DOWN

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		15926870	COLUMN 6.518	
JOB # 1	1		15858368	GEAR 6.508	
JOB # 1	-1		15858368	CORE RETURN	

JOB # 1 TOTAL PARTS

INTERNAL
WARRANTY
WARRANTY

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

#22+00CVZ006 [REDACTED] 2 WHEEL ALIGNMENT [REDACTED] TECH(S) 111095 [REDACTED] WARRANTY

CUSTOMER REQUESTS TWO WHEEL ALIGNMENT
SEE JOB 1
ALIGNED VEHICLE TO SPEC, ATTACHED ALIGNMENT PRINT OUT.
PERFORMED 4WHEEL ALIGN REAR TOE WAS OUT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2					

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

#23+51CVZ01 [REDACTED] BODY/ELECTRICAL [REDACTED] TECH(S) 119528 [REDACTED] WARRANTY

CUSTOMER STATES THE BRAKE LIGHTS ARE STAYING ON ALL THE
TIME.
BRAKE STOP SWITCH ON BRAKE PEDAL HAS INTERNAL FAULT
SOMETIMES BRAKE LIGHTS STAY ON, OTHERS TIMES NOT
REPLACED BRAKE LIGHT STOP SWITCH

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1		22666955	SENSOR KI 4.625 261	

JOB # 3 TOTAL PARTS

WARRANTY

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

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

SHOP MATERIALS

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

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

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

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



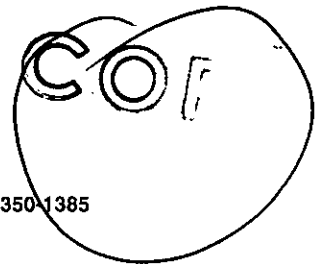
Goodwrench

Thank You





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



CUSTOMER NO. 22889	ADVISOR BRETT LEE	10992	TAG NO. 392G	INVOICE DATE 08/23/07	INVOICE NO. CVCS101210
WILMINGTON, NC	LABOR RATE		MILEAGE 20,706	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. DATE 08/14/07	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
				MO: 20706	

COMMENTS.....TERMS: CASH UNLESS ARRANGEMENTS MADE.

TOTALS.....		WARRANTY DISCLAIMER	
*****TO ALL OF OUR CUSTOMERS*****		Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL LABOR....	0.00	SHOP MATERIALS
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL PARTS....	0.00	
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL SUBLET....	0.00	
* let us know what we could have done or can do to make *	TOTAL G.O.G....	0.00	
* your future service visits even better. *	TOTAL MISC CHG.	0.00	
*****	TOTAL MISC DISC	0.00	
	TOTAL TAX.....	0.00	ENVIRONMENTAL COMPLIANCE CHARGE
	TOTAL INVOICE \$	0.00	

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to serving you in the future.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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


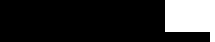


THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.


Goodwrench
Thank You





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CUSTOMER NO. 22889		ADVISOR JOHN TILGHMAN 20339		TAG NO. G116	INVOICE DATE 08/02/07	INVOICE NO. CVCS100121	
 WILMINGTON, NC 		LABOR RATE		MILEAGE 20,212	COLOR LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN				DELIVERY DATE	DELIVERY MILES 9
		VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F 				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		P.O. NO.		R.O. DATE 08/02/07	
NO EMAIL							
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					
		MO: 2012					

MO: 20212

LABOR & PARTS.....
105CVZ002.....*TIRE ROTATION.....TECH(S):95884.....16:95
CUSTOMER REQUESTS A TIRE ROTATION.
COMPLETED TIRE ROTATION AS REQUESTED. ALSO INFLATED TIRES
TO CORRECT PRESSURE.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	16.95

J#1205CVZ001 LUBE OIL & FILTER TECH(S): 95884 11/37
 CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.
 COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.
 ALSO, LUBRICATED SUSPENSION AS REQUIRED. ADJUSTED TIRE AIR
 PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL
 UNDER HOOD FLUID LEVELS TO PROPER LEVELS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 2	1		25010792	FILTER 1.836		4.00
JOB # 2	1		OIL	Q-STATE		11.60
JOB # 2 TOTAL PARTS						15.60
JOB # 2 TOTAL LABOR & PARTS						26.97

0# 13105CVZL GENERAL MAINTENANCE TECH(S): 95884 0700
CUSTOMER REQUEST THAT WE CHECK BRAKES.
FRONT BRAKES ARE APPROX 50% WORN REAR BRAKES ARE
APPROX 35-40% WORN.

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

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SHW SHOP SUPPLIES		2.83
		TOTAL - MISC	2.83

TERMS: CASH UNLESS ARRANGEMENTS MADE

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SHOP MATERIALS

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ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too. Because they believe this, they are more likely to follow the regulations. Compliance with these regulations increase the cost of service. Consequently, the cost savings that dealerships can realize by not complying with these regulations costs simply result in an increased hourly labor charge. The dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

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

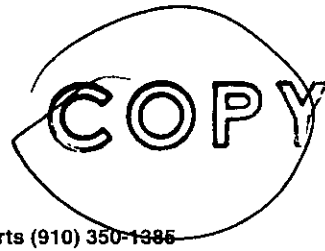
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REGULAR SERVICE HOURS AND THEN ONLY TO THE REG-
ISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



Goodwrench

Thank You





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

CUSTOMER NO. 22889	ADVISOR JOHN TILGHMAN	20339	TAG NO. G116	INVOICE DATE 08/02/07	INVOICE NO. CVCS100121
WILMINGTON, NC	LABOR RATE		MILEAGE 20,212	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.D. DATE 08/02/07		
NO EMAIL	RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
MO: 20212					

TOTALS	
*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR.... 28.32
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS.... 15.60
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET... 0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G.... 0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG. 2.83
* your future service visits even better. *	TOTAL MISC DISC 0.00
*****	TOTAL TAX..... 1.05
	TOTAL INVOICE \$ 47.80

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Thank You





COPY

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CUSTOMER NO.	22889	ADVISOR	JOHN TILGHMAN	20339	TAG NO.	G133	INVOICE DATE	01/30/07	INVOICE NO.	CVCS81606
[REDACTED] WILMINGTON, NC [REDACTED]		LABOR RATE	[REDACTED]	MILEAGE		14,078	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES	
		06/CHEVROLET/MALIBU/4DR SDN							9	
		VEHICLE I.D. NO.						SELLING DEALER NO.	PRODUCTION DATE	
1 G 1 Z T 5 1 8 6 6 F										
NO EMAIL		F.T.E. NO.			P.O. NO.		R.O. DATE		01/30/07	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							
			MO: 14078							

LABOR & PARTS
#2110CVZ6K DRIVEABILITY TECH(S) 71513 WARRANTY
CUSTOMER STATES THERE IS A NOISE LIKE A LEAF IN THE AC OR HE
AT ONLY AT 25 PLUS MILES PER HOUR NOT SITTING STILL
LOOSE PLASTIC COWL
TEST DROVE TO VERIFY COMPLAINT, FOUND GM DOC.1891671, REMOVE
D PLASTIC COWL CLEANED IT AND WINDSHIELD AND ADDED 2 SIDED
TAPE TO UPPER EDGE, REINSTALLED AND TEST DROVE TO VERIFY
CORRECTION, NO FURTHER NOISES CAN BE HEARD AT THIS TIME

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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

#2101CVZ6K 6000 MILE SERVICE TECH(S) 71513 2832
CUSTOMER REQUESTS 6000 MILE INTERVAL SERVICE.
LUBRICATED AND INSPECTED SUSPENSION, DRIVE LINE AND STEERING
CHANGED ENGINE OIL AND FILTER. INSPECTED AIR FILTER AND
FLUID LEVELS, TOPPED OFF AS REQUIRED. THOROUGHLY INSPECTED
ENGINE DRIVE BELTS AND HOSES. ROTATED TIRES LATERALLY AND
ADJUSTED AIR PRESSURE FOR LONGER LIFE. PERFORMED 27 POINT
VEHICLE INSPECTION.

SHOP MATERIALS

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ENVIRONMENTAL COMPLIANCE CHARGE

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	OIL	Q-STATE	11.60
JOB # 2	1	25010792	FILTER 1.836	4.00
JOB # 2 TOTAL PARTS				15.60
JOB # 2 TOTAL LABOR & PARTS				43.92

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

#23105CVZ011 EMISSIONS INSPECTION TECH(S) 71513 2350
CUSTOMER REQUESTS NORTH CAROLINA EMISSIONS INSPECTION.
COMPLETED NORTH CAROLINA EMISSIONS INSPECTION AS REQUESTED.
SEE ATTACHED PRINT OUT FOR RESULTS.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				23.50

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	
JOB # 3	NCSI	NC IM INSPECTION	
TOTAL - MISC			11.68



Goodwrench

Thank You





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CUSTOMER NO. 22889	ADVISOR JOHN TILGHMAN	20339	TAG NO. G133	INVOICE DATE 01/30/07	INVOICE NO. CVCS81606
WILMINGTON, NC	LABOR RATE		MILEAGE 14,078	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 01/30/07
NO EMAIL	RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 14078		

TOTALS.....

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	51.82
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	15.60
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	11.68
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	1.05

TOTAL INVOICE \$ 80.15

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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SHOP MATERIALS

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Goodwrench

Thank You





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CUSTOMER NO. 22889	ADVISOR MIKE HUTSELL	36472	TAG NO. FF55	INVOICE DATE 01/08/07	INVOICE NO. CVCS79376
WILMINGTON, NC	LABOR RATE		MILEAGE 13,879	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/06/07		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 13879

LABOR & PARTS
#1190GVZ41 BODY SHOP DELIVERY TECH(S):8440 INTERNAL
BODY SHOP REQUEST A VEHICLE TO BE CLEANED FOR DELIVERY.
COMPLETED VEHICLE CLEAN UP FOR BODY SHOP.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

*****TO ALL OF OUR CUSTOMERS*****
* Our goal is to have you "COMPLETELY SATISFIED" with each *
* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

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

TOTAL INVOICE \$ 0.00

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

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

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THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



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Thank You





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CUSTOMER NO.	22889	ADVISOR	JOHN TILGHMAN	20339	TAG NO.	5330	INVOICE DATE	01/05/07	INVOICE NO.	CVCS79125
		LABOR RATE			MILEAGE	12,875	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES			9
		VEHICLE I.D. NO.	1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE			
		F.T.E. NO.				P.O. NO.	R.O. DATE			01/04/07
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							

MO: 12876

LABOR & PARTS

#1200CVZ0072 4 WHEEL (BODYSHOP) TECH(S): 1070 59.95
BODY SHOP REQUESTS 4 WHEEL ALIGNMENT.
ALIGNED ALL FOR WHEELS TO SPECS. SEE ATTACHED PRINT OUT
FOR SPECS.

JOB # 1 TOTAL LABOR & PARTS 59.95

TOTALS

*****TO ALL OF OUR CUSTOMERS*****
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* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR.... 59.95
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 59.95

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
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CUSTOMER SIGNATURE

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

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

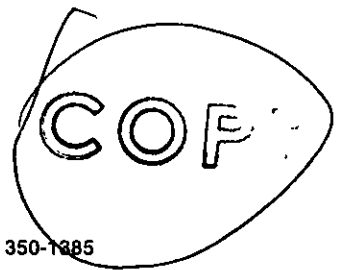
THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



Goodwrench

Thank You





228 South College Road • Wilmington, NC 28403
Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1885

CUSTOMER NO. 22889	ADVISOR KEVIN KUTZ	4652	TAG NO. 5330	INVOICE DATE 01/04/07	INVOICE NO. CVCB78257
WILMINGTON, NC	LABOR RATE		MILEAGE 12,875	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/26/06		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 12875

LABOR & PARTS
#1 96CVZALLSTATEWALLSTATECLAIM TECH(S): 88713 174.00

BODY REPAIR PER ESTIMATE
COMPLETED BODY REPAIR PER ESTIMATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1	15868494	LAMP 2.679		233.92
JOB # 1	1	12335940	FASCIA 7.831		311.03
JOB # 1 TOTAL PARTS					544.95
JOB # 1 TOTAL LABOR & PARTS					718.95

#2 96CVZALLSTATEWALLSTATECLAIM TECH(S): 22200 25770 296.00

REFINISH PER ESTIMATE
--- USE JOURNAL PREFIX P !!! ---
REFINISHED PER ESTIMATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					296.00

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1.0		MATERIALS	@	170.400 /UNIT
JOB # 1	1.0		COVER	@	3.000 /UNIT
JOB # 1	1.0		STRIPES	@	11.000 /UNIT
TOTAL - GOG					184.40

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # 1	BHW	BODY SHOP SHOP SUPPLIES	
TOTAL - MISC			5.00

COMMENTS
DELETED OPERATION(S)
97CVZFRAME REPAIR FRAME 98CVZMECHANICAL MECHANICAL REPAIR

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

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

SHOP MATERIALS

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

ENVIRONMENTAL COMPLIANCE CHARGE

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Goodwrench

Thank You





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CUSTOMER NO.	22889	ADVISOR	KEVIN KUTZ	4652	TAG NO.	5330	INVOICE DATE	01/04/07	INVOICE NO.	CVCB78257	
[REDACTED] WILMINGTON, NC		LABOR RATE	[REDACTED]		MILEAGE	12,875	COLOR	LASER BLUE	STOCK NO.		
		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES			
		06/CHEVROLET/MALIBU/4DR SDN					SELLING DEALER NO.	PRODUCTION DATE			
		VEHICLE I.D. NO.					R.O. DATE				
1 G 1 Z T 5 1 8 6 6 F					12/26/06						
NO EMAIL		R.T.E. NO.		P.O. NO.							
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS								
				MO: 12875							

TOTALS-----

*****TO ALL OF OUR CUSTOMERS*****

* Our goal is to have you "COMPLETELY SATISFIED" with each *
* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR....	470.00
TOTAL PARTS....	544.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	184.40
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	36.78
TOTAL INVOICE \$	1241.13

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

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

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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Goodwrench

Thank You



The Reynolds and Reynolds Company EPALZPLINWE CC206589 Q (04/07)



COPY

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CUSTOMER NO.	22889	ADVISOR	GENERAL ADVISOR	35170	TAG NO.	B629	INVOICE DATE	11/10/06	INVOICE NO.	CVCS74314
		LABOR RATE			MILEAGE	10,543	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE		DELIVERY MILES		9
		VEHICLE I.D. NO.	1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.				P.O. NO.		R.O. DATE		11/10/06
NO EMAIL		RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 10543				

LABOR & PARTS
205CVZ001 LUBE, OIL, FILTER, TECH(S): 57225 11:37
CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.
COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.
ALSO, LUBRICATED SUSPENSION AS REQUIRED, ADJUSTED TIRE AIR
PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL
UNDER HOOD FLUID LEVELS TO PROPER LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25010792	FILTER 1.836	4.00
JOB # 1	1	OIL	Q-STATE	11.60
JOB # 1 TOTAL PARTS				15.60
JOB # 1 TOTAL LABOR & PARTS				26.97

260CVZ INTERIOR TRIM, TECH(S): 57225 0:00
CUSTOMER STATES THERE IS A RATTLE IN THE FAN AREA
NOISE NOT HEARD AT TIME OF SERVICE.
NO CORRECTION MADE.

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

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	
TOTAL - MISC			1.14

TOTALS

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	11.37
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	15.60
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	1.14
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	1.09

TOTAL INVOICE \$ 29.20

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

GM
Goodwrench
Thank You





COPY

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CUSTOMER NO.	22889	ADVISOR	MIKE YATES	48240	TAG NO.	2071	INVOICE DATE	07/07/06	INVOICE NO.	CVCS61983
		LABOR RATE			MILEAGE	4,996	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE		DELIVERY MILES		9
		VEHICLE I.D. NO.	1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.				P.O. NO.		R.O. DATE		07/07/06
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							

MO: 4996

LABOR & PARTS
1 01CVZ3K 3000 MILE SERVICE TECH(S): 129922 11:37

CUSTOMER REQUESTS 3000 MILE INTERVAL SERVICE.
LUBRICATED AND INSPECTED FRONT SUSPENSION, DRIVE LINE AND
STEERING. CHANGED ENGINE OIL AND FILTER. ADJUSTED TIRE
PRESSURE. INSPECTED AIR FILTER AND FLUID LEVELS. TOPPED
OFF AS REQUIRED. THOROUGHLY INSPECTED ENGINE DRIVE BELTS AND
HOSES. PERFORMED 27 POINT VEHICLE INSPECTION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		25010792	FILTER 1.836	4.00
JOB # 1	1		OIL	Q-STATE	11.60
JOB # 1 TOTAL PARTS					15.60
JOB # 1 TOTAL LABOR & PARTS					26.97

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	
TOTAL - MISC			1.14

COMMENTS
CUSTOMER WAITING

TOTALS

TOTAL LABOR	11.37
TOTAL PARTS	15.60
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	1.14
TOTAL MISC DISC	0.00
TOTAL TAX	1.09
TOTAL INVOICE \$	29.20

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Goodwrench

Thank You



April 18, 2011

[REDACTED]
Wilmington, NC [REDACTED]

Service Request Number: 71-719148409

Dear [REDACTED]

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

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, 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

[REDACTED]
Wilmington, NC [REDACTED]

April 6, 2009

General Motors Corporation
Consumer Relations Department
3044 West Grand Boulevard
Detroit, Michigan 48202

Dear Manufacturer:

I leased a New 2006 Chevrolet Malibu VIN #1G1ZT51866F [REDACTED] on March 18, 2006 from Jeff Gordon Chevrolet in Wilmington, NC. Since leasing the car I have had to return to the dealership a total of 5 times for Steering issues beginning August of 2007 and a total of 4 times for the Gear Shifter and Key Release issues beginning December of 2008. The following are the dates that my car was returned to Jeff Gordon Chevrolet for these issues:

8-14-07	thru	8-23-07	Steering
1-31-08	thru	2-5-08	Steering
9-15-08	thru	9-17-08	Steering
12-1-08	thru	12-5-08	Steering/Gear Shifter/Key Release
1-9-09			Gear Shifter/Key Release
2-16-09			Gear Shifter/Key Release
3-25-09	thru	3-26-09	Steering/Gear Shifter/Key Release

I am enclosing a copy of each of the invoices for all services and a copy of the Dealer Summary History to reference these invoices.

I am currently having the same issues with the Steering, Gear Shifter and Key Release in my car. Since these issues are recurrent and substantially impair the safety, use and value of my car I am requesting information about your Arbitration Program.

Sincerely,
[REDACTED]

04-22-09A08:22 RCVD

04/06/2009
08:31:21

SUMMARY HISTORY DISPLAY

3100
PAGE 1

CUSTOMER NAME

[REDACTED]

SERIAL NO. 1G1ZT51866F

[REDACTED]

TOTAL R/O'S 22

TOTAL SERV. DAYS 49

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	158563	03/25/2009	35320	A 123923				
				T 111095	1	W	51CVZ	BODY ELECTRICAL
				T 111095	2	W	45CVZ01	STEERING/SUSPENS
2	155124	02/16/2009	34803	A 123923				
				T 17619	1	C	01CVZ3K	3000 MILE SERVIC
				T 17619	2	C	03CVZ02	EMISSIONS INSPEC
				T 17619	3	W	51CVZ01	BODY ELECTRICAL
				T 17619	4	C	90CVZ	DETAIL OPERATION
3	155194	02/16/2009	34803	A 36472				
				T 126747	1	C	90CVZ54	WASH AND VAC
4	151883	01/09/2009	33970	A 123923				
				T 26377	1	W	51CVZ01	BODY ELECTRICAL
5	148080	12/01/2008	33149	A 123923				
				T 17619	1	W	51CVZ	BODY ELECTRICAL
				T 17619	2	W	45CVZ	STEERING/SUSPENS
				T 95884				
6	141172	09/22/2008	30929	A 48240				
				T 17619	1	I	40CVZ	BRAKES
7	140649	09/16/2008	24959	A 36472				
				T 8440	1	I	90CVZ54	WASH AND VAC
8	140545	09/15/2008	30918	A 48240				
				T 17619	1	W	45CVZ08	REPEAT CONCERN
				T 17619	2	C	00CVZ001	*LUBE, OIL, FILT
				T 17619	3	C	00CVZ00111	27 POINT INSPECT
				T 17619	4	C	00CVZ015	*FRONTBRAKEJOB/R
				T 17619	5	C	00CVZ0181	*REAR PADS AND R
9	118607	02/04/2008	24959	A 36472				
				T 95733	1	C	90CVZ59	DO NOT USE
				T 118355				
				T 118355	2	C	90CVZ33	SPECIAL REQUEST
10	118387	01/31/2008	24960	A 48240				
				T 119528	1	C	05CVZ001	*LUBE, OIL, FILT
				T 119528	2	C	05CVZ00111	27 POINT INSPECT
				T 57225	3	W	45CVZ	STEERING/SUSPENS
				T 119528				
				T 111095				
				T 119528	4	C	00CVZ026	REPLACE TWO TIRE
				T 119528	5	C	03CVZ02	EMISSIONS INSPEC
11	102405	08/23/2007	20216	A 10992				
				T 119528	1	W	45CVZ	STEERING/SUSPENS
12	101210	08/14/2007	20706	A 10992				
				T 119528	1	W	45CVZ	STEERING/SUSPENS
				T 111095				
				T 111095	2	W	00CVZ006	2 WHEEL ALIGNMEN
				T 119528	3	W	51CVZ01	BODY ELECTRICAL
13	100121	08/02/2007	20212	A 20339				
				T 95884	1	C	05CVZ002	*TIRE ROTATION
				T 95884	2	C	05CVZ001	*LUBE, OIL, FILT
				T 95884	3	C	05CVZ	GENERAL MAINTENA

COPY

04/06/2009
08:31:21

SUMMARY HISTORY DISPLAY

-3100
PAGE 2

CUSTOMER NAME [REDACTED] SERIAL NO. 1G1ZT51866F [REDACTED]
TOTAL R/O'S 22 TOTAL SERV. DAYS 49 MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
14	81606	01/30/2007	14078	A 20339				
				T 71513	1	W	10CVZ	DRIVEABILITY
				T 71513	2	C	01CVZ6K	6000 MILE SERVIC
				T 71513	3	C	05CVZ011	EMISSIONS INSPEC
15	79376	01/06/2007	13879	A 36472				
				T 8440	1	I	90CVZ41	BODY SHOP DELIVE
16	79125	01/04/2007	12876	A 20339				
				T 1070	1	C	00CVZ0072	4 WHEEL (BODYSHOP
17	78257	12/26/2006	12875	A 4652				
				T 88713	1	C	96CVZALLSTATE	ALLSTATE CLAIM
				T 22200	2	C	95CVZALLSTATE	ALLSTATE CLAIM
				T 25770				
18	74314	11/10/2006	10543	A 35170				
				T 57225	1	C	05CVZ001	*LUBE, OIL, FILT
				T 57225	2	C	60CVZ	INTERIOR TRIM
19	61983	07/07/2006	4996	A 48240				
				T 129922	1	C	01CVZ3K	3000 MILE SERVIC
20	51518	03/20/2006	9	A 114915				
				T 49807	1	I	90CVZ12	NEW VEHICLE DELI
21	63094C	01/12/2006	5	A 114915				
				T 2091	1	I	PDICV	
				T 71513	2	I	SI1CV	
22	62760C	01/09/2006	4	A 38769				
				T 49807	1	I	NVDTCV	
				T 49807	2	I	DPSCV	

COPY



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CUSTOMER NO. 22889	ADVISOR DAN PLESS	123923	TAG NO. R076	INVOICE DATE 03/26/09	INVOICE NO. CVCS158563
WILMINGTON, NC	LABOR RATE		MILEAGE 35,319	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/25/09		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
MO: 35320					

LABOR & PARTS					
5#1151CVZ4 BODY/ELECTRICAL TECH(S):111095 WARRANTY					
CUSTOMER STATES WHEN STARTING FIRST THING IN AM IT IS HARD TO GET GEAR SELECTOR INTO GEAR. THEN AFTER THAT IT IS HARD TO GET KEY OUT OF IGNITION AFTER TURNING OFF ENGINE. SHIFTER STICKING. REPLACE FLOOR SHIFT CONTROL ASSEMBLY ADJUST SHIFTER CABLE AN AND VERIFY PROPER PARK LOCK CABLE ADJUSTMENT					
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	15858912	CONTROL 4.004		WARRANTY
JOB # 1	1	11588695	RETAINER 15.222		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

5#1245CVZ01 STEERING/SUSPENSION TECH(S):111095 WARRANTY					
CUSTOMER STATES FRONT SUSPENSION SEEMS TO HAVE LOOSE PLAY. COULD NOT DUPLICATE. INSPECT FRONT END COMPONENTS ALL TIGHT ROAD TEST NO ABNORMAL NOISES OR PROBLEMS NOTED VERIFIED PROPER TIRE PRESSURE					
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS					
E.B.					
TOTALS					
*****TO ALL OF OUR CUSTOMERS*****					
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* service visit. Please contact CYNDI MCKENZIE at 1-910- *					
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *					
* let us know what we could have done or can do to make *					
* your future service visits even better. *					

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

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400		TOTAL INVOICE \$	0.00
From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to serving you in the future.			
COPY			

CUSTOMER SIGNATURE		DUPLICATE INVOICE	
*****		*****	
PAGE 1 OF 1			
CUSTOMER COPY		[END OF INVOICE] 08:31am	

TERMS: CASH UNLESS ARRANGEMENTS MADE.
WARRANTY DISCLAIMER Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
SHOP MATERIALS This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.
ENVIRONMENTAL COMPLIANCE CHARGE Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rates, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

 Goodwrench <i>Thank You</i>



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

CUSTOMER NO.	22889	ADVISOR	DAN PLESS	123923	TAG NO.	R890	INVOICE DATE	02/16/09	INVOICE NO.	CVCS155124
WILMINGTON, NC		LABOR RATE			MILEAGE	34,803	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES		
		06/CHEVROLET/MALIBU/4DR SDN							9	
		VEHICLE I.D. NO.					SELLING DEALER NO.		PRODUCTION DATE	
		1 G 1 Z T 5 1 8 6 6 F								
NO EMAIL		F.T.E. NO.			P.O. NO.		R.O. DATE		02/16/09	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							
			MO: 34803							

LABOR & PARTS
#1 101GVZ3K 3000 MILE SERVICE TECH(S) 17619 13.00
CUSTOMER REQUESTS 3000 MILE INTERVAL SERVICE.
LUBRICATED AND INSPECTED FRONT SUSPENSION, DRIVE LINE AND
STEERING. CHANGED ENGINE OIL AND FILTER. ADJUSTED TIRE
PRESSURE. INSPECTED AIR FILTER AND FLUID LEVELS. TOPPED
OFF AS REQUIRED. THOROUGHLY INSPECTED ENGINE DRIVE BELTS AND
HOSES. PERFORMED 27 POINT VEHICLE INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25010792	FILTER 1.836	4.77	4.77
JOB # 1	1	OIL	Q-STATE	14.00	14.00
JOB # 1 TOTAL PARTS				18.77	
JOB # 1 TOTAL LABOR & PARTS				31.77	

#2 03GVZ02 EMISSIONS INSPECTION TECH(S) 17619 23.75
CUSTOMER REQUESTS NORTH CAROLINA EMISSIONS INSPECTION.
COMPLETED NORTH CAROLINA EMISSIONS INSPECTION AS REQUESTED.
SEE ATTACHED PRINT OUT FOR RESULTS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				23.75	

#3 51GVZ01 BODY ELECTRICAL TECH(S) 17619 WARRANTY
CUSTOMER STATES HARD TO PUT SHIFTER IN ANY GEAR &
KEY WON'T COME OUT OF IGNITION
KEY LOCK CABLE OUT OF ADJUSTMENT
CHECK FOR BULBENS RELATED FOUND DOC ID #2152392
ADJUST PARK LOCK CABLE, R&R CONSOLE. PERFORM ADJUSTMENT

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

#4 90CVZ4 DETAIL OPERATIONS TECH(S) 17619
CUSTOMER STATED ON-NIGHT DROP TO HAVE CLEANED
SEND TO DETAIL

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHW	SHOP SUPPLIES		3.68
JOB # 2	NCSI	NC IM INSPECTION		8.25
TOTAL MISC				9.93

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Goodwrench

Thank You





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Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CUSTOMER NO.	22889	ADVISOR	DAN PLESS	123923	TAG NO.	R890	INVOICE DATE	02/16/09	INVOICE NO.	CVCS155124
[REDACTED] WILMINGTON, NC [REDACTED]		LABOR RATE	LI	[REDACTED]	MILEAGE	34,803	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES		
		06/CHEVROLET/MALIBU/4DR SDN						9		
		VEHICLE I.D. NO.					SELLING DEALER NO.	PRODUCTION DATE		
1 G 1 Z T 5 1 8 6 6 F [REDACTED]										
NO EMAIL		F.T.E. NO.			P.O. NO.		R.O. DATE		02/16/09	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							
			MO: 34803							

TOTALS-----

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	36.75
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	18.77
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	9.93
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	1.27

TOTAL INVOICE \$ 66.72

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

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

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Thank You



COPY



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CUSTOMER NO.	22889	ADVISOR	MIKE HUTSELL	36472	TAG NO.	R890	INVOICE DATE	02/16/09	INVOICE NO.	CVCS155194
[REDACTED] WILMINGTON, NC [REDACTED]		LABOR RATE	[REDACTED]	MILEAGE		34,803	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES	
		06/CHEVROLET/MALIBU/4DR SDN						SELLING DEALER NO.	PRODUCTION DATE	
		VEHICLE I.D. NO.								
NO EMAIL		1 G 1 Z T 5 1 8 6 6 F				R.O. DATE		02/16/09		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		MO: 34803				

LABOR & PARTS
J# 1 90CVZ54 WASH AND VAC TECH(S): 126747 29.95
CUSTOMER REQUESTS WASH AND VAC. INCLUDES WIPE DOWN OF INTERIOR.
COMPLETED WASH AND VAC AS REQUESTED.

JOB # 1 TOTAL LABOR & PARTS 29.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHW	SHOP SUPPLIES		3.00
TOTAL - MISC				3.00

TOTALS

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* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR....	29.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 32.95

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

COPY





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CUSTOMER NO. 22889	ADVISOR DAN PLESS	123923	TAG NO. R074	INVOICE DATE 01/09/09	INVOICE NO. CVCS151883
WILMINGTON, NC	LABOR RATE		MILEAGE 33,970	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.O. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/09/09		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 33970

LABOR & PARTS
#15151CVZ01 BODY ELECTRICAL TECH(S):26377 WARRANTY

CUSTOMER STATES KEY GETS STUCK IN IGNITION
IGN LOCK CYLINDER IS BINDING
DIAG AND REPLACED AND CODED IGN LOCK CYLINDER THEN TESTED
TECH 26377

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15264798	CYLINDER 2.188 4974		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES	PRICE DIFF FROM OT DEALER	TOTAL - GOG	WARRANTY
JOB # 1			0.00

COMMENTS
PICK UP & DELIEVER

TOTALS

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	0.00
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	0.00
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET....	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	0.00
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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Goodwrench

Thank You





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CUSTOMER NO. 22889	ADVISOR DAN PLESS	123923	TAG NO. R567	INVOICE DATE 12/05/08	INVOICE NO. CVCS148080
	LABOR RATE		MILEAGE 33,140	COLOR LASER BLUE	STOCK NO.
WILMINGTON, NC	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE		DELIVERY MILES 9	
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F	SELLING DEALER NO.		PRODUCTION DATE	
NO EMAIL	F.T.E. NO.	P.O. NO.	O. DATE 12/01/08		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 33149

LABOR & PARTS
1 51GVZ BODY ELECTRICAL TECH(S): 17619 WARRANTY

RLY-CUSTOMER STATES VEHICLE WILL NOT GO IN GEAR AND KEY WILL
NOT COME OUT OF IGNITION.
RELEASE IN SHIFTER STICKING
REPLACE SHIFTER ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858912	CONTROL 4.004		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

2 45GVZ STEERING/SUSPENSION TECH(S): 17619 95884 WARRANTY

CUSTOMER STATES STEERING SEEMS LOOSE AND HAS BAD KNOCK.
LIGHT INTERMEDIATE STEERING SHAFT NOISE. NOISE WORSENS ON
STREETS DOWNTOWN PAVED WITH BRICK
REPLACED INTERMEDIATE STEERING SHAFT WITH REVISED ONE WITH
TEFLON SLEEVE. ALSO INSTALLED FOAM BETWEEN FIREWALL AND
COOLANT RESIVOIR TANK AS STATED IN BULLITEN #2150401

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	25962603	SHAFT KIT 6.526		
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

COMMENTS
NITE DROP

TOTALS

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* let us know what we could have done or can do to make *
* your future service visits even better. *

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

TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Thank You





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CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. Y709	INVOICE DATE 09/22/08	INVOICE NO. CVCS141172
WILMINGTON, NC	LABOR RATE		MILEAGE 30,927	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE			DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F	SELLING DEALER NO.			PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/22/08		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 30929

LABOR & PARTS
#2140CVZ BRAKES TECH(S): 17619 INTERNAL

CUSTOMER STATES: VEHICLE HAS SEVERE BRAKE CHATTER SINCE
COMPLETION OF BRAKE JOB ON LAST VISIT
CARQUEST BRAKE PADS NOT FITTING PROPERLY
RESURFACED REAR ROTORS WITH WIZ WHEEL, REPLACED CARQUEST
PADS GM PADS -ROAD TEST--OK-

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 1 25864605 PAD KIT 5.017
JOB # 1 TOTAL PARTS
JOB # 1 TOTAL LABOR & PARTS

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 SERP SERVICE POLICY
TOTAL - MISC

TOTALS-----

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	0.00
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	0.00
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET....	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	0.00
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

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CELL: [REDACTED]

CUSTOMER NO. 136948	ADVISOR MIKE HUTSELL	TAG NO. 36472 DF99	INVOICE DATE 12/29/08	INVOICE NO. CVCS150649
HILLSDALE, NY	LABOR RATE	LICENSE NO.	MILEAGE 52,714	COLOR GRAY/
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TAHOE/LT 4X4			STOCK NO. P15153
	VEHICLE I.D. NO. 1 G N E K 1 3 T 2 5 J			DELIVERY DATE 12/27/08
	F.T.E. NO.			DELIVERY MILES 52,713
BUSINESS PHONE		P.O. NO.		PRODUCTION DATE
COMMENTS				
MO: 52714				

LABOR & PARTS
#1190CVZ21 USED VEHICLE DETAIL TECH(S): 125754 INTERNAL
CUSTOMER REQUESTS A USED VEHICLE FULL DETAIL.
COMPLETED USED VEHICLE FULL DETAIL AS REQUESTED.

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # 1	SHWD OTHER SUPPLIES DETAIL		INTERNAL
TOTAL - MISC			0.00

TOTALS-----

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	0.00
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	0.00
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET....	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG....	0.00
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

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SHOP MATERIALS

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

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

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

COPY





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

CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. Y611	INVOICE DATE 09/17/08	INVOICE NO. CVCS140545
WILMINGTON, NC	LABOR RATE		MILEAGE 30,918	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE		DELIVERY MILES 9	
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/15/08	REPRINT# 1	
NO EMAIL	RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
MO: 30918					

LABOR & PARTS
J#145CVZ08 REPEAT CONCERN TECH(S):17619 WARRANTY
CUSTOMER STATES: STEERING IS MAKING A KNOCKING NOISE AGAIN
GOING OVER BUMPS AND SLOW TURNS
INTERMEDIATE STEERING SHAFT LUBE MIGRATION
REPLACE STEERING I SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22687711	SHAFT KIT 6.526		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J#200CVZ001 LUBE, OIL, & FILTER TECH(S):17619 13.00
CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.
COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.
ALSO, LUBRICATED SUSPENSION AS REQUIRED, ADJUSTED TIRE AIR
PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL
UNDER HOOD FLUID LEVELS TO PROPER LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	25010792	FILTER 1.836	4.77	
JOB # 2	1	OIL	Q-STATE	14.00	
				JOB # 2 TOTAL PARTS	18.77
				JOB # 2 TOTAL LABOR & PARTS	31.77

J#300CVZ001 27 POINT INSPECTION TECH(S):17619 0.00
CUSTOMER REQUEST A FREE 27 POINT INSPECTION.
TIRES WERE ALL UNDER INFLATED SET TO 30, BRAKES NEEDED
FRONT AND REAR, AIR FILTER SOON
COMPLETED A FREE 27 POINT INSPECTION AS REQUESTED. SEE
ATTACHED SHEET FOR INSPECTION DETAILS.

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

J#400CVZ015 FRONT BRAKE JOB/RESUR TECH(S):17619 90.00
CUSTOMER REQUESTS FRONT BRAKE PAD REPLACEMENT
REPLACED FRONT BRAKE PADS, RESURFACED ROTORS, LUBED CALLIPER
SLIDES, TOPPED OFF BRAKE FLUID, TEST DROVE TO VERIFY REPAIR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	BCD1028	PADS 10522	66.66	
JOB # 4	1	88862650	CLEANER 8.800	6.90	
				JOB # 4 TOTAL PARTS	73.56
				JOB # 4 TOTAL LABOR & PARTS	163.56

J#500CVZ018 REAR PADS AND RESUR TECH(S):17619 90.00
CUSTOMER REQUEST REAR BRAKE PAD REPLACEMENT AND ROTOR
RESURFACE

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Thank You



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CUSTOMER NO.	22889	ADVISOR	MIKE YATES	48240	TAG NO.	Y611	INVOICE DATE	09/17/08	INVOICE NO.	CVCS140545
		LABOR RATE			MILEAGE	30,918	COLOR	LASER BLUE	STOCK NO.	
WILMINGTON, NC		YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES		
		06/CHEVROLET/MALIBU/4DR SDN						9		
		VEHICLE I.D. NO.					SELLING DEALER NO.	PRODUCTION DATE		
		1 G 1 Z T 5 1 8 6 6 F								
NO EMAIL		F.T.E. NO.			P.O. NO.		R.O. DATE	09/15/08	REPRINT# 1	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS							
			MO: 30918							

REPLACED REAR BRAKE PADS, RESURFACED REAR ROTORS, LUBED
SLIDES, TOPPED OFF BRAKE FLUID, TEST DROVE TO VERIFY REPAIR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	BCD1033		PADS 10522	67.11
JOB # 5 TOTAL PARTS					67.11
JOB # 5 TOTAL LABOR & PARTS					157.11

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	
TOTAL - MISC			19.30

COMMENTS
DELETED OPERATION(S)
90CVZ54 WASH AND VAC

TOTALS

*****TO ALL OF OUR CUSTOMERS*****	TOTAL LABOR....	193.00
* Our goal is to have you "COMPLETELY SATISFIED" with each *	TOTAL PARTS....	159.44
* service visit. Please contact CYNDI MCKENZIE at 1-910- *	TOTAL SUBLET...	0.00
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *	TOTAL G.O.G....	0.00
* let us know what we could have done or can do to make *	TOTAL MISC CHG.	19.30
* your future service visits even better. *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	10.76

TOTAL INVOICE \$ 382.50

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
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CUSTOMER SIGNATURE

DUPLICATE INVOICE


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Thank You

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CUSTOMER NO. 22889	ADVISOR MIKE HUTSELL	36472	TAG NO. Y384	INVOICE DATE 02/05/08	INVOICE NO. CVSS118607
WILMINGTON, NC	LABOR RATE		MILEAGE 24,959	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/04/08
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	
NO EMAIL		MO: 24959			

LABOR & PARTS
J#11590CVZ59 DO NOT USE TECH(S): 118355 95733 140.00
CUSTOMER REQUESTS FULL DETAIL FOR CAR OR SMALL TRUCK.
COMPLETED FULL DETAIL FOR CAR OR SMALL TRUCK.

JOB # 1 TOTAL LABOR & PARTS 140.00

J#12190CVZ33 SPECIAL REQUEST TECH(S): 118355 40.00
NEW OR USED VEHICLE DEPARTMENT HAS SPECIAL REQUEST.
REMOVE ALL WINDOW TINT
COMPLETED SPECIAL REQUEST FOR NEW OR USED VEHICLE DEPARTMENT

JOB # 2 TOTAL LABOR & PARTS 40.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	
TOTAL - MISC			18.00

TOTALS

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* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR...	180.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	18.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 198.00

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CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. Y384	INVOICE DATE 02/05/08	INVOICE NO. CVCS118387
WILMINGTON, NC	LABOR RATE		MILEAGE 24,959	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE		DELIVERY MILES 9	
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/31/08		
NO EMAIL	RESIDENCE PHONE		BUSINESS PHONE		COMMENTS
MO: 24960					

LABOR & PARTS

J#105CVZ001 LUBE OIL FILTER TECH(S):119528 11.37
CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.
COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.
ALSO, LUBRICATED SUSPENSION AS REQUIRED, ADJUSTED TIRE AIR
PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL
UNDER HOOD FLUID LEVELS TO PROPER LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017524	FILTER 1.836	4.27	4.27
JOB # 1	1	OIL	Q-STATE	11.60	11.60
JOB # 1 TOTAL PARTS				15.87	
JOB # 1 TOTAL LABOR & PARTS				27.24	

J#205CVZ001 27 POINT INSPECTION TECH(S):119528 0.00
CUSTOMER REQUEST A FREE 27 POINT INSPECTION.
PLEASE CHECK ALL TIRES AND BRAKES
COMPLETED A FREE 27 POINT INSPECTION AS REQUESTED. SEE
ATTACHED SHEET FOR INSPECTION DETAILS.

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

J#345CVZ STEERING/SUSPENSION TECH(S):119528 57.225 WARRANTY
CUSTOMER STATES: POWER STEERING IS WHINING AGAIN
STEERING GEAR BINDS WHEN TURNING.
REPLACE STEERING GEAR AND RS OUTER TIE ROD END TO CORRECT
NOISE WHEN TURNING RESET TOE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	15944072	ROD KIT 6.230		WARRANTY
JOB # 3	1	25902150	GEAR 6.508		WARRANTY
JOB # 3	1	25902150	CORE RETURN		WARRANTY
JOB # 3	1	15944090	ROD KIT 6.230		WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J#400CVZ026 REPLACE TWO TIRES TECH(S):119528 23.97
CUSTOMER REQUESTS REPLACE TWO TIRES.
REPLACED AND BALANCED TWO TIRES AS REQUESTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	2	89016781	B2156016 5.880	92.00	184.00
JOB # 4 TOTAL PARTS				184.00	
JOB # 4 TOTAL LABOR & PARTS				207.97	

J#503CVZ02 EMISSIONS INSPECTION TECH(S):119528 23.75
CUSTOMER REQUESTS NORTH CAROLINA EMISSIONS INSPECTION.
COMPLETED NORTH CAROLINA EMISSIONS INSPECTION AS REQUESTED.
SEE ATTACHED PRINT OUT FOR RESULTS.

COPY

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Thank You





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CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. Y384	INVOICE DATE 02/05/08	INVOICE NO. CVCS118387
WILMINGTON, NC	LABOR RATE		MILEAGE 24,959	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 01/31/08
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS MO: 24960	

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					23.75

G.O.G. & SUPPLIES					
JOB # 3	OVERNIGHT FREIGHT				WARRANTY 0.00
TOTAL - GOG					

MISC	CODE	DESCRIPTION			CONTROL NO
JOB # A	SHW	SHOP SUPPLIES			5.91
JOB # 4	TIREFEE	TIRE DISPOSAL FEE			3.68
JOB # 5	NCSI	NC IM INSPECTION			6.25
TOTAL - MISC					15.84

TOTALS					
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* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *					
* let us know what we could have done or can do to make *					
* your future service visits even better. *					

TOTAL LABOR....					59.09
TOTAL PARTS....					199.87
TOTAL SUBLET...					0.00
TOTAL G.O.G....					0.00
TOTAL MISC CHG.					15.84
TOTAL MISC DISC					0.00
TOTAL TAX.....					13.49

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CUSTOMER NO. 22889	ADVISOR BRETT LEE	10992	TAG NO. G392	INVOICE DATE 08/23/07	INVOICE NO. CVCS102405
WILMINGTON, NC	LABOR RATE		MILEAGE 20,214	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE		DELIVERY MILES 9	
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/23/07		
NO EMAIL	RESIDENCE PHONE		BUSINESS PHONE		COMMENTS
					MO: 20216

LABOR & PARTS
#11745CVZ STEERING/SUSPENSION TECH(S):119528 WARRANTY

CUSTOMER STATES THERE IS A LOUD MOANING NOISE FROM THE
STEERING WHEN TURNING.
INTERNAL BUSHING NOISE FROM INSIDE STEERING GEAR.
PARTS WARRANTY FROM RO #101210

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		15858368	GEAR 6.508	
JOB # 1	-1		15858368	CORE RETURN	
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TOTALS

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* your future service visits even better. *

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

TOTAL INVOICE \$ 0.00

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

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.



Goodwrench

Thank You





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

CUSTOMER NO. 22889	ADVISOR BRETT LEE	10992	TAG NO. 392G	INVOICE DATE 08/23/07	INVOICE NO. CVCS101210
[REDACTED] WILMINGTON, NC	LABOR RATE	[REDACTED]	20,706	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.		R.O. DATE 08/14/07	REPRINT# 1
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	
NO EMAIL		MO: 20706			

LABOR & PARTS

J# 1 45CVZ **STEERING/SUSPENSION** **TECH(S): 111095 119528** **WARRANTY**
CUSTOMER STATES THERE IS A LOUD MOANING NOISE FROM THE FRONT
END WHILE TURNING HARD.
CUSTOMER RODE WITH DAN TOZOUR.
HAS A MOANING NOISE WHEN TURNING STEERING WHEEL TURN TO
TURN. HAVE TRIED TO SPRAY SUPER LUBE AROUND STERING SHAFT
BOOT. NOISE STILL THERE. REPLACED STEERING SHAFT. NOISE
STILL THERE. FRONT END SUSPENSION TIGHT. DOES NOT FEEL
OR SOUND LIKE COMING FROM RACK. POSSIBLE NOISE BEING
TRANSFER THOUGH STEERING COLUMN.
CALLED UP TECH LINE. CASE NUMBER 9816103. WAS TOLD
THERE WILL ALWAYS BE SOME NOISE FROM TURNING THE
STEERING WHEEL LOCK TO LOCK. TECHLINE THEN SAID TO TRY
AND LUBE STEERING GEAR AROUND THE DUST BOOT. SLIGHT NOISE
STILL THERE. AFTER THAT WAS SUGGESTED TO REPLACE STEERING
RACK. REPLACED RACK NOISE WENT AWAY.
REPLACED STEERING COLUMN, STILL HEAR NOISE FROM TURN TO
TURN. AGAIN TRIED TO LUBE DOWN STEERING SHAFT. NO GOOD.
REC ORDERED STEERING RACK.
AFTER TALKING TO TECHLINE, REPLACED STEERING GEAR.
NOISE HAS QUIETED DOWN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL WARRANTY WARRANTY
JOB # 1	1	15926870	COLUMN 6.518		
JOB # 1	1	15858368	GEAR 6.508		
JOB # 1	-1	15858368	CORE RETURN		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 00CVZ006 **2 WHEEL ALIGNMENT** **TECH(S): 111095** **WARRANTY**

CUSTOMER REQUESTS TWO WHEEL ALIGNMENT
SEE JOB 1
ALIGNED VEHICLE TO SPEC, ATTACHED ALIGNMENT PRINT OUT.
PERFORMED 4WHEEL ALIGN REAR TOE WAS OUT

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

J# 3 51CVZ01 **BODY ELECTRICAL** **TECH(S): 119528** **WARRANTY**

CUSTOMER STATES THE BRAKE LIGHTS ARE STAYING ON ALL THE
TIME.
BRAKE STOP SWITCH ON BRAKE PEDAL HAS INTERNAL FAULT
SOMETIMES BRAKE LIGHTS STAY ON, OTHERS TIMES NOT
REPLACED BRAKE LIGHT STOP SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	22666955	SENSOR KI 4.625 261		
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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SHOP MATERIALS
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Goodwrench

Thank You





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CUSTOMER NO. 22889	ADVISOR BRETT LEE	1099Z	TAG NO. 392G	INVOICE DATE 08/23/07	INVOICE NO. CVCS101210
WILMINGTON, NC	LABOR RATE	LICENSE NO.	MILEAGE 20,706	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 08/14/07
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	
NO EMAIL				REPRINT# 1	
MO: 20706					

COMMENTS		TERMS: CASH UNLESS ARRANGEMENTS MADE.	
TOTALS-----		WARRANTY DISCLAIMER	
*****TO ALL OF OUR CUSTOMERS***** * Our goal is to have you "COMPLETELY SATISFIED" with each * * service visit. Please contact CYNDI MCKENZIE at 1-910- * * 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to * * let us know what we could have done or can do to make * * your future service visits even better. * *****		Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400		SHOP MATERIALS	
From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to serving you in the future.		This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.	
CUSTOMER SIGNATURE		ENVIRONMENTAL COMPLIANCE CHARGE	
*****		Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.	
DUPLICATE INVOICE		NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	
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CUSTOMER NO. 22889	ADVISOR JOHN TILGHMAN	20339	TAG NO. G116	INVOICE DATE 08/02/07	INVOICE NO. CVCS100121
WILMINGTON, NC	LABOR RATE		MILEAGE 20,212	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE		DELIVERY MILES 9	
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/02/07		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
MO: 20212					

LABOR & PARTS					
J# 1 05CVZ002 *TIRE ROTATION TECH(S): 95884 16.95					
CUSTOMER REQUESTS A TIRE ROTATION. COMPLETED TIRE ROTATION AS REQUESTED. ALSO INFLATED TIRES TO CORRECT PRESSURE.					
PARTS -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----					
JOB # 1 TOTAL PARTS 0.00					
JOB # 1 TOTAL LABOR & PARTS 16.95					
J# 2 05CVZ001 *LUBE, OIL, FILTER TECH(S): 95884 11.37					
CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE. COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED. ALSO, LUBRICATED SUSPENSION AS REQUIRED, ADJUSTED TIRE AIR PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL UNDER HOOD FLUID LEVELS TO PROPER LEVELS.					
PARTS -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----					
JOB # 2 1 25010792 FILTER 1.836 4.00					
JOB # 2 1 OIL Q-STATE 11.60					
JOB # 2 TOTAL PARTS 15.60					
JOB # 2 TOTAL LABOR & PARTS 26.97					
J# 3 05CVZ GENERAL MAINTENANCE TECH(S): 95884 0.00					
CUSTOMER REQUEST THAT WE CHECK BRAKES. FRONT BRAKES ARE APPROX 50% WORN REAR BRAKES ARE APPROX 35-40% WORN.					
PARTS -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----					
JOB # 3 TOTAL PARTS 0.00					
JOB # 3 TOTAL LABOR & PARTS 0.00					
MISC -----CODE-----DESCRIPTION-----CONTROL NO-----					
JOB # A SHW SHOP SUPPLIES 2.83					
TOTAL - MISC 2.83					

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SHOP MATERIALS This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.
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Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CUSTOMER NO. 22889	ADVISOR JOHN TILGHMAN	20339	TAG NO. G116	INVOICE DATE 08/02/07	INVOICE NO. CVCS100121
WILMINGTON, NC	LABOR RATE		MILEAGE 20,212	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/02/07		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
MO: 20212					

TOTALS

*****TO ALL OF OUR CUSTOMERS*****
* Our goal is to have you "COMPLETELY SATISFIED" with each *
* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR.... 28.32
TOTAL PARTS.... 15.60
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 2.83
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.05

TOTAL INVOICE \$ 47.80

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Thank You



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CUSTOMER NO. 22889	ADVISOR JOHN TILGHMAN	20339	TAG NO. G133	INVOICE DATE 01/30/07	INVOICE NO. CVCS81606
WILMINGTON, NC	LABOR RATE	LICENSE NO.	MILEAGE 14,078	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 01/30/07
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	
NO EMAIL		MO: 14078			

LABOR & PARTS
#1210GVZ6K DRIVEABILITY TECH(S) 7/1513 WARRANTY
CUSTOMER STATES THERE IS A NOISE LIKE A LEAF IN THE AC OR HE
AT ONLY AT 25 PLUS MILES PER HOUR NOT SITTING STILL
LOOSE PLASTIC COWL
TEST DROVE TO VERIFY COMPLAINT. FOUND GM DOC.1891671. REMOVE
D PLASTIC COWL CLEANED IT AND WINDSHIELD AND ADDED 2 SIDED
TAPE TO UPPER EDGE. REINSTALLED AND TEST DROVE TO VERIFY
CORRECTION. NO FURTHER NOISES CAN BE HEARD AT THIS TIME

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

#1210GVZ6K 6000 MILE SERVICE TECH(S) 7/1513 28532
CUSTOMER REQUESTS 6000 MILE INTERVAL SERVICE.
LUBRICATED AND INSPECTED SUSPENSION, DRIVE LINE AND STEERING
CHANGED ENGINE OIL AND FILTER. INSPECTED AIR FILTER AND
FLUID LEVELS. TOPPED OFF AS REQUIRED. THOROUGHLY INSPECTED
ENGINE DRIVE BELTS AND HOSES. ROTATED TIRES LATERALLY AND
ADJUSTED AIR PRESSURE FOR LONGER LIFE. PERFORMED 27 POINT
VEHICLE INSPECTION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1			OIL	11.60
JOB # 2	1		25010792	Q-STATE FILTER 1.836	4.00
JOB # 2 TOTAL PARTS					15.60
JOB # 2 TOTAL LABOR & PARTS					43.92

#13105GVZ01 EMISSIONS INSPECTION TECH(S) 7/1513 23150
CUSTOMER REQUESTS NORTH CAROLINA EMISSIONS INSPECTION.
COMPLETED NORTH CAROLINA EMISSIONS INSPECTION AS REQUESTED.
SEE ATTACHED PRINT OUT FOR RESULTS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					23.50

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	5.18
JOB # 3	NCSI	NC IM INSPECTION	6.50
TOTAL - MISC			11.68

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Thank You



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CUSTOMER NO. 22889	ADVISOR JOHN TILGHMAN	TAG NO. 20339	G133	INVOICE DATE 01/30/07	INVOICE NO. CVCS81606
WILMINGTON, NC	LABOR RATE	LICENSE NO.	MILEAGE 14,078	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 01/30/07
NO EMAIL	RESIDENCE PHONE		BUSINESS PHONE		COMMENTS
					MO: 14078

TOTALS

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* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR.... 51.82
TOTAL PARTS.... 15.60
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 11.68
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.05

TOTAL INVOICE \$ 80.15

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From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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COPY





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CUSTOMER NO. 22889	ADVISOR MIKE HUTSELL	36472	TAG NO. FF55	INVOICE DATE 01/08/07	INVOICE NO. CVCS79376
[REDACTED] WILMINGTON, NC	LABOR RATE	[REDACTED]	MILEAGE 13,879	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL	F.T.E. NO.		P.O. NO.	R.O. DATE 01/06/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 13879

LABOR & PARTS
#1190GVZ41 BODY SHOP DELIVERY TECH(S): 8440 INTERNAL
BODY SHOP REQUEST A VEHICLE TO BE CLEANED FOR DELIVERY.
COMPLETED VEHICLE CLEAN UP FOR BODY SHOP.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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* let us know what we could have done or can do to make *
* your future service visits even better. *

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

TOTAL INVOICE \$ 0.00

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
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From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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ENVIRONMENTAL COMPLIANCE CHARGE

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

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

COPY

Goodwrench
Thank You





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

CUSTOMER NO. 22889	ADVISOR JOHN TILGHMAN	20339	TAG NO. 5330	INVOICE DATE 01/05/07	INVOICE NO. CVCS79125
WILMINGTON, NC	LABOR RATE		MILEAGE 12,875	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/04/07		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 12876			

LABOR & PARTS
1 00GVZ0072 4 WHEEL (BODYSHOP) TECH(S) 1070 59.95
BODY SHOP REQUESTS 4 WHEEL ALIGNMENT.
ALIGNED ALL FOR WHEELS TO SPECS. SEE ATTACHED PRINT OUT
FOR SPECS.

JOB # 1 TOTAL LABOR & PARTS 59.95

TOTALS

*****TO ALL OF OUR CUSTOMERS*****
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* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR.... 59.95
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 59.95

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

COPY

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

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SHOP MATERIALS

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Goodwrench

Thank You





228 South College Road • Wilmington, NC 28403
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CUSTOMER NO.	22889	ADVISOR	KEVIN KUTZ	4652	TAG NO.	5330	INVOICE DATE	01/04/07	INVOICE NO.	CVCB78257
[REDACTED] WILMINGTON, NC [REDACTED]		LABOR RATE	[REDACTED]	MILEAGE	12,875	COLOR	LASER BLUE	STOCK NO.		
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES	
		06/CHEVROLET/MALIBU/4DR SDN							9	
NO EMAIL		VEHICLE I.D. NO.				SELLING DEALER NO.		PRODUCTION DATE		
		1 G 1 Z T 5 1 8 6 6 F [REDACTED]								
		F.T.E. NO.				P.O. NO.		R.O. DATE		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		MO: 12875				

LABOR & PARTS
#1 96CVZALLSTATE ALLSTATE CLAIM TECH(S): 88713 174.00
BODY REPAIR PER ESTIMATE
COMPLETED BODY REPAIR PER ESTIMATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15868494	LAMP 2.679	233.92	233.92
JOB # 1	1	12335940	FASCIA 7.831	311.03	311.03
JOB # 1 TOTAL PARTS					544.95
JOB # 1 TOTAL LABOR & PARTS					718.95

#2 95CVZALLSTATE ALLSTATE CLAIM TECH(S): 22200 257.00 296.00
REFINISH PER ESTIMATE
--- USE JOURNAL PREFIX P !!! ---
REFINISHED PER ESTIMATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					296.00

G.O.G. & SUPPLIES
JOB # 1 1.0 MATERIALS @ 170.400 /UNIT 170.40
JOB # 1 1.0 COVER @ 3.000 /UNIT 3.00
JOB # 1 1.0 STRIPES @ 11.000 /UNIT 11.00
TOTAL - GOG 184.40

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	BHW	BODY SHOP SHOP SUPPLIES		5.00
TOTAL - MISC				5.00

COMMENTS
DELETED OPERATION(S)
97CVZFRAME REPAIR FRAME 98CVZMECHANICAL MECHANICAL REPAIR

TERMS: CASH UNLESS ARRANGEMENTS MADE.

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COPY

Goodwrench
Thank You





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Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CUSTOMER NO.	22889	ADVISOR	KEVIN KUTZ	4652	TAG NO.	5330	INVOICE DATE	01/04/07	INVOICE NO.	CVCB78257
		LABOR RATE			MILEAGE	12,875	COLOR	LASER BLUE	STOCK NO.	
		YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/4DR SDN				DELIVERY DATE		DELIVERY MILES	9
		VEHICLE I.D. NO.	1 G 1 Z T 5 1 8 6 6 F				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	12/26/06		
NO EMAIL		RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	MO: 12875			

TOTALS-----TERMS: CASH UNLESS ARRANGEMENTS MADE.

*****TO ALL OF OUR CUSTOMERS*****
* Our goal is to have you "COMPLETELY SATISFIED" with each *
* service visit. Please contact CYNDI MCKENZIE at 1-910- *
* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR.... 470.00
TOTAL PARTS.... 544.95
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 184.40
TOTAL MISC CHG. 5.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 36.78

TOTAL INVOICE \$ 1241.13

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

WARRANTY DISCLAIMER

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

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COPY

GM

Goodwrench

Thank You





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

CUSTOMER NO. 22889	ADVISOR GENERAL ADVISOR 35170	TAG NO. B629	INVOICE DATE 11/10/06	INVOICE NO. CVCS74314
[REDACTED] WILMINGTON, NC	LABOR RATE [REDACTED]	AGE 10,543	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE		DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F	SELLING DEALER NO.		PRODUCTION DATE
NO EMAIL	F.T.E. NO.	P.O. NO.	A.O. DATE 11/10/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 10543		

LABOR & PARTS
1 05CVZ001 *TUBE OIL FILTER TECH(S): 57225 11:37
CUSTOMER REQUESTS AN ENGINE OIL AND OIL FILTER CHANGE.
COMPLETED REPLACING ENGINE OIL AND OIL FILTER AS REQUESTED.
ALSO, LUBRICATED SUSPENSION AS REQUIRED, ADJUSTED TIRE AIR
PRESSURE, CHECKED AIR FILTER, BELTS AND HOSES AND FILLED ALL
UNDER HOOD FLUID LEVELS TO PROPER LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25010792	FILTER 1.836	4.00
JOB # 1	1	OIL	Q-STATE	11.60
JOB # 1 TOTAL PARTS				15.60
JOB # 1 TOTAL LABOR & PARTS				26.97

2 60CVZ INTERIOR TRIM TECH(S): 57225 0:00
CUSTOMER STATES THERE IS A RATTLE IN THE FAN AREA
NOISE NOT HEARD AT TIME OF SERVICE.
NO CORRECTION MADE.

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

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	
TOTAL - MISC			1.14

TOTALS

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* 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to *
* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR...	11.37
TOTAL PARTS...	15.60
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.14
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.09

TOTAL INVOICE \$ **29.20**

COPY

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
We thank you for your business and look forward to
serving you in the future.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Goodwrench

Thank You





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Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240	TAG NO. 2071	INVOICE DATE 07/07/06	INVOICE NO. CVCS61983
WILMINGTON, NC	LABOR RATE		MILEAGE 4,996	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4DR SDN			DELIVERY DATE	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/07/06		
NO EMAIL					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 4996			

LABOR & PARTS
#1101GVZ3K 3000 MILE SERVICE TECH(S): 129922 11.37

CUSTOMER REQUESTS 3000 MILE INTERVAL SERVICE.
LUBRICATED AND INSPECTED FRONT SUSPENSION, DRIVE LINE AND
STEERING. CHANGED ENGINE OIL AND FILTER. ADJUSTED TIRE
PRESSURE. INSPECTED AIR FILTER AND FLUID LEVELS. TOPPED
OFF AS REQUIRED. THOROUGHLY INSPECTED ENGINE DRIVE BELTS AND
HOSES. PERFORMED 27 POINT VEHICLE INSPECTION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		25010792	FILTER 1.836	4.00
JOB # 1	1		OIL	Q-STATE	11.60
JOB # 1 TOTAL PARTS					15.60
JOB # 1 TOTAL LABOR & PARTS					26.97

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHW	SHOP SUPPLIES	
TOTAL - MISC			1.14

COMMENTS
CUSTOMER WAITING

TOTALS

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* let us know what we could have done or can do to make *
* your future service visits even better. *

TOTAL LABOR....	11.37
TOTAL PARTS....	15.60
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.14
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.09

TOTAL INVOICE \$ 29.20

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We thank you for your business and look forward to
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COPY

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Goodwrench

Thank You



07 - Safety Concerns

00000113874 - Bob Fisher Chevrolet Inc

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

OLEY PA

VIN: 1G1ZS58F77F

Chevrolet - 3130320140983

4-5-09

I Don't Know How to Fill this ~~Survey~~
 Survey out, I got a few + A ^{So} ~~LES~~, CALLS
 from GM, that I DIDN'T ANSWER. I
 WAS trying to give CRAIG MILLER (Service
 Manager) time to fix my CAR. He WANTED
 me to give A good Report. He DOESN'T
 Know what the Problem is, So I HAVE
 To write this Letter.

I HAVE ^{AN} ON CHEVY MALIBU (I Love it) till I
 STARTED to HAVE Problems.

I took it to BOB FISHER, POTTSVILLE PK
 Reading, PA. BECAUSE, I WAS DRIVING NORMAL
 AND ALL OF A SUDDEN, MY STEERING WHEEL
 WANTED go ANOTHER WAY, THAN I WAS
 Steering, IT WAS A STRAIGHT RD. ALSO
 MY TRACTION LIKE WENT ON. ROAD CONDITN
 WERE GOOD. I ALSO HAD 4 STUDDED SNOW
 Tires ON, WHICH I HAD ON EVER SINCE

I got my CAR (winter time) in Dec 06. I
 CALLED FISHER UP next morning, He

1ST SAID I SHOULD Bring it over. I WAS there

^{time} 2-16-09 A 1/2 Hour, ^{Later} CRAIG MILLER, CAME OUT & SAID
 My 4 STUDDED SNOW Tires WERE OVER

INFLATED, SO He took Air OUT. SAID
 IT WOULD Be OK. Steering WAS SAME
 DID NOT Do IT ALL the time, BUT STILL
 DID IT LIKE Before traction was on

② Second time 2-19-09

Craig Road tested & BALAWID & something to the Steering Sensor. He SAID that ~~should~~ ^{should} do it. He still thought the Snow tires ~~were~~ ^{had} something to do with it.

③ third time - 3-02-09

I took it in for my traction lite & my Steering. He took off my BACK Snow tires. My Steering was same off & on & my traction lite WAS on & off. Sometimes my lite WAS not on when my Steering Acted UP. & Sometimes my Steering WAS OK when my lite WAS on.

one time I started my CAR, & my steering went CRAZY, I WASN'T touching anything, & IT WAS going BACK & forth, I shut my CAR off & then Re started it & it WAS OK.

④ forth time 3-9 thru 3-10-09

I told them I wanted my front Snow tires ~~off~~ off, & I wanted my CAR fixed this time. Also my gas GAUGE lite started to come on when the traction lite. He SAID one lite WAS Burned out. He gave me

A LOWER CAR. HE DROVE MY CAR
64 miles & SAID IT DID IT FOR HIM.

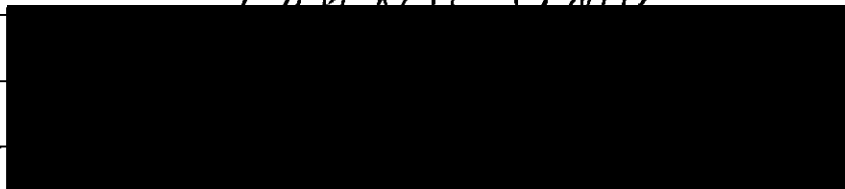
HE PUT AN INTERMEDIATE STEERING
SHAFT IN. HE SAID THAT SHOULD BE FINE
WHEN I PICKED IT UP IT SEEMED FINE,
I DROVE HOME. NEXT MORNING, ON
MY WAY TO WORK, MY LITES WERE
ON RIGHT AWAY. STEERING WAS FINE.
WHEN I GOT OUT OF WORK, ON MY WAY
HOME, LITE WERE ~~ON~~ ^{OUTSIDE}, BUT STEERING
WAS NOT. I AM AFRAID SOMETHING
WILL REALLY BREAK & CAUSE AN ACCIDENT

I CALLED CHAIG MILLER AGAIN,

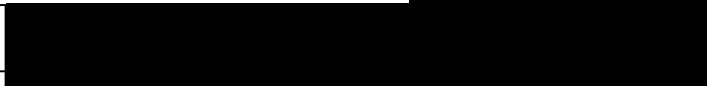
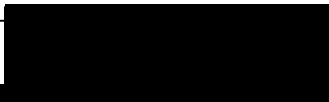
HE SAID HE DOESN'T KNOW WHAT TO
DO, OR WHAT IT IS, HE SAID HE WOULD
HAVE TO DRIVE IT AGAIN. HE PUT
64 miles ON MY CAR, IT DID IT FOR
HIM, IT IS THE SAME THING, IT IS
DOING. I HAVE OVER 29,000 MILES ON MY
CAR, MY WARRANTY IS 36000 MI, I DON'T
NEED HELP PUTTING MILES ON MY CAR.
I DON'T KNOW WHAT TO DO. I CAN'T KEEP
RUNNING OVER THERE, I WAS THERE 4
TIMES FOR THE SAME THING & IT IS
STILL NOT FIXED. EVERYBODY I
TELL, TELLS ME TO CHECK INTO THE
LEMON LAW. I REALLY LIKE

My Card ALL I WANT IS
IT for it to Be fixed ^

Philly 11/11



Oley, PA





1-800-4-A-GEAR

General Motors Corporation
Business Resource Center
PO Box 35179
Detroit, MI 48232-5179

VIA FAX ONLY

June 25, 2009

Craig Miller
BOB FISHER CHEVROLET INC
4111 POTTSVILLE PIKE
READING, PA 19605-1203

RE: [REDACTED]
Service Request: 71-719922307
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS58F77F [REDACTED]
Customer Relationship Specialist: Iris Cruz

Dear Mr. Miller:

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:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**

This is a time sensitive legal matter. The documents are needed within 24 hours. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

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 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation



ROBERT M. SILVERMAN^{+,*}
CRAIG THOR KIMMEL^{+,^}

⁺ Member, PA Bar
^{*} Member, NJ Bar
^x Member, DE Bar
⁻ Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
^{*} Member, OH Bar
[§] Member, MI Bar
[□] Member, NH Bar
[±] Member, CT Bar



1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT^{+,*}
ROBERT A. RAPKIN⁺
MELISSA K. FIALA^{+,^}
ANGELA K. TROCCOLI^{+,^}
FRED DAVIS^{+,^}
AMY L. BENNECOFF^{+,^}
CHRISTINA GILL ROSEMAN^{+,^,§}
RICHARD A. SCHOLER^{+,^}
KATE G. SHUMAKER^{+,^,x}

June 24, 2009

VIA EMAIL ONLY
gmerinfo@gmexpert.com

General Motors Corporation - PA
30007 Van Dyke Avenue
Warren, MI 48090-9065

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2007 Chevrolet Malibu
Date of Purchase: 12/01/2006
Place of Purchase: Mente Chevrolet, Kutztown
VIN: 1G1ZS58F77F [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL
cc: [REDACTED]



1-800-231-8411

General Motors Corporation
Business Resource Center
P.O. Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 25, 2009

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 East Butler Pike
Ambler, PA 19002

RE:

Service Request: 71-719922307
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS58F77F [REDACTED]
Customer Relationship Specialist: Iris Cruz

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated June 24, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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



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



Finance agreement
Repair Orders

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



Chevrolet



Dodge



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V08012008





Iris Cruz/Austin/GM1
06/25/2009 04:22 PM

To joel.1.kruger@gm.com
cc
bcc
Subject legal case 71-719922307

DVM Kruger:

My name is Iris Cruz. This email is to follow up on my voicemail regarding Service Request 71-719922307 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Malibu with 30976 miles. The VIN is **1G1ZS58F77F** [REDACTED]. The customer has been working with Outtemn Chevrolet in Hamburg, PA Mente Chevrolet in Ktztown, PA Bob Fisher Chevrolet in Reading, PA. **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,

Iris Cruz
Business Resource Center

Minacs, An Aditya Birla Group Company

7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 866-790-5700 ext 41188
Facsimile: 866-485-8256
Email: iris_cruz@gmexpert.com

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

VIN: 1G1ZS58F7 7F [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KDXF8K
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 15421	125049		12/23/06	XMC	16.67	
INCTV PAYMENT	13 15421	125049		12/23/06	XMC	16.67	
INCTV APPLICATN	13 15421	125049		12/23/06	XMC	16.67	
INCENTIVE MEMO	13 15421	00031527378		12/21/06	BXW	500.00	
INCTV PAYMENT	13 15421	00031527378		12/21/06	BXW	500.00	
INCTV APPLICATN	13 15421	00031527378		12/21/06	BXW	500.00	
INCENTIVE MEMO	13 15421	00031518805		12/20/06	FFC	26.74	
INCTV PAYMENT	13 15421	00031518805		12/20/06	FFC	26.74	
INCTV APPLICATN	13 15421	00031518805		12/20/06	FFC	26.74	
INCENTIVE MEMO	13 15421	00031518805		12/20/06	BXF	1,000.00	
INCTV PAYMENT	13 15421	00031518805		12/20/06	BXF	1,000.00	
INCTV APPLICATN	13 15421	00031518805		12/20/06	BXF	1,000.00	
DELIVERY D.O.E.	13 15421			12/19/06		0.00	
DELIVERY TO CUS	13 15421			12/18/06		0.00	
EXPIRATION TRAN	13 15421	1AD90291476		07/05/06		0.00	
SETTLEMENT DATE	13 15421	1AD90291476		07/05/06		17,045.35	CR
ORIGINAL INVOIC	13 15421	1AD90291476		06/22/06		17,045.35	
COV/NVIS DATE	13 15421	1AD90291476		06/22/06		0.00	
SHIPMENT DATE	13 15421			06/22/06		0.00	
PRODUCTION (BUI	13 15421			06/22/06		0.00	
PREFERENCE TO P	13 15421			06/01/06		0.00	
GM ORDER ACCEPT	13 15421			05/25/06		0.00	
GM ORDER ACCEPT				05/25/06		0.00	

2007 MALIBU SEDAN LS		CHEVROLET MOTOR DIVISION
75U DARK GRAY METALLIC	/L4G	GENERAL MOTORS CORPORATION
83B TITANIUM		100 RENAISSANCE CENTER
ORDER NO. KDXF8K/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 ZS58 F7 7F		VEHICLE INVOICE 1AD90291476
*****		*****13*15421S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1ZS69 MALIBU SEDAN LS	16990.00	16055.55 INVOICE 06/22/06
FE9 50-STATE EMISSIONS	N/C	N/C SHIPPED 06/22/06
L61 2.2L 4 CYL ENGINE	N/C	N/C EXP I/T 07/05/06
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00 INT COM 07/05/06
		PRC EFF 06/22/06
		KEYS G0848 G0848
		WFP-F QTR OPT-1
		BANK: GMAC - 020
		CHG-TO 15-421
		SHIP WT: 3040
		HP: 18.4
		GMS: 16270.85
		SUPPLR: 16999.66
		MRM: 17640.00
		MEMO 774.50

TOTAL MODEL & OPTIONS	16990.00	16055.55	ACT 231	16195.85
DESTINATION CHARGE	650.00	650.00	H/B 261	509.70
LAM DEALER CONTRIBUTION		169.90	ADV 261	169.90
LAM GROUP CONTRIBUTION		169.90	EXP 65A	169.90
TOTAL	17640.00	17045.35	PAY 310	17045.35
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		16280.80		

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

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

MENTE CHEVROLET-OLDSMOBILE, INC	REMIT TO GMAC NO. 020
	VIN 1G1ZS58F77F
	\$ 17045.35 INV 1AD90291476
	DUE 07/05/06 DEALER 15-421



Iris Cruz/Austin/GM1
06/25/2009 04:22 PM

To joel.1.kruger@gm.com
cc
bcc
Subject legal case 71-719922307

DVM Kruger:

My name is Iris Cruz. This email is to follow up on my voicemail regarding Service Request 71-719922307 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Malibu with 30976 miles. The VIN is **1G1ZS58F77F** [REDACTED]. The customer has been working with Outtemn Chevrolet in Hamburg, PA Mente Chevrolet in Ktztown, PA Bob Fisher Chevrolet in Reading, PA. **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:

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*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,

Iris Cruz
Business Resource Center

Minacs, An Aditya Birla Group Company

7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 866-790-5700 ext 41188
Facsimile: 866-485-8256
Email: iris_cruz@gmexpert.com

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4111 Pottsville Pike (Rt. 61) • Reading, PA 19605-1203

TO:

Fris Cruz

DATE:

6.25.09

FAX#:

SUBJECT:

RO Request # 71-719922307

MESSAGE:

WARRANTY

Invoice #: 144662

DUPLICATE 1

Tag #: TS

OLEY, PA

Home

Bus

Customer #68775

Cell

Email

Name

Service Advisor: 3747 GRAIG MILLER

4111 Potomac Pike (Rt 41) Reading, PA 19606-1203
 Phone (610) 921-0261 Fax (610) 921-2222
 Email: service@hobbschevrolet.com
 www.hobbschevrolet.com

www.bobcarstoday.com									
COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MESSAGE IN	MESSAGE OUT
GRAY	07	CHEVROLET MALIBU			1G1ZS58F77E			28436	28436
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	MO OPENED	READY
18DEC06			12:00 11MAR09		77.00	BSS	11MAR09	10MAR09	11MAR09
DPHONS: ENG 2.2 LTR MR DOHC									

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A TRACTION LIGHT ON AND GAS GAUGE LIGHT ON- ALSO STEERING LOOSE- ALL INTERMITTENTLY

CAUSE: INSTRUMENT CLUSTER LENS COVER OUT OF POSITION

N4180 INSTRUMENT CLUSTER REPLACEMENT

4647 W 0.50

38.05

38.05

EC: 2N PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NM

TPARTS

1000 3805 TLABOR

28436 CK FOR DTS CODES, NONE COVER DASH, INSPECT, LOCATE LOOSE LENS COVER AT TRACTION LIGHT, REMOVE CLUSTER & REFIT BACKGROUND LENS, REINSTALL CLUSTER

B CK STEERING, ERATIC FEELS LUMPY WHEN TURNING OUT OF PARKING AREA

CAUSE: INSUFFICIENT LUBRICATION IN STEERING SHAFT

E7700 INTERMEDIATE STEERING SHAFT REPLACEMENT

4647 W 0.50

153.47

38.05
122.4738.05
122.47

I 25962603 SHAFT KIT

EC: 2N

PART#: 25962603

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NM

8748 12247 TPARTS

1000 3805 TLABOR

28436 ROAD TEST X3, NOTICED KNOCKING IN STEERING, REMOVE & REPLACE INT/STEERING SHAFT, RE/ROAD TEST VEHICLE 64 MILES TOTAL, FINE!!! CRM

C** ALT TRANS

CAUSE: E

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN, THANK YOU!

PARTS DESIGNATED WITH A "N" INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURERS REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

(DATE)

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

APPOINTMENTS: 610-921-0261

Warranty Copy

Page 1 of 2

THANK YOU!

WARRANTY

Invoice #: 144662

DUPLICATE 1

Tag #: TS



4111 Potomac Pike (Rt. 64) Reading, PA 19605-1303
 Phone (610) 921-0601 Fax (610) 921-2302
 Email: service@bobsfisher.com
 www.bobsfisher.com

OLBY, PA

Home

Bus

Customer #: 68775

Cell

Email

Service Advisor: 3747 CRAIG MILLER

COLOUR	YEAR	MAKE/MODEL	VIN	CERTIFIC	MILEAGE IN	MILEAGE OUT			
GRAY	07	CHEVROLET MALIBU	1G1ZS58F77E		28436	28436			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
18DEC06			12:00 11MAR09		77.00	BSS	11MAR09	10MAR09	11MAR09
OFFICERS: ENG-13, JAG-14, JAG-15, JAG-16									

DEBTS: ENG 11 DEC 06 PDC

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

3747 W 0.00

0.00

0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: G

M3

0 0 TPARTS

0 0 TLABOR

SUBL FISHER LEASE UNIT #4838

74.00

74.00

FC: 98

 All Bodyshop repairs done by Bob Fisher Chevrolet are covered by a National Limited Lifetime repair warranty for workmanship, including refinishing, for all completed repairs for as long as the customer owns the vehicle.

[Handwritten signature]
[Handwritten signature]
[Handwritten signature]

[Handwritten signature]
[Handwritten signature]
[Handwritten signature]

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRACE US 'COMPLETELY SATISFIED' WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR COMPLETE SATISFACTION IS OUR NUMBER 1 CONCERN, THANK YOU.

PARTS DESIGNATED WITH A "W" INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THE CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR NEGLECT. RECORDS SUPPORTING THE CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

(DATE)

LABOR AMOUNT	76.10
PARTS AMOUNT	122.47
GAS, OIL, LUBE	0.00
SURLET AMOUNT	74.00
MISC CHARGES	0.00
TOTAL CHARGES	272.57
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	272.57

APPOINTMENTS: 610-921-0261

Warranty Copy

Page 2 of 2

THANK YOU!

INVOICE

Invoice #: 144250

Tag #: TSH2



4111 Folsville Ave (E. St.) Reading, PA 19605-1203
 Phone: (610) 921-0261 Fax: (610) 921-7202
 Email: service@bobfisherchevy.com
 www.bobfisherchevy.com

OLEY, PA

Home:

Bus:

Customer #68775

Cell:

Email:

Service Advisor 3747 GRAIG MILLER

VEHICLE INFORMATION									
COLOR	YEAR	MAKE/MODEL			VIN		OWNER	MILEAGE IN	MILEAGE OUT
GRAY	07	CHEVROLET MALIBU			1G1ZS58F77E			28193	28195
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
18DEC06			WAIT 02MAR09		77.00	CASH	02MAR09	02MAR09	02MAR09
COPYRIGHT © 2006 BY HEBB TROIC									

OPTIONS: ENG 1.2 1400 MM DOHC

Service / Body Shop /
Parts Department Hours

Monday to Thursday

7:30am - 7:00pm

Friday

7:30am - 5:00pm

Saturday

8:00am - 12:00pm

Body Shop Closed

LINE OPCODE TECH TYPE HOURS

A TRACTION LIGHT ON & OFF

MISC ROAD TEST, CHECKED FOR CODES -NONE

PARTS: 2860 C 0.30

0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE A: 0.00

28195 CHECKED CODES NONE DROVE LIGHTS NEVER CAME ON

B INSTALL 2 CUSTOMERS TIRES

MB2 MOUNT & COMPUTER BALANCE 2 REAR TIRES

(CUSTOMER SUPPLIED)

PARTS: 2860 C 0.40

0.00 LABOR: 14.95 OTHER: 4.00

TOTAL LINE B: 14.95

MISC WHEEL WEIGHTS

28195 MOUNTED AND BAL 2 REAR TIRES

All Bodyshop repairs done by Bob Fisher Chevrolet are covered by a National Limited Lifetime repair warranty for workmanship, including refinishing, for all completed repairs for as long as the customer owns the vehicle.

Bob Fisher Chevrolet
 4111 Folsville Ave (E. St.)
 Reading, PA 19605-1203
 Phone: (610) 921-0261
 Fax: (610) 921-7202
 Email: service@bobfisherchevy.com
 www.bobfisherchevy.com

Bob Fisher Chevrolet
 4111 Folsville Ave (E. St.)
 Reading, PA 19605-1203
 Phone: (610) 921-0261
 Fax: (610) 921-7202
 Email: service@bobfisherchevy.com
 www.bobfisherchevy.com

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN. THANK YOU

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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(DATE)

LABOR AMOUNT	14.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	4.00
TOTAL CHARGES	18.95
ADJUSTMENTS	0.00
SALES TAX	1.14
PLEASE PAY THIS AMOUNT	20.09

APPOINTMENTS: 610-921-0261

Customer Copy

Page 1 of 1

THANK YOU!

WARRANTY

Invoice #: 143762

Tag #: 64436



4111 Potomac Pike (1st Fl.) - Leesburg, PA 17053-3303
 Phone: (610) 421-4281 Fax: (610) 571-2302
 Email: service@goldschmidt.com
 www.bonhaisales.com

OLEY, PA

Home:

Bus:

Customer #68775

Cell:

Email:

Service Advisor: 3747 CRAIG MILLER

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
GRAY	07	CHEVROLET MALIBU			1G1ZS58F77E			27809	27811
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	F.O. OPENED	READY
18DEC06			17:00 19FEB09		77.00	CASH	19FEB09	19FEB09	19FEB09
OPTIONS: ENG 1.2 LIT 4MT DOHC									

OPTIONS: ENG 1.2 LTR MFI DOLC

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A ROAD TEST FOR ODD FEEL IN STEERING JUST NORMAL DRIVING???

CAUSE: RECALIBRATE STEERING WHEEL POSITION SENSOR

B8432 REPROGRAM ELECTRONIC POWER STEERING CONTROL

MODULE

3840 W 0.80

60.87

60.87

FC: 91 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

ON

0 TPARTS

1840 6087 TLABOR

27811 ROAD TESTED THE VEHICLE AND VERIFIED THE CUSTOMER'S CONCERN.
 FOUND THAT THE FEELING IN THE STEERING WAS A RESULT OF THE POWER
 STEERING CONTROL MODULE TRYING TO FIND "CENTER" POSITION. IF THE
 VEHICLE WAS ALIGNED RECENTLY IT WOULD EXPLAIN WHY THE PSCM LOST ITS
 CENTER. RECALIBRATED THE STEERING WHEEL POSITION SENSOR AND ROAD TESTED
 THE VEHICLE AGAIN. VERIFIED THE REPAIR.

B** SHUTTLE - 2 WAY

CAUSE: 2 WAY SHUTTLE

27911 SHUTTLE - 2 WAY

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

0 TPARTS

0 1500 TLABOR

15.00

15.00

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR COMPLETE SATISFACTION IS OUR NUMBER 1 CONCERN, THANK YOU!

PARTS DESIGNATED WITH A "*" INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. NO CLAIMS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR REPAIRATION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

(DATE)

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY THIS AMOUNT

APPOINTMENTS: 610-921-0261

Warranty Copy

Page 1 of 2

THANK YOU!

WARRANTY

Invoice #: 143762

Tag #: 64436



4111 Forthville Pike (Rt. 61) Reading, PA 19605-1203
Phone (610) 921-0261 Fax (610) 921-0202
Email: service@bobfisher.com
www.bobfisher.com

OLEY, PA

Home:

Bus:

Customer #: 68775

Cell:

Email:

Service Advisor: 3747 CRAIG MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
GRAY	07	CHEVROLET MALIBU	1G1ZS58F7F		27809	27811			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
18DEC06			17:00 19FEB09		77.00	CASH	19FEB09	19FEB09	19FEB09
OPTIONS: ENG:1.3 Liter MFI DOHC									

OPTIONS: ENG 1.1 LTR MTR DOLC

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

All Bodyshop repairs done by Bob Fisher Chevrolet are covered by a National Limited Lifetime repair warranty for workmanship, including refinishing, for all completed repairs for as long as the customer owns the vehicle.

Customer
Signature
Date

Service Advisor
Signature
Date

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN. THANK YOU

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

(DATE)

LABOR AMOUNT	75.87
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	75.87
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	75.87

APPOINTMENTS: 610-921-0261

Warranty Copy

Page 2 of 2

THANK YOU!

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	2G1WH52K2394
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VEHICLE INFORMATION

Merchandising Model :		1WH19 -2003 IMPALA LS SEDAN		Warranty Start Date :		08/30/2003	
BARS Order Type :		70 - RETAIL - STOCK					
Delivering Dealer :		BOB FISHER CHEVROLET INC 4111 POTTSVILLE PIKE READING , PA 19605-1203 (610) 921-0261		Selling Source :		13 - CHEVROLET	
				Site Code :		15196	
				Business Associate Code :		113874	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	09047	ENGINE COMPARTMENT FIRE	04/10/2009	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	08/30/2003	6 miles	08/30/2006	36006 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	08/30/2003	6 miles	08/30/2009	100006 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/30/2003	6 miles	08/30/2011	80006 miles
36/36000 FEDERAL EMISSION	08/30/2003	6 miles	08/30/2006	36006 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/07/2005	076542	#	Z2109 - OWNER APPRECIATION OIL CHANGE	26386 miles
01/03/2005	058481	#	B1783 - WINDSHIELD WIPER BLADE REPLACEMENT	17193 miles

6/27/2009

06/05/2003	A41713	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles
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INVOICE

Invoice #: 143559

Tag #: TSAH



OLEY, PA

Home

Bus

Customer #68775

Cell

Email

Service Advisor: 3747 CRAIG MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
GRAY	07	CHEVROLET MALIBU	1G1ZS58F77E		27688	27690			
DEL DATE	PROB DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
18DEC06			WAIT 16FEB09		77.00	CASH	17FEB09	16FEB09	16FEB09

OPTIONS: ENG 2.2 LTR 4M 4DR

Service / Body Shop /
Parts Department HoursMonday to Thursday
7:30am - 7:00pmFriday
7:30am - 5:00pmSaturday
8:00am - 12:00pm
Body Shop Closed

LINE OPCODE TECH TYPE HOURS

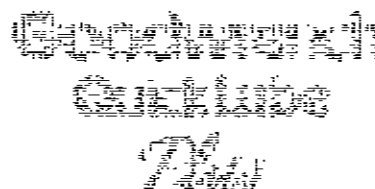
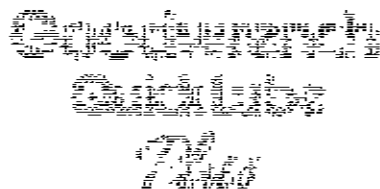
LIST NET TOTAL

A CK FOR BAD LOOSENESS FELT IN STEERING, TURNING TO PARK. ONE TIME
AFTER STARTING CAR, STEERING WHEEL WAS TURNING BY ITSELF WHILE
SITTING STILL IN PARK
MISC NO DTC, ADJ TO CORRECT TIRE PRESS. RE/DRIVE
FINE!!!

PARTS: 1. 18221 ISP 0.30
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

27688 TEST DROVE VEHICLE. NO TROUBLE FOUND. CHECKED FOR CODES. NO
CODES STORED IN SYSTEM. CHECKED TIRE PRESSURES. ALL TIRE PRESSURE WERE
WAY TO HIGH. ALL AT 45 PSI. ARE SUPPOSE TO BE AT 30 PSI. SET ALL TO 30.
RE TEST DROVE. ALL OK AT THIS TIME.

All Bodyshop repairs done by Bob Fisher
Chevrolet are covered by a National Limited
Lifetime repair warranty for workmanship,
including refinishing, for all completed
repairs for as long as the customer owns
the vehicle.



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FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY
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WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR
CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE
MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION"
IS OUR NUMBER 1 CONCERN. THANK YOU

PARTS DESIGNATED WITH A "W" INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

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HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED
AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD
BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

(DATE)

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

APPOINTMENTS: 610-921-0261

Customer Copy

Page 1 of 1

THANK YOU!

WARRANTY

Invoice #: 135398

Tag #: T173



411 Foxville Pike (111-61) Reading, PA 19603-2023
Phone (610) 370-6901 Fax (610) 321-2202
Email: service@fisherchrysler.com
www.fisherchrysler.com

OLEY, PA

Home:

Bus:

Customer #: 68775

Cell:

Email:

Service Advisor: 6990 SCOTT MICHAEL

CCCH	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
GRAY	07	CHEVROLET MALIBU	1G1ZS58E77E		21788	21790			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
18DEC06			WAIT 15SEP08		77.00	CASH	15SEP08	15SEP08	15SEP08
DEFENSES: EMP 13 (1st) MN DORG									

OPTIONS: ENG 3.5 LTR MTH DONG

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

C** FRONT BRAKES PULSATING

CAUSE: OOUT OF ROUND

H0122 FRONT BRAKE ROTOR REFINISHING

138.05 138.05

3502 W 1.90

FC-02002

PARTS

COUNT: 0

CLAIM TYPE:

AUTH CODE:

OR

TPARTS

610-13805 TLABOR

21790 DURING TEST DRIVE FELT BRAKE VIBRATION FROM FT ROTORS, CUT FT ROTORS AND TEST DROVE AFTER, OK

General Motors
Chevrolet
Buick
Cadillac
GMC
Oldsmobile
Pontiac
Saturn
Vauxhall

General Motors
Chevrolet
Buick
Cadillac
GMC
Oldsmobile
Pontiac
Saturn
Vauxhall

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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(DATE)

LABOR AMOUNT	138.05
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	138.05
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	138.05

APPOINTMENTS: 610-921-0261

Warranty Copy

Page 1 of 1

THANK YOU!

68775

129930

INVOICE



4111 Portsville Pike (Rt. 61) Reading, PA 19605-1208
 Phone (610) 921-0261 Fax (610) 921-2202
 Email: bobfisherchev@usa.com
 www.bobfisherchev.com

PAGE 1

OLEY, PA
 HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 6990 SCOTT MICHAEL

SERVICE ADVISOR										8226 SCOTT HARRARD	
COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN / OUT		TAG	
GRAY	07	CHEVROLET MALIBU			1G1ZS58F77E				18439/18440		T101
DEL DATE	PROD DATE	WARR EXP	PROMISED			PO NO	RATE	PAYMENT		INV DATE	
18DEC06 IS											
18DEC06 DD			WAIT 09JUN08				77.00	CASH		09JUN08	
R.O. ORDERED		READY		OPTIONS:		ENG: 2.2 Liter MFI DOHC					

09JUN08	09JUN08							
LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A AFTER 4 P.M. PA EMISSION AND STATE INSPECTION SPECIAL								
A4 AFTER 4 P.M. PA EMISSION AND STATE INSPECTION SPECIAL								
				4647	CCCS	0.90	39.95	39.95
MISC	STICKER FEE	PO#			CCCS		2.00	2.00
MISC	MCY TRANSACTION FEE	PO#			CCCS		2.40	2.40
PARTS:	0.00	LABOR:	19.95	OTHER:	4.40	TOTAL LINE A:		44.35
18440 AI86523896 IM84379901 7.09 TIRES BRAKES LFLIOB RRL								

C	QUICK LUBE COUPON	22.95						
	QL22 QUICK LUBE COUPON	22.95						
	4647	CCCS	0.50			7.93	7.93	
	1	19168257	FILTER			7.02	7.02	
	5	OIL	PER QT			1.90	1.60	8.00
	TIRES TIRE TREAD DEPTH 8/32" OR GREATER						0.00	0.00
	4647	CCCS	0.00					
	BK3 BRAKE LINING REMAINING - 3mm						0.00	0.00
	4647	CCCS	0.00					
PARTS:	15.02	LABOR:	7.93	OTHER:	0.00	TOTAL LINE C:		22.95
18440 COOLANT -40								

CUSTOMER PAY ENVIRONMENTAL FEE FOR REPAIR ORDER								0.80

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	47.88
PARTS AMOUNT	15.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	5.20
TOTAL CHARGES	68.10
LESS INSURANCE	0.00
SALES TAX	4.09
PLEASE PAY THIS AMOUNT	72.19

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE) CUSTOMER SIGNATURE

CUSTOMER COPY

68775

129930

INVOICE



4111 Pottsville Pike (Rt. 61) • Reading, PA 19605-1203
 Phone (610) 921-0261 • Fax (610) 921-2202
 Email: bobfisherchev@usa.com
 www.bobfisherchev.com

OLEY, PA
 HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 6990 SCOTT MICHAEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	07	CHEVROLET MALIBU	1G1ZS58F77E		18439/18440	T101	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
18DEC06 IS							
18DEC06 DD			WAIT 09JUN08		77.00	CASH	09JUN08
R.O. OPENED		READY	OPTIONS: ENG: 2.2 Liter MPI DOHC				

09JUN08

09JUN08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	AFTER 4 P.M.	PA EMISSION AND STATE INSPECTION SPECIAL					
A4	AFTER 4 P.M.	PA EMISSION AND STATE INSPECTION SPECIAL					
	4647	CCCS	0.90			39.95	39.95
MISC	STICKER FEE PO#					2.00	2.00
MISC	MCI TRANSACTION FEE PO#					2.40	2.40
PARTS:	0.00	LABOR:	39.95	OTHER:	4.40	TOTAL LINE A:	44.35
18440	AI86523896	IMB4379901	7.09	TIRESS BRAKES LFLOR RHEE			
C	QUICK LUBE COUPON	22.95					
QL22	QUICK LUBE COUPON	22.95					
	4647	CCCS	0.50			7.93	7.93
1	1916825	FILTER			7.66	7.02	7.02
5	OIL PER QT				1.90	1.60	8.00
	TIRESS TIRE TREAD DEPTH 8/32" OR GREATER					0.00	0.00
	4647	CCCS	0.00			0.00	0.00
BK3	BRAKE LINING REMAINING - 3mm					0.00	0.00
	4647	CCCS	0.00			0.00	0.00
PARTS:	15.02	LABOR:	7.93	OTHER:	0.00	TOTAL LINE C:	22.95
18440	COOLANT - 70						
CUSTOMER PAY	ENVIRONMENTAL FEE FOR REPAIR ORDER						0.80

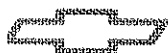
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	47.88
PARTS AMOUNT	15.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.20
TOTAL CHARGES	68.10
LESS INSURANCE	0.00
SALES TAX	4.09
PLEASE PAY THIS AMOUNT	72.19

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE) CUSTOMER SIGNATURE



General Motors Business Resource Center

FAX

FK017 : **Rick Yanac**
Company:
Fax: 6105625495
Phone:

225 **TO : Iris Cruz**
Fax: 866-485-8256
Phone: 866-790-5700x41188
E-mail:

CC:

NOTES:

Thank you for your prompt response to this legal matter.

General Motors Service Policies and Procedures
Article 1.6.3 Retention & Review of Accounts & Records
Dealer Records in Support of Warranty Claims
Page 11

d. Examination of Accounts and Records

Dealer agrees to permit any designated representative of GM to examine, audit, and take copies of any of the accounts and records the dealer is to maintain under the General Motors Dealer Sales and Service Agreement. The records that must be retained and made available upon request, but are not limited to records, accounts, and documents required to be kept by the dealer in the following publications.

- General Motors Service Policies and Procedures Manual
- WINS Claim Processing Manual
- GM Dealer's standard Accounting System Manual
- GM Dealer's Business Manager's Handbook
- Dealer Parts and Accessories Policies and Procedures Manual

e. Reproduction and Retrieval of Records

All records (with associated documents) are to be legible, retrievable and reproducible in the requested format within a reasonable period of time. A reasonable period of time is defined as:

10 records or less	20 minutes
11 to 50	60 minutes
200 or more	One day

06/26/2009
07:38:31

SUMMARY HISTORY DISPLAY

3062
PAGE 1

CUSTOMER NAME		SERIAL NO. 1G1ZS58F77F		MAKE CV CHEVROLET	
TOTAL R/O'S 5		TOTAL SERV. DAYS 7			
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J# T OPERATION CODE. DESCRIPTION.....
1	124775	06/22/2009	32634	A 2459	
				T 25	1 C 02BUZSI STATE INSPECTION
				T 25	2 C 02BUZEI EMISSION INSPECT
				T 2459	3 W 51BUZ01 BODY ELECT CONCE
				T 25	4 W 01BUZMPVI MULTI-POINT INSP
				T 25	5 C 51BUZ BODY ELECTRICAL
				T 25	6 C 40BUZ06 FR PADS & RESURF
2	123274	05/12/2009	30977	A 2459	
				T 29	1 W 51BUZ BODY ELECTRICAL
				T 29	2 I 01BUZMPVI MULTI-POINT INSP
				T 2459	3 W 23BUZ00 PICK UP & DELIVE
3	122967	05/04/2009	30435	A 34	
				T 25	1 I 51BUZ BODY ELECTRICAL
4	122923	05/01/2009	30435	A 34	
				T 3	1 W 45BUZ STEERING/SUSPENS
				T 3	2 C 02BUZLOF LUBE, OIL AND FI
5	122529	04/21/2009	29879	A 34	
				T 13	1 W 45BUZ STEERING/SUSPENS
				T 13	2 I 51BUZ BODY ELECTRICAL
				T 13	3 I 01BUZMPVI MULTI-POINT INSP
				T 13	4 C 02BUZ05A 4 WHEEL ALIGNMEN

Outten**CS122529****CS122529****H A M B U R G****BUICK PONTIAC****CHEVROLET****CHEVY TRUCKS**

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01011BUCS122529

24759**RICK****34****04/21/09****BUCS122529****29,879 GRAY/****OLEY, PA****07/CHEVROLET/MALIBU/4DR SDN LS****1 G 1 Z S 5 8 F 7 7 F****04/21/09****MO: 29879****JOB# 1 CHARGES****LABOR**

J# 1 45BUZ STEERING/SUSPENSION TECH(S):13 WARRANTY
 CUSTOMER STATES AT TIMES WHILE DRIVING STEERING DOES NOT
 SEEM TO BE RESPONSIVE.HAS NO CONTROL
 ROAD TEST, OPEN CIRCUIT INTERNAL @ TIMES IN CONTROL
 TAC 10823300
 REPLACED POWER STEERING MOTOR/CONTROLLER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25805894	MOTOR 6.605		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS**JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00****JOB# 2 CHARGES****LABOR**

J# 2 51BUZ BODY ELECTRICAL TECH(S):13 INTERNAL
 CUSTOMER STATES AT TIMES TRAC LIGHT COMES ON
 LOW FUEL LAMP ON ALSO
 SYSTEM CHECK,
 TAC 10823259, BCM INTERNAL ERROR
 ORDERED BODY CONTROL MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	25861370	MODULE 2.560		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00

JOB# 2 TOTALS**JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00****JOB# 3 CHARGES****LABOR**

J# 3 01BUZMPVI MULTI-POINT INSPECTI TECH(S):13 INTERNAL
 GOODWRENCH MULTIPOINT VEHICLE INSPECTION
 COMPLIMENTS OF OUTTEN SERVICE DEPARTMENT
 REVIEW ATTACHED INSPECTION FOR FOR RECOMMENDED SERVICES

JOB# 3 TOTALS**JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00****JOB# 4 CHARGES****LABOR**

J# 4+02BUZ05A 4 WHEEL ALIGNMENT TECH(S):13 89.95
 PERFORM 4 WHEEL ALIGNMENT
 CHECK SUSPENSION AND STEERING COMPONENTS FOR WEAR/DAMAGE
 CHECK AND ADJUST TIRE PRESSURES AS NECESSARY
 PERFORMED ALL ABOVE LISTED SERVICES EXCEPT AS NOTED

DEAR
VALUED
CUSTOMER,

You may be receiving a survey
from General Motors. This is a report
card on us. Please take the time to fill
out the survey. Our goal is for you to be
"completely satisfied." Please contact
our service manager, Rick Yanac, if
you have any questions. Thank you
for allowing us to serve you.
Lew, Rick, Deb

Outten**CS122529****CS122529****H A M B U R G****BUICK PONTIAC****CHEVROLET****CHEVY TRUCKS**

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01011BUCS122529

24759

RICK

34

04/21/09

BUCS122529

29,879 GRAY/

OLEY, PA

07/CHEVROLET/MALIBU/4DR SDN LS

1 G 1 Z S 5 8 F 7 7 F

04/21/09

MO: 29879

JOB# 4 TOTALS-----

LABOR 89.95

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 89.95

COMMENTS-----
WAITER

TOTALS-----

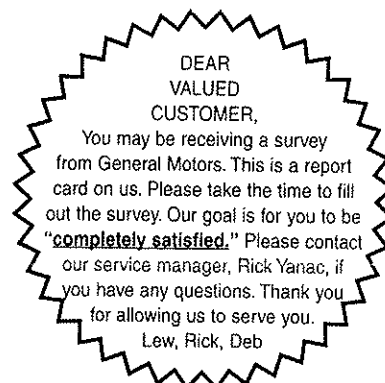
 * Payment Method *
 * *
 * [] Cash [] Check #..... *
 * *
 * [] Visa [] MC [] Discover *
 * *
 * [] A/R [] Gift Certificate *
 * *
 * Payment received by[initials] *
 * *
 * Payment received date *

TOTAL LABOR.... 89.95
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 5.40

TOTAL INVOICE \$ 95.35BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT
www.outtencars.com

CUSTOMER SIGNATURE

DUPLICATE INVOICE



DEAR
VALUED
CUSTOMER,

You may be receiving a survey from General Motors. This is a report card on us. Please take the time to fill out the survey. Our goal is for you to be "completely satisfied." Please contact our service manager, Rick Yanac, if you have any questions. Thank you for allowing us to serve you.
Lew, Rick, Deb

Outtencars

122529

122529

H A M B U R G**BUICK PONTIAC****CHEVROLET****Oldsmobile****CHEVY TRUCKS**

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ	SAFETY CHECK COUPON	MI		03BUZ027	27000 MILE SERVICE	MI	
02BUZ04	ROTATE TIRES	MI		02BUZ05A	4 WHEEL ALIGNMENT	MI	
02BUZ06	CABIN AIR FILTER	MI		02BUZLOF	LUBE, OIL AND FILTER	MI	
02BUZTB	THROTTLE BODY SER.	MI		02BUZGSS	GAS SAVER SPECIAL	MI	
02BUZLOFT	OIL CHANGE TRUCK	MI		02BUZLOFD	OIL CHANGE DRW	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

VEHICLE ID. NO. 1G1ZS58F77F1	YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4DR SDN LS	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 122529
CUSTOMER NO. 24759	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 04/21/09
COLOR GRAY/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO N BUZZ	MMC Y	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 298790
ADVISOR NO. 34	ADVISOR RICK				
<p>authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle.</p>					
TIME RECEIVED 09:23am	DATE/TIME PROMISED 04/21/09 08:30pm	PRIORITY	LABOR RATE		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					

COMMENTS : WAITER		ALL PARTS NEW UNLESS SPECIFIED OTHERWISE POLICY NO.	
1 C 45BUZ STEERING/SUSPENSION CUSTOMER STATES AT TIMES WHILE DRIVING STEERING DOES NOT SEEM TO BE RESPONSIVE.HAS NO CONTROL <i>SEE HISTORY ATTACHED</i> <i>5763156</i> <i>5893255</i>		INS. CO. EXP. DATE / /	
2 C 51BUZ BODY ELECTRICAL CUSTOMER STATES AT TIMES TRAC LIGHT COMES ON Parts Ordered 4/21/09 Dale Phillips From: em 3-5 days N4800.73 Bcm		I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$	
3 I 01BUZMPVI MULTI-POINT INSPECT GOODWRENCH MULTIPOINT VEHICLE INSPECTION		CUSTOMER SIGNATURE ORIGINAL AUTHORIZATION CUSTOMER ACCEPTANCE AUTHORIZED ADDITIONS \$ INITIAL HERE \$ DATE TIME AUTHORIZED BY EMPLOYER <input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS <input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$ <input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$ INITIAL YOUR CHOICE	
WARRANTY PART RETURNED LINE / INITIAL <i>MO</i>		Soc. Sec. No. The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
2580 5894 89.95		TIRE WEAR REMAINING LF RF LR RR BRAKE LINING/DISC. REMAINING LF RF LR RR	



0101J122529

#13 Road Test Vehicle for powersteering pulsing.
Re road test with Rick able to duplicate
on 2nd road test. Replace and calibrate
power steering controller. Old controller open circuit
internal at times

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		122529	3	APR21 10.1
		13	3	APR21 09.8
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	ON
		122529	1	APR21 10.7
		13	1	APR21 10.1

#13 Road Test vehicle for erratic trac. Low Fuel lamp.
was able to finally duplicate in stall after several
powerups. Drag System check. Internal BCM error. ordered
BCM

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	1.2	122529	1	APR21 11.8
		13	1	APR21 10.7

#13 Perform PEA

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	1.5	122529	1	APR21 12.1
		13	1	APR21 11.8

Steering
Case# 10823300
Steve
Lentz

TC Lamp
Case# 10823259

01 00 89 010 H

Body Steering

(TC) Low Fuel Indicator

Steering wheel off center/alignment

Outten**CS122923****CS122923****H A M B U R G****BUICK PONTIAC****CHEVROLET****CHEVY TRUCKS**

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01011BUCS122923

24759**RICK****34****05/01/09****BUCS122923**

OLEY, PA

30,435 GRAY/**07/CHEVROLET/MALIBU/4DR SDN LS****1 G 1 Z S 5 8 F 7 7 F****05/01/09****MO: 30435****JOB# 1 CHARGES****LABOR****J# 1 45BUZ****STEERING/SUSPENSION****TECH(S):3****WARRANTY**

CS AT TIMES TRAC LITE COMES ON

SOP #13

RO 122529 TAC 10823259 BCM INTERNAL ERROR

REPLACED BODY CONTROL MODULE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		25861370	MODULE 2.560	

TOTAL - PARTS**WARRANTY 0.00**

MISC	CODE	DESCRIPTION	CONTROL NO
	DIAGSPOL	DIAGNOSIS BILLED 2 SPOL	

TOTAL - MISC**WARRANTY 0.00****JOB# 1 TOTALS****JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL****0.00****JOB# 2 CHARGES****LABOR****J# 2+02BUZLOF****LUBE, OIL AND FILTER****TECH(S):3****20.19**

PERFORM OIL & FILTER CHANGE

CHANGED OIL & FILTER, ADJUST TIRE PRESSURES,

CHECK ALL FLUID LEVELS

RESET OIL LIFE MONITOR AS NECESSARY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		PK457G	OIL & FILTER	14.76
	1		12605566	FILTER 1.836	****
	5		OIL	MOTOR OIL	****

TOTAL - PARTS**14.76

********JOB# 2 TOTALS****LABOR
PARTS****20.19
14.76****JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL****34.95****COMMENTS****WAITER**

DEAR
VALUED
CUSTOMER,

You may be receiving a survey card on us. Please take the time to fill out the survey. Our goal is for you to be "completely satisfied." Please contact our service manager, Rick Yanac, if you have any questions. Thank you for allowing us to serve you.

Lew, Rick, Deb

Outtter

122923

122923

H A M B U R G

BUICK PONTIAC

CHEVROLET

Oldsmobile

CHEVY TRUCKS

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ	SAFETY CHECK COUPON	MI		03BUZ036	36000 MILE SERVICE	MI	
03BUZ039	39000 MILE SERVICE	MI		02BUZ04	ROTATE TIRES	MI	
02BUZ06	CABIN AIR FILTER	MI		02BUZFUI	FUEL INDUCTION SER.	MI	
02BUZLOF	LUBE, OIL AND FILTER	MI		02BUZTB	THROTTLE BODY SER.	MI	
02BUZGSS	GAS SAVER SPECIAL	MI		02BUZLOFT	OIL CHANGE TRUCK	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/21/09	122529	29879	34	13 13 13	W I C	45BUZ 51BUZ 01BUZMPVI 02BUZ05A	STEERING/SUSPENSION BODY ELECTRICAL MULTI-POINT INSPECT 4 WHEEL ALIGNMENT

SALESPERSON NO.

SERVICE

VEHICLE ID. NO. 1G1ZS58F77F		YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4DR SDN LS		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 122923
CUSTOMER NO. 24759		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 05/01/09
COLOR GRAY/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO	MMG	AIR COND.	P. S.	TRANS	MILEAGE 32430	ADVISOR NO. 34	ADVISOR RICK
N BUZZ		Y	Y	A			

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above

TIME RECEIVED 09:29am	DATE/TIME PROMISED 01/01/10 08:30pm	PRIORITY	LABOR RATE

APPOINTMENT
☒ Yes
☐ No

JOB		ALL PARTS NEW UNLESS SPECIFIED OTHERWISE	
COMMENTS : WAITER		POLICY NO.	
* 45BUZ STEERING/SUSPENSION		INS. CO.	
CS AT TIMES TRAC LITE COMES ON		EXP. DATE	
SOP #13		I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$	
N4800.7		CUSTOMER SIGNATURE	
L.O.F.		ORIGINAL AUTHORIZATION	
WARRANTY PART RETURNED		CUSTOMER ACCEPTANCE	
LINE 1 INITIAL		AUTHORIZED ADDITIONS	
program w/ scentos		\$	
no tis 2 web		DATE	
		TIME	
		AUTHORIZED BY	
		EMPLOYER	
		<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS	
		<input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$	
		<input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$	
		INITIAL YOUR CHOICE	
		Soc. Sec. No.	
		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
		TIRE WEAR REMAINING	
		BRAKE LINING/DISC. REMAINING	



0101J122923

SERVICE COPY

122923

#3 CS: Tree lts come on underneath R

BCM has internal failure

Replace BCM / Refr Set-up

No Traction lts on at present

Repl
BCM

Set
up

#3
MAY01 10.5

MAY01 09.5

6

#3 Ref Log

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	EXP. NO. / OPER. NO.	TIME	NO
	1.2				

#3
MAY01 11.0

MAY01 10.5

5

BCM LDP OVERLAPS w/
STEERING WHEEL CONTROL
PREVIOUSLY REPLACED -
NOT REALLY A COMEBACK -
COMPLAINTS DIFFER - BCM JUST
CONTROLS STEERING

OK:

Outtencars

CS122967



CS122967

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0101IBUCS122967

24759

RICK

34

05/04/09

BUCS122967

30,435 GRAY/

OLEY, PA

07/CHEVROLET/MALIBU/4DR SDN LS

1 G 1 Z S 5 8 F 7 7 F

05/04/09

MO: 30435

JOB# 1 CHARGES-----

LABOR-----

J# 1 51BUZ: BODY ELECTRICAL TECH(S):25 INTERNAL
 CUST STATES WHEN AUTO LAMPS COME ON, TRAC AND LOW FUEL
 WARNING LIGHTS ON DASH ALSO COME ON
 ROAD TEST FOR CONCERN, COULD NOT DUPLICATE, CLEARED CODES
 NO CODES RETURNED
 RECOMMEND CUSTOMER DRIVE, TO SEE IF CODES RETURN

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX	BUCS	JOB# 1 TOTAL	0.00
-----------------------	------	--------------	------

COMMENTS-----

WAITER
 DELETED OPERATION(S)
 23BUZ00 PICK UP & DELIVER

TOTALS-----

 * Payment Method *
 * [] Cash [] Check #..... *
 * [] Visa [] MC [] Discover *
 * [] A/R [] Gift Certificate *
 * Payment received by[initials] *
 * Payment received date *

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

TOTAL INVOICE \$ 0.00

BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT
 www.outtencars.com

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DEAR
 VALUED
 CUSTOMER,

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 Lew, Rick, Deb

Outten

122967

122967

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ	SAFETY CHECK COUPON	MI		03BUZ027	27000 MILE SERVICE	MI	
03BUZ030	30000 MILE SERVICE	MI		03BUZ030A	OLDER 30K SERVICE	MI	
02BUZ04	ROTATE TIRES	MI		02BUZ06	CABIN AIR FILTER	MI	
02BUZFUI	FUEL INDUCTION SER.	MI		02BUZT8	THROTTLE BODY SER.	MI	
02BUZGSS	GAS SAVER SPECIAL	MI		02BUZLOFT	OIL CHANGE TRUCK	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/09	122923	30435	34	3	W	45BUZ	STEERING/SUSPENSION
				3	C	02BUZLOF	LUBE, OIL AND FILTER
04/21/09	122529	29879	34	13	W	45BUZ	STEERING/SUSPENSION
				13	I	51BUZ	BODY ELECTRICAL
				13	I	01BUZMPVI	MULTI-POINT INSPECT
				13	C	02BUZ05A	4 WHEEL ALIGNMENT

SALESPERSON NO.

S E R V I C E

VEHICLE ID NO. 1G1ZS58F77F		YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4DR SDN LS		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 122967
[REDACTED] OLEY, PA		CUSTOMER NO. 24759		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 05/04/09
		COLOR GRAY/		CONTRACT NO. 30684	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE 30,435	ADVISOR NO. 34	ADVISOR RICK
RE [REDACTED]		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.					
TIME RECEIVED 06:29am	DATE/TIME PROMISED 01/01/10 08:30pm	PRIORITY	LABOR RATE				
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		[REDACTED]					

JOB		ALL PARTS NEW UNLESS SPECIFIED OTHERWISE	
COMMENTS : WAITER		POLICY NO.	
1 C * 51BUZ BODY ELECTRICAL CUST STATES WHEN AUTO LAMPS COME ON, TRAC AND LOW FUEL WARNING LIGHTS ON DASH ALSO COME ON		INS. CO. EXP. DATE / /	
2 C 23BUZ00 PICK UP & DELIVER PICK UP AND DELIVER CUSTOMERS VEHICLE		I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$	
		CUSTOMER SIGNATURE	
		ORIGINAL AUTHORIZATION	CUSTOMER ACCEPTANCE
		\$	INITIAL HERE \$
		DATE	TIME
		AUTHORIZED BY	
		EMPLOYER	
		<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS <input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$ <input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$	
		INITIAL YOUR CHOICE	
		Soc. Sec. No.	
		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
		TIRE WEAR REMAINING	LF RF LR RR
		BRAKE LINING/DISC. REMAINING	LF RF LR RR



0101J122967

#05

- 30681 - Read Test For Concern

- 30686 - Could not Duplicate

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 122967	TIME	OFF
		EMP. NO. [REDACTED]		MAY04 08:5
				ON MAY04 07.1

- Cleared Codes At
This Time

- No Codes Returned

- Pass Where not Cleared
After BCM Replace

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 122967	TIME	OFF
		EMP. NO. [REDACTED]		MAY04 07:5
				ON MAY04 08.5

B1370 06

B1001

B1001

Ud113

B1325 03

Outten**CS123274****CS123274****H A M B U R G****BUICK PONTIAC****CHEVROLET****CHEVY TRUCKS**

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0101BUCS123274

24759

LEWIS

2459

05/14/09

BUCS123274

30,976 GRAY/

OLEY, PA

07/CHEVROLET/MALIBU/4DR SDN LS

1 G 1 Z S 5 8 F 7 7 F

05/12/09

MO: 30977

JOB# 1 CHARGES-----

LABOR-----

J# 1 51BUZ BODY ELECTRICAL TECH(S):29 WARRANTY
 TRAC AND LOW FUEL LIGHTS COME ON WHEN AUTO HEADLIGHTS COME
 ON
 TRACE CONCERN TO CLUSTER INTERNAL PROBLEM
 REPLACE AND TEST OK

PARTS-----	QTY----	FP-----	NUMBER-----	DESCRIPTION-----	UNIT PRICE--	WARRANTY
	1		15904973	CLUSTER 9.735		
			MODEL EXCHANGE INV #518177C			
					TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 01BUZMPVI MULTI-POINT INSPECTI TECH(S):29 INTERNAL
 GOODWRENCH MULTIPOINT VEHICLE INSPECTION
 COMPLIMENTS OF OUTTEN SERVICE DEPARTMENT
 REVIEW ATTACHED INSPECTION FOR FOR RECOMMENDED SERVICES

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3+23BUZ00 PICK UP & DELIVER TECH(S):2459 WARRANTY
 PICK UP AND DELIVER CUSTOMERS VEHICLE
 PICKED UP AND DELIVERED CUSTOMERS VEHICLE TO THEIR HOME/WORK

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	WARRANTY
		SHUTTLE SHUTTLE SERVICE		
			TOTAL - MISC	0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

COMMENTS-----
WAITER

DEAR
VALUED
CUSTOMER,
You may be receiving a survey
from General Motors. This is a report
card on us. Please take the time to fill
out the survey. Our goal is for you to be
"completely satisfied." Please contact
our service manager, Rick Yanac, if
you have any questions. Thank you
for allowing us to serve you.
Lew, Rick, Deb

Outtter



123274

123274

H A M B U R G BUICK PONTIAC CHEVROLET Oldsmobile CHEVY TRUCKS

1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ	SAFETY CHECK COUPON	MI		03BUZ027	27000 MILE SERVICE	MI	
03BUZ030	30000 MILE SERVICE	MI		03BUZ030A	OLDER 30K SERVICE	MI	
02BUZ04	ROTATE TIRES	MI		02BUZ06	CABIN AIR FILTER	MI	
02BUZFUI	FUEL INDUCTION SER.	MI		02BUZTB	THROTTLE BODY SER.	MI	
02BUZGSS	GAS SAVER SPECIAL	MI		02BUZLOFT	OIL CHANGE TRUCK	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/04/09	122967	30435	34	25	I	51BUZ	BODY ELECTRICAL
05/01/09	122923	30435	34	3	W	45BUZ	STEERING/SUSPENSION
				3	C	02BUZLOF	LUBE, OIL AND FILTER
04/21/09	122529	29879	34	13	W	45BUZ	STEERING/SUSPENSION
				13	I	51BUZ	BODY ELECTRICAL
				13	I	01BUZMPVI	MULTI-POINT INSPECT

SALESPERSON NO.

S E R V I C E

VEHICLE ID NO. 1G1ZS58F77F		YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4DR SDN LS		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 123274
CUSTOMER NO. 24759		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 05/12/09
		COLOR GRAY/		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO N		M/MC BUZZ	AIR COND Y	P.S. Y	TRANS A	MILEAGE 30976.0	ADVISOR NO. 2459
						ADVISOR LEWIS	
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above							
TIME RECEIVED 08:20am	DATE/TIME PROMISED 05/12/09 08:30pm	PRIORITY	LABOR RATE				
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No							

COMMENTS :
WAITER
1. C* 51BUZ BODY ELECTRICAL
TRAC AND LOW FUEL LIGHTS COME ON WHEN AUTO HEADLIGHTS COME ON
SOP PART 1402

N4180.4

Good Parts why 20144662
2. I* 01BUZMPVI MULTI-POINT INSPECT
GOODWRENCH MULTIPOINT VEHICLE INSPECTION
3. PICK UP + DCH
CHRIS

X 42992

866-790-5700



0101J123274

SERVICE COPY

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

POLICY NO.

INS. CO.

EXP. DATE

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION

CUSTOMER ACCEPTANCE

AUTHORIZED ADDITIONS

\$

INITIAL HERE

\$

DATE

TIME

AUTHORIZED BY

EMPLOYER

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$

INITIAL YOUR CHOICE

Soc. Sec. No.

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

TIRE WEAR REMAINING	LF	RF	LR	RR
BRAKE LINING/DISC. REMAINING	LF	RF	LR	RR

15234618

123274

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 12337	TIME	OFF
	19	EMP. NO. [REDACTED]		ON 1410.6

#25

-Read Tested

30976 - Could not Duplicate

30988 Concerns

ACTUAL CONCERN IS THAT ^{BACK} LIGHT FROM TRUCK
 * FUEL GAUGE BLEEDS TO TRUCK LOW LIGHTS.
 REPLACE CLUSTER - VERIFY CORRECTION - OK.

870 -

HISTORY OF CLUSTER REPLACEMENT

OTHER DEALER DID NOT VERIFY CLUSTER

REPAIRED CUSTOMER'S CONCERN.

OK
 [REDACTED]

Outtencars

CS124775

H A M B U R G**BUICK PONTIAC****CHEVROLET****CHEVY TRUCKS**

1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com



01011BUCS124775

24759

LEWIS

2459

06/22/09

BUCS124775

OLEY, PA

32,633 GRAY/

07/CHEVROLET/MALIBU/4DR SDN LS

1 G 1 Z S 5 8 F 7 7 F

06/22/09

REPRINT# 1

MO: 32634

JOB# 1 CHARGES-----

LABOR-----

J# 1 02BUZSI STATE INSPECTION TECH(S):25 24.95
 ONE FREE STATE INSPECTION PER VEHICLE PER YEAR
 PASS OR FAIL
 STICKER #
 BRAKES:L/F>>>R/F>>>L/R>>>R/R"TIRES:L/F>>>R/F>>>L/R>>>R/R
 -----12---12-----4---4-----7-----4-----6---7---

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

PAST PA STATE INSPECTION STICKER

TOTAL - MISC 2.00
 2.00

JOB# 1 TOTALS-----

LABOR 24.95
 MISC 2.00

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 26.95

JOB# 2 CHARGES-----

LABOR-----

J# 2 02BUZEI EMISSION INSPECTION TECH(S):25 37.55
 PERFORM PA EMISSION INSPECTION
 PERFORMED PENNSYLVANIA EMISSION INSPECTION

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

1 10372246 CAP 3.028 19.11
 TOTAL - PARTS 19.11

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

MCI MCI FEE

TOTAL - MISC 2.40
 2.40

JOB# 2 TOTALS-----

LABOR 37.55
 PARTS 19.11
 MISC 2.40

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 59.06

JOB# 3 CHARGES-----

LABOR-----

J# 3 51BUZ01 BODY ELECT CONCERN TECH(S):2459 WARRANTY
 TRAC AND GAS GAUGE LIGHT ON AGAIN WHEN DARK
 TRAC AND LOW FUEL ARE VISIBLE DUE TO LIGHT BLEED THRU
 FROM BACKLIGHTING OF TACHOMETER AND FUEL LEVEL GAUGE
 CLUSTER IS OPERATING AS DESIGNED AND CANNOT BE REPAIRED
 BLEED THROUGH FROM OTHER AREAS OF CLUSTER IS DUE TO
 DESIGN OF CLUSTER AND REPLACING CLUSTER AGAIN WILL RESULT
 IN SAME OCCURANCE

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

DEAR
 VALUED
 CUSTOMER,

You may be receiving a survey
 from General Motors. This is a report
 card on us. Please take the time to fill
 out the survey. Our goal is for you to be
 "completely satisfied." Please contact
 our service manager, Rick Yanac, if
 you have any questions. Thank you
 for allowing us to serve you.
 Lew, Rick, Deb

CS124775

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H A M B U R G**BUICK PONTIAC****CHEVROLET****Oldsmobile****CHEV TRUCKS**1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ	SAFETY CHECK COUPON	MI		03BUZ030	30000 MILE SERVICE	MI	
03BUZ030A	OLDER 30K SERVICE	MI		03BUZ033	33000 MILE SERVICE	MI	
02BUZ04	ROTATE TIRES	MI		02BUZ06	CABIN AIR FILTER	MI	
02BUZFUI	FUEL INDUCTION SER.	MI		02BUZLOF	LUBE, OIL AND FILTER	MI	
02BUZTB	THROTTLE BODY SER.	MI		02BUZGSS	GAS SAVER SPECIAL	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/12/09	123274	30976	2459	29	W	51BUZ	BODY ELECTRICAL
				29	I	01BUZMPVI	MULTI-POINT INSPECT
				2459	W	23BUZ00	PICK UP & DELIVER
05/04/09	122967	30435	34	25	I	51BUZ	BODY ELECTRICAL
05/01/09	122923	30435	34	3	W	45BUZ	STEERING/SUSPENSION
				3	C	02BUZLOF	LUBE, OIL AND FILTER

SALESPERSON NO.**S E R V I C E**

VEHICLE ID. NO. 1G1ZS58F77F		YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4DR SDN LS		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 24775
CUSTOMER NO. 24759		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 06/22/09
COLOR GRAY/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO N		M/MC BUZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 32633.0	ADVISOR NO. 2459
RESIDENCE PHONE		BUSINESS PHONE		ADVISOR LEWIS			
TIME RECEIVED 07:34am	DATE/TIME PROMISED 06/22/09 08:30pm	PRIORITY		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		LABOR RATE					

COMMENTS : WAIT		ALL PARTS NEW UNLESS SPECIFIED OTHERWISE	
1 C * 02BUZFSI FREE STATE INSPECT ONE FREE STATE INSPECTION PER VEHICLE PER YEAR PASS OR FAIL		POLICY NO.	
2 C * 02BUZEI EMISSION INSPECTION PERFORM PA EMISSION INSPECTION		INS. CO. EXP. DATE / /	
3 W * 51BUZ01 BODY ELECT CONCERN TRAC AND GAS GAUGE LIGHT ON AGAIN WHEN DARK		I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$	
WARRANTY PART RETURNED LINE 2 INITIAL WEL		CUSTOMER SIGNATURE	
		ORIGINAL AUTHORIZATION CUSTOMER ACCEPTANCE AUTHORIZED ADDITIONS	
		\$ INITIAL HERE \$	
		DATE TIME	
		AUTHORIZED BY	
		EMPLOYER	
		<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS	
		<input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$	
		<input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES	
		INITIAL YOUR CHOICE	
		Soc. Sec. No.	
		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
		TIRE WEAR REMAINING LF 7 RF 4 LR 6 RR 7	
		BRAKE LINING/DISC. REMAINING LF 100 RF 100 LR 48 RR	



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SERVICE COPY

[CONTINUED ON NEXT PAGE]

124775

Outtencars

124775

124775

H A M B U R G B U I C K P O N T I A C C H E V R O L E T O l d s m o b i l e C H E V Y T R U C K S1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ	SAFETY CHECK COUPON	MI		03BUZ030	30000 MILE SERVICE	MI	
03BUZ030A	OLDER 30K SERVICE	MI		03BUZ033	33000 MILE SERVICE	MI	
02BUZ04	ROTATE TIRES	MI		02BUZ06	CABIN AIR FILTER	MI	
02BUZFUI	FUEL INDUCTION SER.	MI		02BUZLOF	LUBE, OIL AND FILTER	MI	
02BUZTB	THROTTLE BODY SER.	MI		02BUZGSS	GAS SAVER SPECIAL	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/12/09	123274	30976	2459	29	W	51BUZ	BODY ELECTRICAL
				29	I	01BUZMPVI	MULTI-POINT INSPECT
05/04/09	122967	30435	34	25	W	23BUZ00	PICK UP & DELIVER
05/01/09	122923	30435	34	3	I	51BUZ	BODY ELECTRICAL
				3	W	45BUZ	STEERING/SUSPENSION
				3	C	02BUZLOF	LUBE, OIL AND FILTER

SALESPERSON NO.

S E R V I C E

VEHICLE ID. NO. 1G1ZS58F77F		YEAR/MAKE/MODEL 07/CHEVROLET/MALIBU/4DR SDN LS		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 124775
CUSTOMER NO. 24759		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 06/22/09
COLOR GRAY/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO N	MM/C BUZZ	AIR COND. Y	P. S. Y	TRANS A	MILEAGE 0	ADVISOR NO. 2459	ADVISOR LEWIS
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.							
TIME RECEIVED 07:34am	DATE/TIME PROMISED 06/22/09 08:30pm	PRIORITY	LABOR RATE				
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		X					

4 I * 01BUZMPVI MULTI-POINT INSPECT GOODWRENCH MULTIPOINT VEHICLE INSPECTION	ALL PARTS NEW UNLESS SPECIFIED OTHERWISE		
	POLICY NO.		
	INS. CO.		EXP. DATE
	I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$		
	CUSTOMER SIGNATURE		
	ORIGINAL AUTHORIZATION	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS
	\$	INITIAL HERE	\$
	DATE TIME		
	AUTHORIZED BY		
	EMPLOYER		
5 C * 51BUZ BODY ELECTRICAL CUSTOMER STATES TRAC LIGHT IS ON	<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS <input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$ <input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$		
	Soc. Sec. No.		
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		
	TIRE WEAR REMAINING	LF	RF
	BRAKE LINING/DISC. REMAINING	LF	RF
	LR RR		
	LR RR		
	LR RR		
	LR RR		
	LR RR		



0101J124775

SERVICE COPY

124775

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 124775	TIME	OFF
	3.0	EMP. NO. [REDACTED]		ON

#25

(Roc)
- Front Brakes
-

- F.I
- Replace Gas Cap
- Fail Emission Test
- ST
- MALL
- Replace Front
Brakes & Resurface
Rotors

25.08
25.13

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 02/09/08
PROCESSING SOURCE: CHEVROLET 13:03:34
PAGE: 1
VIN: 1G1ZS58F7 7F [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KDXF8K
ODATE: 05/25/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15421
DDATE: 12/18/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 12/19/06 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [REDACTED]
TRD DOE:
SRVC IN: OLEY PA [REDACTED]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BXF	01	13 15421	00031518805	12/20/06	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031518805 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
BXW	01	13 15421	00031527378	12/21/06	500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 00031527378 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 15421	00031518805	12/20/06	26.74	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00031518805 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
XMC	01	13 15421	125049	12/23/06	16.67	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 125049 AUTH PUR CD:
MISC DATE: 12/18/06 MISC: 0000024583MEA0
POLICY PYMT CMNT: ACTV TYPE: 6



**General Motors Company
Legal Staff**

Facsimile
248-267-4570

Telephone
512-386-0750

September 28, 2009

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F. Kennedy Boulevard
Suite 1101
Philadelphia, PA 19103

Dear Mr. Kantrowitz:

Re: GM Case No. 678870
[REDACTED] v. General Motors

This will acknowledge your agreement to represent General Motors in this case.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Tamera Shultz
Legal Assistant

10/15/09

678870

**Service of Process
Transmittal**

09/25/2009

CT Log Number 515481299

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

RE: Process Served in Pennsylvania

FOR: General Motors Company (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED] Ptf. vs. General Motors Company, Dft.
DOCUMENT(S) SERVED: Letter, Cover Sheet, Notice to Defend, Complaint, Verification, Exhibits
COURT/AGENCY: Philadelphia County, Court of Common Pleas, PA filed 9/14/09
Case # 090900836
NATURE OF ACTION: Product Liability Litigation - Lemon Law - Failure to correct and/or repair defects
on 2007 Chevrolet Malibu, VIN: 1G1ZS58F77F [REDACTED]
ON WHOM PROCESS WAS SERVED: CT Corporation System, Harrisburg, PA
DATE AND HOUR OF SERVICE: By Certified Mail on 09/25/2009 postmarked on 09/22/2009
APPEARANCE OR ANSWER DUE: Within 20 days - Written Appearance // 05/12/2010 at 9:30 a.m. - Arbitration
Hearing
ATTORNEY(S) / SENDER(S): Jacqueline C. Herritt
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002
215-540-8888
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day
Image SOP
Email Notification, SOP Recipient gm_sop@gm.com
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail
SIGNED: CT Corporation System
PER: Sabra Dudding
ADDRESS: 116 Pine Street
3rd Floor, Suite 320
Harrisburg, PA 17101
TELEPHONE: 717-234-6004

Non-ER
Tamera Shultz

Kantrowitz & Phillippi
Steven Kantrowitz

CT web
9/25/09
4:31pm

Page 1 of 1 / KJ

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



1-800-4-A-
GM

General Motors Corporation
Business Resource Center
PO Box 35179
Detroit, MI 48232-5179

VIA FAX ONLY

June 25, 2009

Rick Yanac
OUTTEN BUICK-PONTIAC-CHEVROLET-OLDSMOBILE
1080 S FOURTH ST
HAMBURG, PA 19526-9208

RE:

Service Request: 71-719922307
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS58F77F
Customer Relationship Specialist: Iris Cruz

Dear Mr. Yanac:

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:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**

This is a time sensitive legal matter. The documents are needed within 24 hours. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

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 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Iris Cruz State: PA

Customer Name: [REDACTED] Service Request: 71-719922307 GM Legal File No.: n/a

Only customer's last name to be recorded

Vehicle ID No.: 1G1ZS58F77F [REDACTED] In Service Date: 12/18/2006 Vehicle is: New BAC Code: 113891
Year, Make & Model: 2007 Chevrolet Malibu Vehicle Purchased Used on: n/a at
odometer n/a

Lien holder: GMAC ☐ Other ☐: not available

Was TAC contacted for this vehicle (Y/N)? :

DVM requests Purchase Price of
involvement?: D Vehicle: \$ not
available

****Selling dealer out of business, crs unable to retain sales docs. Plaintiff counsel does have sales docs, unsure of time when they can be provided. PC stated not necessary to remind them of request, will be sent when cust provides info to them.**

If TAC was contacted, what did they say? TAC 10823300. replaced power steering motor/controller, TAC case 10823259. – replaced BCM internal error

If TAC was NOT contacted, why?

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/15/08	135398	*	21788	*cust Paid Front brakes pulsating. – cause out of round. During test drive felt vibration from ft rotors. – correction cut ft rotors and test drove after, ok

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/16/09	143559	1	27688	Check for looseness felt in steering, turning to park. One time after starting car, steering wheel was turning by itself while sitting in park. – cause no DTC. Adjust to correct tire pressure. They were at 40 PSI were suppose to be at 30PSI. set all to 30 PSI Re-drive fine. AI ok at this time.
2/19/09	143762	1	27809	Road test for odd feel in steering. – cause recalibrate steering wheel position sensor. – correction road tested the vehicle and verified customers concern. Found that the feeling in the steering was a result of the power steering control module trying to find center position. If the vehicle was aligned recently it would explain why the PSCM lost its center. Recalibrated the steering wheel position sensor and road tested the vehicle again. Verified the repair. 2 way shuttle
3/11/09	144662	*	28436	c/s check steering, erratic feels lumpy when turning out of parking area. – cause insufficient lubrication in steering shaft. – correction road test 3 times. Noticed knocking ins teering. Remove and replace intermediate steering shaft. Re-road test 64 miles total, fine.
4/21/09	122529	1	29879	c/s at times while driving steering does not seem to be responsive. Has no

control road test. – cause open circuit internal at times in control. –
correction **TAC 10823300. replaced power steering
motor/controller.**

☒ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/02/09	144250	1	28193	Traction light on and off. – cause road test, check for codes, none. Drove lights never came on.
3/11/09	144662	2	28436	Traction light and gas gauge light on, also steering loose, all intermittently. – cause instrument cluster lens cover out of position. – correction check for DTC codes, none. Cover dash inspect locate loose lens cover at traction light. Remove cluster and refit background lens. Reinstall cluster.
4/21/09	122529	*	29879	c/s at times trac light comes on, fuel lamp also. – cause system check. – correction TAC case 10823259. – replaced BCM internal error. Ordered body control module.
5/01/09	122923	1	30435	c/s at times trac light comes on SOP# 13 RO 122529. – cause BCM internal error. – correction replaced body control module.
5/04/09	122967	1	30435	c/s when auto lamps come on. Trac and low fuel warning lights on dash also come on. – cause road test for concern. Could not duplicate, cleared codes. No codes returned. Recommend customer drive to see if codes return. Pick up and deliver customers vehicle
5/12/09	123274	2	30976	Trac and low fuel lights come on when headlights come on. – cause trace concern to cluster internal problem. – correction replace and test ok. Pick and deliver customers vehicle Note: Actual concern is that back light from trac and fuel gauge bleeds to trac and low lights. – correction replace cluster. Verify correction. Ok. History of cluster replacement other dealer did not verify cluster repaired customers concern.
6/22/09	124775	1	32633	Trac and gas gauge light on again when dark. – cause trac and low fuel are visible due to light bleed thru from backlighting of tachometer and fuel level gauge cluster is operating as designed and cannot be repaired. Bleed through from other areas of cluster is due to design of cluster and replacing cluster again will result in same occurrence.

☐ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/02/09	144250	*	28193	Install 2 customers tires

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/09/09	129930	*	18439	LOF Emission and state inspection
4/21/09	122529	*	29879	4 wheel alignment
5/01/09	122923	*	30435	LOF
6/22/09	124775	*	32633	State Inspection Emission Inspection Replace gas cap

Accident/Insurance Information:

Has the vehicle ever been involved in an accident No

Did you confirm your answer with the dealer/attorney Yes

What type of damage was sustained n/a

Are the RO's attached if the vehicle was in an accident n/a

Has the customer filed any insurances claims on this Vehicle n/a

If Yes. Did the insurance company deny the claim? n/a

Are there any Aftermarket Modifications to the Vehicle No

Have you confirm this with the dealership Yes

If "Yes" to aftermarket, please list:

THE STATE LEMON LAW READS:

Days out of service: 30 or more Calendar Days

Repairs: 3

Time period: 12 Months /12,000 Miles

If applicable, safety-related repairs:

Safety-related time period: Months / Miles.

Does Lemon Law state nonconformity must continue to exist? Yes

Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

Number of repair attempts in the presumption period: 0

Total days out of service during the presumption period: 0

Total days out of service during customer's ownership: 10

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Rick Yanac at Outten: he problem is not a problem at all, it was unclear what it was in the beginning. the complaint is not a failure with the car what is happening is that there is backlighting of tacometer and fuel gage is near the low fuel light and traction control light in the evening the gauges light up and a little bit of the light you can faintly by the traction control light and low fuel light. her complaint was that when she turns the headlights on they come on. they are not coming on it is obvious that they are not the bright orange that they would be if coming on. The light is just bleeding through. i saw that a prior dealer had replaced cluster and we did to. We had 3 cars in lot same year I checked them and only one didn't have something similar. I think that what it is depends on where vehicle is kept during the day, seems like if in garage not as much UV light hitting cluster and wearing it out. I would consider it normal wear of vehicle.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

RECOMMENDATION

Denial

Based on the above explanation of the service manager concerning the trac and low fuel light.

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
--

TEAM MANAGER APPROVING:

Date:

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**



General Motors Corporation
Business Resource Center
PO Box 351781
Detroit, MI 48232-5179

VIA FAX ONLY

September 29, 2009

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103

RE: [REDACTED]
Service Request: 71-719922307
GM Legal Staff Case: 678870
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS58F77F [REDACTED]
Customer Relationship Specialist: Joseph Merrill

Dear Mr. Kantrowitz:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, Joel Kruger, PH: (800) 356-5004, 8136 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 118768.

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

Uvalde, TX

SAN ANTONIO TX 782

04 JAN 2008 PM 4 L



JAN 07 2008

Reimbursement Department
P.O. Box 33170
Detroit, MI

48232-5170

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/3/0817-Digit Vehicle Identification Number (VIN): 1G22G528154 [REDACTED]Mileage at Time of Repair: 41103 Date of Repair: 7/13/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Uvalde State: Tx. ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 155⁰⁰

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



UVALDE

TX 78801

COPY

REGENCY

UVALDE'S EXCLUSIVE GENERAL MOTORS DEALER

825 E. Main Street
UVALDE, TEXAS 78801
Phone 830-278-4144 1-800-750-4143
Fax: 830-278-4149

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/13/07	05	PONTIAC	G6	1G2ZG528154	9719	41103		447
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
03/17/06	07/18/07	13	00:00			01	07/18/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
105850				WHIT 3				

===== REPAIR LINE 001 =====

RATTLE IN FRONT END AREA

WARRENTY AMERICA 800-531-1925 AUTH:262073LW FAX-303-456-1039 ATT:CREDIT CARD PAY

Bill Code - C

REPLACE RACK N PINION

01 M A

Total Labor 116.42

GM 15858368 -GEAR 1 272.35

Total Parts 272.35

MISCELLANEOUS:

FRANKLINGS SET TOE

Bill Code - C PO Number - 009270

Total Misc 55.00

Total Line 443.77

===== REPAIR LINE 002 =====

KNOCKING NOISE IN STEERING WHILE TURNING

Bill Code - C

REPLACE INTERMITTATE SHAFT

01 M A

Total Labor 43.66

GM 22687711 -SHAFT K 1 164.97

Total Parts 164.97

Total Line 208.63

Payment Type - 01 CASH SALES 688.48

SPECIAL NOTICE: You will be receiving a Customer Survey from "General Motors". Please take the time to fill out as this is our "Report Card" for our Service Advisors. If for any reason you cannot rate them "Completely Satisfied", please let us know. Thank you!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	LABOR AMOUNT	160.08
	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS VEHICLE. THE DEALER DOES NOT MAKE ANY WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE DEALER DOES NOT MAKE ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE DEALER DOES NOT MAKE ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.	PARTS AMOUNT	437.32
		MISC. SALES	55.00
		MATERIALS	
		TOTAL CHARGE	652.40
		DEDUCTIBLE	
		SALES TAX	36.08
		OTHER PAY	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	CUSTOMER PAY	688.48

PDOR

\$155.00
cust

UVALDE, TX [REDACTED] 441
Date 7/18/07 07-108(1)00
Pay to the Order of Regency \$ 155.00
One hundred fifty five and 00/100
FIRST STATE BANK
OF UVALDE
FOR DEPOSIT ONLY TO THE ORDER OF
FOR Gale Rock, Jr. [REDACTED]

\$155.00 07/19/2007

February 18, 2011

[REDACTED]
Uvalde, TX [REDACTED]

Service Request: 71-597316523
Customer Relationship Specialist: Wine Summers

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, 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 shaft that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage. This special coverage covers replacement of the steering column and not the steering shaft, to address the loss of the power steering assist.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

April 18, 2011

[REDACTED]
[REDACTED]
Reading, PA [REDACTED]

Dear [REDACTED]

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced.

At Pontiac, 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 you requested. The reason behind our decision is based on one of the following factors: 1) the part that was replaced for which you are seeking reimbursement is not the part covered by this recall or special coverage, 2) the documentation provided did not substantiate your request, or 3) your vehicle is not included in this recall or special coverage.

At Pontiac, 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 Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request: 71-720298420

Reading, PA

READING, PA 196

13 APR 2009 PM 1 T



04-27-09A08:24 RCVD

Reimbursement Department

PO Box 33170

Detroit MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 4/22/2009

17-Digit Vehicle Identification Number (VIN): 1622H528454 [REDACTED]

Mileage at Time of Repair: 82147 Date of Repair: 4/17/2009

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: West Lawn State: PA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 796.34

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



Steering Column Repair



CHEVROLET • CADILLAC • ISUZU

801 Lancaster Ave. • Reading, PA 19607
610-777-6521

SAAB

1133 Lancaster Ave. • Reading, PA 19607
610-777-8930

PONTIAC

2526 Centre Ave. • Reading, PA 19605
610-921-9121

WE SERVICE ALL MAKES AND MODELS

CUSTOMER NO. 123722	ADVISOR BRIAN MEITZLER	TAG NO. 114382	INVOICE DATE 04/17/09	INVOICE NO. P1CS381671
WEST LAWN, PA	LABOR RATE	LICENSE NO.	MILEAGE 82,747	COLOR ELEC BLUE M
	YEAR / MAKE / MODEL 05/PONTIAC/G6/SDN		DELIVERY DATE 12/31/04	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 4 5 4		SELLING DEALER NO.	PRODUCTION RATE
	F.T.E. NO.	P.O. NO.	R.O. RATE 04/16/09	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MILEAGE OUT		
			MO: 82747	

JOB# 1 CHARGES

LABOR
J# 1 45PNZ STEERING/SUSPENSION HOURS: TECH(S):122 342.00
CUST. STATES WRENCH LIGHT CAME ON AND CHECK POWER STEERING
CAME ON DRIV. INFO CENTER
V/C FOUND CODE C0460 INTERNAL PROBLEM IN STEERING SENSOR
REPLACED STEERING COLUMN ASSEM. AND SWAP ALL NESS. PARTS
AND CLEARED CODES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	15926870	COLUMN 6.518	409.26	409.26
TOTAL - PARTS					409.26

JOB# 1 TOTALS

LABOR	342.00
PARTS	409.26

JOB# 1 JOURNAL PREFIX P1CS JOB# 1 TOTAL 751.26

COMMENTS
DROP

TOTALS

CASH [] CHECK [] CREDIT CARD [] CHARGE []

TOTAL LABOR....	342.00
TOTAL PARTS....	409.26
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	45.08

ALL PARTS MARKED WITH A * ABOVE ARE COVERED BY A LIFE TIME WARRANTY

DID YOU KNOW YOU CAN MAKE YOUR NEXT APPOINTMENT ONLINE?
JUST E-MAIL YOUR NAME, LAST 6 OF THE VEHICLE IDENTIFICATION
NUMBER, HOME PHONE NUMBER, THE WORK YOU WOULD LIKE DONE, AS
WELL AS THE DAY AND TIME YOU PREFER AND YOUR ADVISOR WILL
CONFIRM YOUR APPOINTMENT VIA E-MAIL!!!
brianmeitzler@awgolden.com OR leokozloski@awgolden.com
WE APPRECIATE YOUR BUSINESS!

TOTAL INVOICE \$ 796.34

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages for property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

CUSTOMER SIGNATURE

COPY

AM GOLDEN-PONTIAC SERVICE
2526 CENTRE AVE
READING, PA 19605
610-921-9121

DATE 04/17/09 TIME 03:56 PM

ITEM: 004 VPC SALE OP: 00
SCCT: EXP XXXX S
RESP: AUTH/TKT 000938
INV: 381671

ORDR:

TOTAL= \$796.34

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

COPY

**CHEVROLET • CADILLAC • ISUZU**801 Lancaster Ave. • Reading, PA 19607
610-777-6521**SAAB**1133 Lancaster Ave. • Reading, PA 19607
610-777-8930**PONTIAC**2526 Centre Ave. • Reading, PA 19605
610-921-9121**WE SERVICE ALL MAKES AND MODELS**

CUSTOMER NO. 123722	ADVISOR LEO KOZLOSKI	TAG NO. 742465	INVOICE DATE 02/02/08	INVOICE NO. PICS354559
WEST LAWN, PA	LABOR RATE	LICENSE NO.	MILEAGE 66,189	COLOR ELEC BLUE M
	YEAR / MAKE / MODEL 05/PONTIAC/G6/SDN			STOCK NO.
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 4 5 4			DELIVERY DATE 12/31/04
	F.T.E. NO.			SELLING DEALER NO.
	P.O. NO.			PRODUCTION RATE
BUSINESS PHONE	COMMENTS MILEAGE OUT			R.O. RATE 02/01/08
				REPRINT# 1
				MO: 66189

JOB# 3 TOTALS-----

SUBLET 120.00

JOB# 4 CHARGES-----

JOB# 3 JOURNAL PREFIX PICS JOB# 3 TOTAL 120.00

LABOR-----
J# 4+51PNZ07 MARKER LIGHTS HOURS: TECH(S):44 29.90
RF AND LF SIDEMARKER BULBS IN-OP
REPLACED RF AND LF MARKER BULBS

JOB# 4 TOTALS-----

LABOR 29.90

JOB# 5 CHARGES-----

JOB# 4 JOURNAL PREFIX PICS JOB# 4 TOTAL 29.90

LABOR-----
J# 5+46PNZNITRO NITRO HOURS: 0.30 TECH(S):44 19.95
PERFORMED NITRO FILL
COMPLETED

JOB# 5 TOTALS-----

LABOR 19.95

JOB# 5 JOURNAL PREFIX PICS JOB# 5 TOTAL 19.95

COMMENTS-----
WAIT
DELETED OPERATION(S) STEERING/SUSPENSION
45PNZ

TOTALS-----

CASH [] CHECK [] CREDIT CARD [] CHARGE []

TOTAL LABOR.... 87.80
TOTAL PARTS.... 36.93
TOTAL SUBLET.... 120.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -24.95
TOTAL TAX..... 13.19


TOTAL INVOICE \$ 232.97**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages for property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

ALL PARTS MARKED WITH A * ABOVE ARE COVERED BY A LIFE TIME WARRANTY

DID YOU KNOW YOU CAN MAKE YOUR NEXT APPOINTMENT ONLINE?
JUST E-MAIL YOUR NAME, LAST 6 OF THE VEHICLE IDENTIFICATION
NUMBER, HOME PHONE NUMBER, THE WORK YOU WOULD LIKE DONE, AS
WELL AS THE DAY AND TIME YOU PREFER AND YOUR ADVISOR WILL
CONFIRM YOUR APPOINTMENT VIA E-MAIL!!!
brianmeitzler@awgolden.com OR leokozloski@awgolden.com
WE APPRECIATE YOUR BUSINESS!

CUSTOMER SIGNATURE



West Lawn, PA

April 22, 2009

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

To Whom It May Concern:

I am writing in regards to the known issue regarding the power steering in 2005 model year Pontiac G6s. Over the past two years, I've experienced intermittent power steering loss. However the Power Steering warning message did not appear at first. As shown on the included repair order (invoice P1CS354559), in February 2008 I had the selling dealer inspect the car but they were unable to diagnose the issue and deleted the operation. I produced the letter that was included with this reimbursement form but they refused to do anything about it.

Late last year, a power steering warning message finally did appear. The dealer was now able to diagnose an issue and this was repaired under warranty (invoice P1CS371951), however it is my belief that they repaired only a portion or symptom of the real problem. Of course soon after my extended warranty expired, the power steering warning message appeared again, but now with a new code and therefore was not covered under the previous repair's 12 month/12,000 mile warranty.

I've enclosed the invoice for the latest repair (invoice P1CS381671) and request reimbursement for this claim. The G6 was the first new vehicle I purchased and about 2 years later I bought another new Pontiac, a 2007 Solstice GXP. If your company is truly concerned about customers' satisfaction with your products as your letter claims, this reimbursement claim should be approved, either partially or in full. If it is denied, I will understand why other customers resort to buying foreign vehicles and you will lose yet another loyal customer.

Sincerely,





GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 29, 2009

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

Brad Hoover
WALLY EDGAR CHEVROLET-BUICK, INC.
PO BOX 98
LAKE ORION, MI 48361-0098

Re:

Siebel Request: 71-720762675
2006 Pontiac G6
VIN # 1G2ZG578564

Dear Mr. Perez:

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

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

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

Sincerely,

Elizabeth Montoya
BRC Customer Relationship Specialist
Ph# 1-866-790-5600 Ext 31460
FAX# 866-357-5546



April 29, 2009

Brad Hoover
WALLY EDGAR CHEVROLET-BUICK, INC.
PO BOX 98
LAKE ORION, MI 48361-0098

Re: [REDACTED]
Siebel Request: 71-720762675
2006 Pontiac G6
VIN # 1G2ZG578564 [REDACTED]

Dear Mr. Perez:

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

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

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

Sincerely,

Elizabeth Montoya
BRC Customer Relationship Specialist
Ph# 1-866-790-5600 Ext 31460
FAX# 866-357-5546

**BBB AUTO LINE
Customer Claim Form**

Case number: PGM0937057
Contact Date: 04/29/09
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Lake Orion		State: MI	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:	
Fax:	E-mail address: [REDACTED]		

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: G6	Year: 2006	Current mileage: 40700
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , MI			
Primary Servicing dealer/city/state: Wally Edgar,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 02/09/08		Mileage at purchase/lease:	
First repair attempt date: 02/12/09		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

I just want to feel safe in my car. The dealership was unable to duplicate the problem when I brought it in. Now it fails at times the dealership isn't open. Last night it failed on the exit ramp of I-75. I lost control and almost drove off the side. Quiet frankly, I'm scared.

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

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: PGM0937057

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Clunking with turning-replaced steering column		1		yes
Complete loss of power steering		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

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



GMC

HUMMER

General Motors Business Resource Center

FAX

FM

[REDACTED] Brad Hoover

Company:

Fax: 248-391-0189

Phone:

TO

[REDACTED] Elizabeth Montoya

Fax:

[REDACTED] 866-357-5546

cc:

7 Pages w/cover

NOTES:

71-720762675

We are not selling dealer
NO TAC CASEBRAD Hoover
Director

Invoice #: 326381

Tag #: 5413

Customer #: 482

Service Advisor: 229 JAMES ROBLIN



Chevrolet-Buick-Chevy Truck

Page 1 of 2

3805 Lapeer Rd. P.O. Box 98

Lake Orion, MI 48361

(248) 391-9900

Date: Reg. #F129188

LK ORION, MI

HOME:

CONT:N/A

CELL:

EMAIL:

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN	MILEAGE OUT		
BURGANDY	06	PONTIAC G6		1G2ZG578564		30512	30513		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05			09:30 08JUL08			CASH	08JUL08	18:07 07JUL08	10:26 08JUL08
OPTIONS									

OPTIONS:

Warranty Copy

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us **COMPLETELY SATISFIED**.

Please contact our service Director, immediately.

Thank You!

Brad Hoover
248-391-9900

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	PASSENGER FRONT WINDOW IN /OP FROM DRIVERS CONTROL CAUSE: ERRATIC N2145 SWITCH DOOR WINDOW LEFT FRONT REPLACE						
	214	STEELAND,DAN LIC#:	WC	0.60 hrs.		51.97	51.97
1	22626530 SWITCH	FC: 6D PART#: 22626530 COUNT: 1 CLAIM TYPE: AUTH CODE: OJ			71.27	49.90	49.90
	Z5000 X						
	214	STEELAND,DAN LIC#:	WC	0.00 hrs.		0.00	0.00
1	DPU	FC: 93 PART#: 22626530 COUNT: 1 CLAIM TYPE: AUTH CODE: MD			3.56	3.56	3.56
					3564 5346 TPARTS 1380 5197 TLABOR		
30512 ERRATIC CHK OPERATION OF POWER WINDOWS, FOUND ALL OPERATING NORMAL AT THIS TIME, NEC TO REPLACE LT FRT DOOR WINDOW SWITCH AS MOST POSSIBLE CAUSE							

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN
COMPLETED PROPERLY AND IN
COMPLIANCE WITH THE MICHIGAN
AUTO REPAIR ACT (PA300)

x *Brad Hoover*

CUSTOMER SIGNATURE

SERVICE HOURS:
MONDAY & THURSDAY
7:30 AM - 7:00 PM
TUESDAY, WEDNESDAY, FRIDAY
7:30 AM - 6:00 PM

STATEMENT OF DISCLAIMER

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DESCRIPTION	LABOR AMOUNT	PARTS AMOUNT	GAS, OIL, LUBE	SUBLET AMOUNT	MISC./DEDUCTIBLE CHARGES	TOTAL CHARGES	CHARGE/DISCOUNTS	SALES TAX	PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN

THANK YOU!

Invoice #: 326381

Tag #: 5413

Customer #: 482

Service

Advisor: 229 JAMES ROBLIN



Chevrolet-Buick-Chevy Truck

Page 2 of 2

3805 Lapeer Rd. P.O. Box 98

Lake Orion, MI 48361

(248) 391-9900

Dealer Reg. #F129188

LK ORION, MI

HOME:

CONT: N/A

CELL:

EMAIL:

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY	06	PONTIAC G6			1G2ZG578564			30512	30513
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05			09:30 08JUL08			CASH	08JUL08	18:07 07JUL08	10:26 08JUL08

OPTIONS:

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

C CLUNK WHEN TURNING**

CAUSE: CLUNK

E7700 LUBE I-SHAFT

178 SITERLET, JOSEPH LIC#:

WC 0.50 hrs.

1 26098237 LUBE KIT

FC: 2N

PART#: 26098237

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NE

754 1056 TPARTS

1000 4331 TLABOR

30512 CLUNK NEC TO LUBE I-SHAFT. OK ON FINAL TEST.

EST: 45.00 07JUL08 18:07 SA: 229

		43.31	43.31
13.24	10.56		10.56

Warranty Copy

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us **COMPLETELY SATISFIED**.

Please contact our service Director, immediately
Thank You!

Brad Hoover
248-391-9900

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

x *Brad Hoover*

CUSTOMER SIGNATURE

SERVICE HOURS:
MONDAY & THURSDAY
7:30 AM - 7:00 PM
TUESDAY, WEDNESDAY, FRIDAY
7:30 AM - 6:00 PM

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LABOR AMOUNT	95.28
PARTS AMOUNT	64.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC /DEDUCTIBLE CHARGES	0.00
TOTAL CHARGES	159.30
CHARGE/DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN	159.30

THANK YOU!

Invoice #: 335966

Tag #: 3130

Customer #: 482

Service

Advisor: 288 MARC D'HONDT



Chevrolet-Buick-Chevy Truck

Page 1 of 1

3805 Lapeer Rd. P.O. Box 98

Lake Orion, MI 48361

(248) 391-9900

Dealer Reg. #F129188

LK ORION, MI

HOME:

CONT: N/A

CELL:

EMAIL:

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY	06	PONTIAC G6			1G2ZG578564			38567	38571
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05			08:00 05MAR09			CASH	20FEB09	07:19 19FEB09	12:05 20FEB09

OPTIONS:

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

B CHK FOR CLUNK NOTICED BRAKING FROM STRG CUSTOMER STATES I-SHAFT HAS HISTORY
CAUSE: F

E7680 STEERING COLUMN REPLACEMENT

178 SITERLET, JOSEPH LIC#

WC 0.00 hrs.

1 25933396 COLUMN

FC: 98

PART#: 25933396

COUNT: 1

CLAIM TYPE:

AUTH CODE: A

MJ

CUSTOMER PORTION OF GOODWILL REPAIRS

20463 28648

TPARTS

0 0

TLABOR

38567 2.50 REPLACED RATTLING STEERING COLUMN. SOME SOUND FROM EPS
IS NORMAL. OK ON FINAL TEST DRIVE.

EST: 110.00 19FEB09 07:19 SA: 298
 EST: 170.00 19FEB09 13:04 SA: 298
 EST: 205.00 19FEB09 15:16 SA: 298

Warranty Copy

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us **COMPLETELY SATISFIED**, Please contact our service Director, immediately. Thank You!

Brad Hoover
248-391-9900

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

Brad Hoover

CUSTOMER SIGNATURE

SERVICE HOURS:
MONDAY & THURSDAY
 7:30 AM - 7:00 PM
TUESDAY, WEDNESDAY, FRIDAY
 7:30 AM - 6:00 PM

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DESCRIPTION	LABOR AMOUNT	0.00
	PARTS AMOUNT	286.48
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC DEDUCTIBLE CHARGES	0.00
	TOTAL CHARGES	286.48
	CHARGE/DISCOUNTS	0.00
TOTALS	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN	286.48

THANK YOU!

Invoice #: 338528

Tag #: 5150

Customer #: 482

Service

Advisor: 298 MARC D'HONDT



Chevrolet-Buick-Chery Truck

Page 1 of 1

3805 Lapeer Rd. P.O. Box 98

Lake Orion, MI 48361

(248) 391-9900

Dealer Reg. #F129188

LK ORION, MI

HOME:

CONT: N/A

CELL:

EMAIL: |

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY	08	PONTIAC G6			1G2ZG578564			40546	40546
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05			16:06 20APR09			CASH	20APR09	06:51 20APR09	15:14 20APR09

OPTIONS:

LINE	OPCODE	TECH	TYPE	AMRS	SHRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CHK FOR LAST THURSDAY TURNING LT STRG WAS TIGHT, SATURDAY IT WENT OUT, AFTER SITTING FOR 2 DAYS IT IS OK SEE PREV SS SEE STORY BELOW										
	178		SITERLET, JOSEPH LIC#:								
		I		0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	40546 CAN NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. NO PROBLEM SEEN ON INSPECTION.										
B	COMPLETE GM - MULTIPOINT INSPECTION NWD NO WORK DONE										
	178		SITERLET, JOSEPH LIC#:								
		I		0.00 hrs.	0.00 hrs.	0	0			0.00	0.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	0	0		999Z	0	0	
COST, SALE, & COMP TOTALS				0	0	0	

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY & THURSDAY

7:30 AM - 7:00 PM

TUESDAY, WEDNESDAY, FRIDAY

7:30 AM - 6:00 PM

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./DEDUCTIBLE CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE/DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN	0.00

File Copy

THANK YOU!

Invoice #: 338891

Tag #: 7845

Customer #: 482

Service

Advisor: 288 MARC D'HONDT



Chevrolet-Buick-Chevy Truck

Page 1 of 1

3805 Lapeer Rd. P.O. Box 98

Lake Orion, MI 48361

(248) 391-9900

Dealer Reg. #F129188

LK ORION, MI

HOME:

CONT: N/A

CELL:

EMAIL: |

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY	06	PONTIAC G6			1G2ZG578564			40938	40938
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05			09:54 29APR09			CASH	29APR09	16:46 28APR09	10:00 29APR09

OPTIONS:

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

A CHK FOR POWER STEERING IS INOP SEE HISTORY ATTN BRAD HOOVER
CAUSE: DEFECTIVE

E7680 STEERING COLUMN REPLACEMENT

178 SITERLET, JOSEPH LIC#: [REDACTED]

WC 1.40 hrs.

1 25933396 COLUMN

FC: 6C

PART#: 25933396

COUNT: 1

CLAIM TYPE: B

AUTH CODE: G

OJ

20463 28648 TPARTS

2800 12699 TLABOR

40938 DEFECTIVE NO OUTPUT FROM TORQUE SENSOR. NEC TO REPLACE
STEERING COLUMN WITH AFP. OK ON FINAL TEST.

Warranty Copy

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us **COMPLETELY SATISFIED**.

Please contact our service Director, immediately

Thank You!

Brad Hoover
248-391-9900

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

x *Brad Hoover*

CUSTOMER SIGNATURE

SERVICE HOURS:
MONDAY & THURSDAY
7:30 AM - 7:00 PM
TUESDAY, WEDNESDAY, FRIDAY
7:30 AM - 6:00 PM

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DESCRIPTION	LABOR AMOUNT	126.99
	PARTS AMOUNT	286.48
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC./DEDUCTIBLE CHARGES	0.00
	TOTAL CHARGES	413.47
	CHARGE/DISCOUNTS	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN	413.47

THANK YOU!

Invoice #: 338891

Tag #: 7845

Customer #: 482

Service

Advisor: 288 MARC D'HONDT



Chevrolet-Buick-Chery Truck

Page 1 of 1

3805 Lapeer Rd. P.O. Box 98

Lake Orion, MI 48361

(248) 391-9900

Dealer Reg. #F129188

LK ORION, MI

HOME:

CONT: N/A

CELL:

EMAIL: |

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY	06	PONTIAC G6			1G2ZG578564			40938	40938
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05			09:54 29APR09			CASH	29APR09	16:46 28APR09	10:00 29APR09

OPTIONS:

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CHK FOR POWER STEERING IS INOP SEE HISTORY ATTN BRAD HOOVER CAUSE: DEFECTIVE E7680 STEERING COLUMN REPLACEMENT 178 SITERLET, JOSEPH LIC# [REDACTED] WC 0.02 hrs. 1.40 hrs. 1 25933396 COLUMN 20463 28648 FC: 6C PART#: 25933396 COUNT: 1 CLAIM TYPE: B AUTH CODE: G OJ 20463 28648 TPARTS 2800 12699 TLABOR										
						2800	12699			126.99	126.99
						20463	28648	0	359.00	286.48	286.48

40938 DEFECTIVE NO OUTPUT FROM TORQUE SENSOR. NEC TO REPLACE
STEERING COLUMN WITH APP. OK ON FINAL TEST.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	12699 41347	2800 *****		48000	28648	20463	
COST, SALE, & COMP TOTALS			23263	41347	0		

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN
COMPLETED PROPERLY AND IN
COMPLIANCE WITH THE MICHIGAN
AUTO REPAIR ACT (PA300)

Brad Hoover

CUSTOMER SIGNATURE

SERVICE HOURS:
MONDAY & THURSDAY
7:30 AM - 7:00 PM
TUESDAY, WEDNESDAY, FRIDAY
7:30 AM - 6:00 PM

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DESCRIPTION	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC./DEDUCTIBLE CHARGES	0.00
	TOTAL CHARGES	0.00
	CHARGE/DISCOUNTS	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN	0.00

Accounting Copy

THANK YOU!

Privileged and Confidential Information

CASE ASSESSMENT

By: Elizabeth Montoya State: MI

Customer Name: [REDACTED]

Service Request: 71-
720762675

BBB Case No.:
PGM0937057

Only customer's last name to be recorded

Vehicle ID No.:
1G2ZG578564 [REDACTED]

In Service
Date:
08/17/2005

Vehicle is: Used

BAC Code: 112796

Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing (40,700)

Vehicle Purchased Used on: 02/09/08 at
odometer 26,000 miles

Lien holder: GMAC ☐ Other ☐

Sale Type: Purchase ☒ Lease ☐ Other ☐

DVM Name: Robert Stipek

CAM Name: Rob Johnson

Phone/Cell Number: Node 630092 Mailbox 8395

Phone Number: 630-961-6817 or 8-530-6817

Svc Mgr Name: Brad Hoover

VEHICLE REPAIR HISTORY

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

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

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

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT: N/A

☐ Pwr Window Inop

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/07/08	326381	2	30513	Passenger front window inop from driver's control. Cause: erratic. Switch door window left front replace.

☐ Clunk when turning

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/07/08	326381	*	30513	Clunk when turning, lube I-shaft.

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/19/09	335966	2	38571	Check for clunk noticed braking from steering customer states I-shaft has history. Replaced rattling steering column. Some sound from EPS is normal, ok on final test drive.

☐ Pwr Steering tight

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/20/09	338528	1	40546	Check for last Thursday turning LT steering was tight. Saturday it went out, after sitting for 2 days it is ok. Can not duplicate custs concern at this time. No problem seen on inspection.

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/28/09	338891	2	40938	Check for pwr steering is inop. Defective no output from torque sensor. Necessary to replace steering column with app. Ok on final test.

Has the vehicle ever been involved in an accident N

Did you confirm your answer with the customer Y

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

N/Q

Are the RO's attached if the vehicle was in an accident N

Has the customer filed any insurances claims on this Vehicle N

If Yes obtain the following information below

Insurance Company _____

Insurance Rep (First and Last Name) _____

Phone # _____

Claim Made? N **Claim Status:** NA

Claim # _____

Did Insurance Company refer customer to GM? NA

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y

List:

Was a Trade Repurchase offered to the customer N

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

Date authorized by the DVM/CAM _____

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

GM Program Summary Repurchase/Replacement: Ineligible

Lemon Law Repurchase/Replacement: Ineligible

GM Program Summary Repairs/Reimbursement for past repairs: Ineligible

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4

Time period: 2yrs from date of first repair. First repair must occur w/ in first year.

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs n/a

Safety-related time period n/a

Number of repair attempts in the presumption period: 0

Total days out of service during the presumption period: 0

Total days out of service during customer's ownership: 3

Vehicle Meets Presumption of Lemon Law NO
--

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

No Prev SRs located.

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: repairs to correct issue.

DVM sts: no contact made.

SVM sts: Cust has only come in for the steering concern a few times. The last visit was for a defective steering column.

CRS Rationale: cust does not appear to meet presumption given the dates of the failures, and cust appears not to meet eligibility due to age and mileage of the veh.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
None

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

Appears not to meet presumption

Appears to fall outside the eligibility requirements under the program summary.

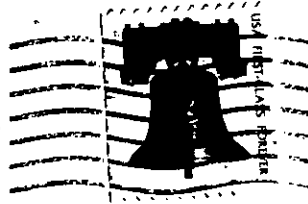
Decision reached by CRS: Arbitrate case: ☐ Settle case: ☒

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

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

Crawford, MS

FEB 04 2000



Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

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

482325170 B050



Service claim # [REDACTED]

07126

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 11/30/08
17-Digit Vehicle Identification Number (VIN): 1B12T54855F [REDACTED]
Mileage at Time of Repair: 52,454 Date of Repair: 10/18/06
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: Crawford State: MS ZIP Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



**CARL HOGAN** AUTOMOTIVE, INC.

2333 Highway 45 N. P.O. Box 8120
COLUMBUS, MISSISSIPPI 39705-8120
PHONE: (662) 328-4351 FAX: 244-5333
E-mail: auto@carlhogan.com
www.carlhogan.com

"We've got the Golden Triangle Covered"

CUSTOMER NO. 46386	ADVISOR DON	TAG NO. 4015 3326	INVOICE DATE 10/23/06	INVOICE NO. CVCS160436
CRAWFORD, MS	LABOR RATE	LICENSE NO.	MILEAGE 52,454	COLOR /
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 5 5 F			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	P.O. NO.			R.O. DATE 10/18/06
COMMENTS				MO: 52454

LABOR & PARTS
J# 1 04CVZ SUSPENSION TECH(S):4028 110.42
CUSTOMER STATES POPPING IN STEERING WHEN TURNING
STEERING COLUMN HAS INTERANL NOISE
REPLACED STEERING CLOUMN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	359.00
JOB # 1 TOTAL PARTS				359.00
JOB # 1 TOTAL LABOR & PARTS				469.42

J# 2 14CVZCCC START/CHARGE DIAG TECH(S):4028 0.00
CUSTOMER STATES VEHICLE TURNS OVER BUT TAKES SEVERAL TIMES
TO ACTUALLY START
Starting/Charging Diagnosis All

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

COMMENTS
FIDELITY WARRANTY SERVICES
WARRANTY TO PAY 402.28
CUSTOMER DEDUCTIBLE 100.00

TOTALS

TOTAL LABOR	110.42
TOTAL PARTS	359.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	32.86
TOTAL INVOICE \$	502.28

DISCLAIMER OF WARRANTIES
All expressed warranties, if any, by a manufacturer or supplier are theirs, not the dealers, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's implied warranty law may give the buyer additional rights.

ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION.

SAVE ☐ DISCARD ☐

ORIGINAL

CUSTOMER SIGNATURE

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

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

February 18, 2011

[REDACTED]
Crawford, MS [REDACTED]

Service Request: 71-597384838
Customer Relationship Specialist: Diana Smith

Dear [REDACTED]

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

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 policy notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North American OperationsGeneral Motors Corporation
Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-937
213

DATE

02/25/08

*****100 DOLLARS

***00 CENTS

AMOUNT

*****100.00

PAY
TO THE
ORDER
OF

CRAWFORD MS [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000221

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

02/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54855F [REDACTED]	02/22/08 71-597384838.1-9Z6R8D	VM-1-9Z6R8D	00.0000	100.00	.00	100.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				100.00	.00	100.00

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

February 18, 2011

[REDACTED]
Tulsa, OK [REDACTED]

Service Request: 71-597479120
Customer Relationship Specialist: Jim Goldberg

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$635.59.

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

GM

CHECK

No. [REDACTED]

50-937
213DATE
02/22/08

*****635 DOLLARS

****59 CENTS

AMOUNT
*****635.59PAY
TO THE
ORDER
OF

TULSA OK [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO BB 000000229
VENDOR NAME [REDACTED]

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F25F [REDACTED]	02/21/08 71-597479	VM 1-9Z5ATS 120.1-9Z5ATS	00.0000	635.59	.00	635.59
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				635.59	.00	635.59

TULSA OK 741

30 JAN 2008 PM 7 T



Tulsa, OK

FEB 04 2008

Reimbursement Dept.
Pox Box 33170
Detroit, MI. 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-29-2008
17-Digit Vehicle Identification Number (VIN): 1G12S52F25F [REDACTED]
Mileage at Time of Repair: 51,172 Date of Repair: Mar 24th - 25th 2007
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: TULSA State: OK ZIP Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
Amount of Reimbursement Requested: \$ 635.59

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.)
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.)
 - What problem occurred, what repair was done, when it was done, and who did it.)
 - The total cost of the repair expense that is being claimed.)
 - Payment for the repair in question and the date of payment.)
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



UNIT# 65183

1006185

340968

**RIVERSIDE
CHEVROLET**

INVOICE

707 West 51st Street
Tulsa, Oklahoma 74107
SALES PHONE (918) 446-2200
SERVICE PHONE (918) 446-7800

TULSA, OK

HOME [REDACTED] BUS [REDACTED]

PAGE 1

SERVICE ADVISOR: 220 BILL DEWIL

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	05	CHEVROLET MALIBU		1G1ZS52F25F			51172/51172		T1968
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
03MAY06 DD			19:00 25MAY07			0.00	CASH	25MAY07	

R.O. OPENED	READY	OPTIONS:
17:40 24MAY07	16:43 25MAY07	STK:65183 ENG:2.2 Liter MFI DOHC 1) CUST COMPLAINED OF RADIO GOING DEAD FOR SEVERAL DAYS, CAME BACK ON 2/5/9/06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	EXTD---	C/S	VEH	HAS NO POWER STEERING.... ADVISE			
CAUSE: T330, , , , TECH315							
41 STEERING DIAG							

315	C				279.53	279.53	
1	15926870	COLUMN			359.00	359.00	359.00
PARTS:	359.00	LABOR:	279.53	OTHER:	0.00	TOTAL LINE A:	638.53

51172 T330, , , , TECH315 CHECK AND FOUND CODE C0545 FOR TORQUE SENSOR
FAULT, R/R AND REPLACE STEERING COLUMN, RECAL CHECK OPERATION OK TECH
DON-315*****
B FREE VEHICLE MULTIPOINT INSPECTION
CAUSE: FINISHED

90 FREE VEHICLE MULTIPOINT INSPECTION						
315		IRM		(N/C)		
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:
					0.00	0.00

51172 FINISHED

EST: 0.00 24MAY07 17:40 SA: 220

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER
CUST HAS 10% OFF COUPON CUST
OWES 635.59

PAID		27.95
<input type="checkbox"/> CASH	<input type="checkbox"/> CK #	
[Signature] 2007		
<input type="checkbox"/> DISCOVER	AM. EXP.	
APPROVE		

COPY

STATEMENT OF DISCLAIMER

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

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

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS

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

PARTS DEPT. HOURS

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

DESCRIPTION	TOTALS
LABOR AMOUNT	279.53
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	27.95
TOTAL CHARGES	666.48
LESS INSURANCE	0.00
SALES TAX	32.96
PLEASE PAY THIS AMOUNT	699.44

CUSTOMER COPY

635.59

SALES DRAFT

RIVERSIDE CHEVROLET
707 W 51ST
TULSA, OK 74107
TERMINAL 0551609

451031751998

05/25/2007 17:32:25

VS

AUTH. TRANS. ID. 007145816222415

INVOICE 26040 H02

AUTH. CODE 752395

SALE TOTAL \$635.59

CUSTOMER COPY

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

February 18, 2011

[REDACTED]
Bryant, AR [REDACTED]

Service Request: 71-597523433
Customer Relationship Specialist: MJ Mason

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, 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 loss of power steering assist that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

[REDACTED]
Bryant, AR

LITTLE ROCK AR 720

02 JAN 2008 PM 1 L



JAN 08 2008

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12.31.07

17-Digit Vehicle Identification Number (VIN): 1G2ZH528754 [REDACTED]

Mileage at Time of Repair: 48,688 Date of Repair: 04.17.07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Bryant State: AR ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 543.32

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



Everett Buick Pontiac GMC
 21099 I-30
 Bryant, Arkansas 72022
 (501) 315-7100

CUSTOMER NO. 66438	ADVISOR JASON MILLARD	TAG NO. 1751	INVOICE DATE 04/17/07	INVOICE NO. PNC5176226
BRYANT, AR	LABOR RATE	LICENSE NO.	MILEAGE 48,688	COLOR SILVER/A
	YEAR / MAKE / MODEL 05 / PONTIAC / G6		DELIVERY DATE 02/22/05	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 7 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/17/07	
COMMENTS				

LABOR & PARTS-----
 J# 1 220LZ STEERING TECH(S):6887 153.00
 VEHICLE INTERMITTENTLY HAS NO POWER STEERING. CAN RESTART
 VEHICLE AND WILL COME BACK.
 RAN SYSTEM TEST FOUND INTERNAL FAILURE IN POWER STEERING
 CONTROL MODULE/MOTOR IN STEERING COLUMN.
 REPLACED MOTOR/MODULE ASSEMBLY.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	15775370	MOTOR 6.605	343.74	343.74
				JOB # 1 TOTAL PARTS	343.74
				JOB # 1 TOTAL LABOR & PARTS	496.74

COMMENTS-----
 CHECK OUT ASAP TODAY

TOTALS-----

CASH <input type="checkbox"/>	CHECK #	CHARGE <input type="checkbox"/>	NO CHARGE <input type="checkbox"/>	TOTAL LABOR....	153.00
				TOTAL PARTS....	343.74
				TOTAL SUBLET...	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	46.58
				TOTAL INVOICE \$	543.32

EVERETT BUICK-PONTIAC-GMC APPRECIATES YOUR BUSINESS.

IMPORTANT! YOU WILL RECEIVE A QUESTIONNAIRE FROM GENERAL
 MOTORS REGARDING THIS VISIT. IF, FOR ANY REASON, YOU CANNOT
 GIVE US "COMPLETELY SATISFIED" PLEASE CONTACT BRIAN BAKER,
 YOUR SERVICE MANAGER, AT 501-315-7100.
 THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

ORIGINAL

Process Date: 4/19/2007
Item Sequence Number: 96553374
Check Number: [REDACTED]
Account Number: [REDACTED]
Tran Code: [REDACTED]
Check Amount: \$543.32

[REDACTED]		1876
BRYANT, AR		81-7530/2820
PAY TO THE ORDER OF <u>Everett</u>		4.17.07 DATE
<u>Five Hundred Forty Three and 32/100</u>		\$ 543.32
DOLLARS		
UNITED ARKANSAS		
[REDACTED]		

5218225290

SUMMIT BANK >002901871<
5218225290
0418225290
ENT=0146 TRC=0147 PK=17

0447774767 0240627545

FOR DEPOSIT ONLY
Everett B-P-G
1500031869

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

February 18, 2011

[Redacted]

Salisbury, NC [Redacted]

Service Request: 71-597541173
Customer Relationship Specialist: Paul Gambino

Dear [Redacted]

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

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 recall 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. We regret that we are unable to reimburse you the amount you requested because the part replaced on the vehicle is not the part included in the recall.

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

Sincerely,

Chevrolet Customer Assistance Center

CHARLOTTE NC 282



U.S. POSTAGE

Salisbury nc

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

JAN 08 2003

4823235170 BO50



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12.23.07

17-Digit Vehicle Identification Number (VIN): ~~1G107~~ 1G12952F65F

Mileage at Time of Repair: 43,302 Date of Repair: 7.19.2007

Claimant Name (please print):

Street Address or PO Box Number:

City: Salisbury State: North Carolina ZIP Code:

Daytime Telephone Number (include Area Code):

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

Amount of Reimbursement Requested: \$ 249.43

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).



TEAM

TEAM CHEVROLET - CADILLAC

Mailing address: PO Box 1808 Zip 28145-1808
404 JAKE ALEXANDER BLVD. SOUTH
SALISBURY, NC 28147
TEL. (704) 636-9370 FAX (704) 639-1177
WEBSITE: www.thechevyteam.com

CUSTOMER NO.	44750	ADVISOR	ADAM G SOPER	77	TAG NO.	7397	INVOICE DATE	07/20/07	INVOICE NO.	CVCS262318
[REDACTED] SALISBURY, NC		LABOR RATE	LICENSE NO.		MILEAGE		COLOR	STOCK NO.		
				43,302		Black/	P9017			
		YEAR / MAKE / MODEL							DELIVERY DATE	DELIVERY MILES
		05/CHEVROLET/MALIBU/Malibu Base							11/27/06	33,054
		VEHICLE I.D. NO.			1 G 1 Z S 5 2 F 6 5 F			SELLING DEALER NO.	PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.			TEAM - USED	08/19/04	
		COMMENTS			E# 2.2L			R.O. DATE	07/19/07	

LABOR & PARTS
J# 1 15CVZ STEERING/SUSPENSION TECH(S) 39440 249.43

Radio display reads check power steering - when that is displayed steering is hard to turn.
DTC C0475 Doc# 1239320
Replaced power steering motor/module assembly - programed module

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		25805894	MOTOR 6.605	

JOB # 1 TOTAL PARTS

WARRANTY 0.00

JOB # 1 TOTAL LABOR & PARTS

249.43

COMMENTS
Goodwill parts only line 1

TOTALS

PAYMENT METHOD:

[] MC/VISA [] DISCOVER [] AMERICAN EXPRESS

[] CASH [] CHECK # 1070 [] A/R #

TOTAL LABOR....	249.43
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 249.43

WE AT TEAM AUTOMOTIVE SERVICE THANK YOU
You may receive a survey from General Motors about the repairs made on this service visit. If for any reason you can not answer COMPLETELY SATISFIED to all questions please contact the Service Manager, Chris Jennings, at 704-636-9370
We at TEAM CHEVROLET CADILLAC Thank You for your business.
Feel free to contact us anytime for all your vehicle needs.

CUSTOMER SIGNATURE

COPY

TERMS: CASH UNLESS ARRANGEMENTS MADE

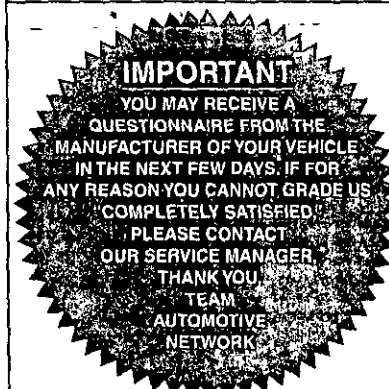
DISCLAIMER OF WARRANTIES

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

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SHOP SUPPLIES HAZARDOUS WASTE

A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL PROTECTION AGENCY. This will be shown on a separate line on the repair order.



SEE REVERSE SIDE FOR WARRANTY DETAILS

THANK YOU
FOR YOUR BUSINESS

North American Operations

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

GM

CHECK

No. [REDACTED]

50-837
213DATE
02/05/08

*****669 DOLLARS

***13 CENTS

AMOUNT
*****669.13

MONROE NH [REDACTED]

North American Operations
General Motors Corporation
Disbursement AccountPAY
TO THE
ORDER
OFINFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/05/08

VENDOR
DUNS NO. BB' 000000385

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT52805F [REDACTED] 02/04/08 VM 1-9M22BV
71-597555399.1-9M22BV

00.0000

669.13

.00

669.13

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

H3

TOTAL

669.13

.00

669.13

Monroe, NH

WHITE RIVER JUNCTION

VT 050

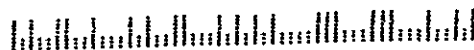
02 JAN 2008 PM 1 L



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

JAN 08 2008

48232/3170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Dec. 29, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT52805F [REDACTED]

Mileage at Time of Repair: 49333 Date of Repair: April 9, 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Monroe State: NH ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 669.13

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



BOB RICHARDS CHEVROLET CO., INC.

2031 Gordon Highway

Phone 733-9411

AUGUSTA, GEORGIA 30909

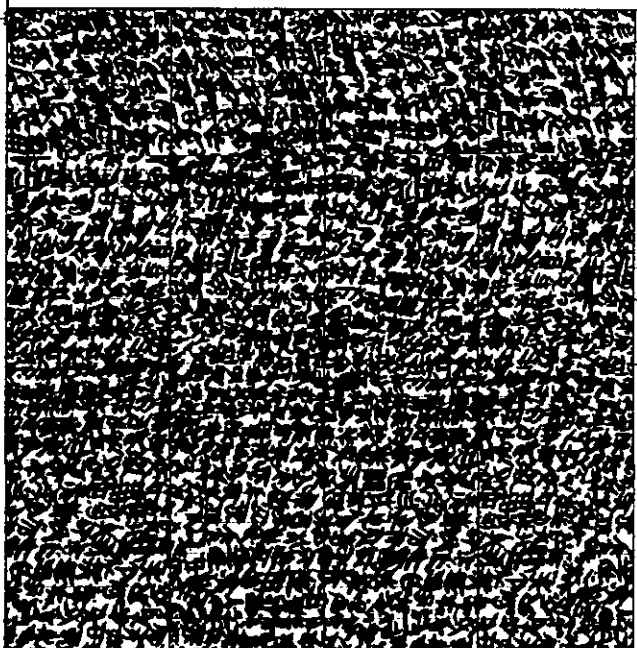
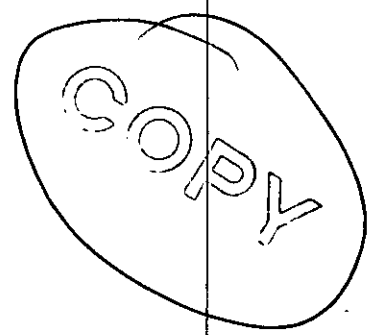


HEPHZIBAH, GA

SERVICE ADVISOR:DEREK CROW

REPAIR ORDER WRITTEN 09APR07	DATE READY 09APR07	STOCK NO.	VEHICLE IDENTIFICATION 1G1ZT52805F	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED 09APR07	INVOICE N 34672
TIME IN 10:59	TIME READY 16:04	YEAR 05	MAKE & MODEL CHEVROLET MALIBU	TELEPHONE NO.	CUST. PAY LABOR RATE 0.00	DELIVERY DATE 23DEC04	PREPARED BY 89	S/A 9
MILEAGE IN 49333	MILEAGE OUT 49333	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES POWER STEERING LOCKED DISPLAYS ON RADIO WHILE DRIVING AT TIMES E7680 COLUMN ASSEMBLY, STEERING - REPLACE					
	65 CPC	3.00		265.00	265.00
	1 15926870 COLUMN		359.00	359.00	359.00
B CUST STATES STEERING LOCKS UP WHEN DISPLAYED SAB SEE ABOVE					
	65 CPC	0.00		0.00	0.00
SUPPLIES & DISPOSAL CHARGES					20.00



DESCRIPTION	TOTALS
LABOR AMOUNT	265.00
PARTS AMOUNT	359.00
OPS. OIL & LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	644.00
LESS INSURANCE	0.00
SALES TAX	25.13
PLEASE PAY THIS AMOUNT	669.13

TERMS CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein after forth to be done along with the necessary material and agree that you are not responsible for loss damage to vehicle or articles left in vehicle in case fire, theft, or any other cause or for any del caused by unavailability of parts or delays in pa shipments by the supplier or transporter. I here grant you and your employees permission to oper the vehicle herein described on streets, highways, elsewhere for the purpose of testing and inspection. An express mechanic's lien is here acknowledged on vehicle to secure the cost repairs hereto.

Disclaimer of Warranties

The seller, Bob Richards Chevrolet Co Inc. hereby expressly disclaims all warranties either express or implied including any implied warranty merchantability or fitness for a particular purpose, and Bob Richards Chevrolet Co Inc. neither assumes nor authorizes any other person to assume for it, any liability in connection with the repair of the vehicle.

STORAGE FEES
Storage fees of \$5 per day will be charged if the vehicle is left more than 30 days. This fee will begin on the 31st day.

CUSTOMER SIGNATURE

ORIGINAL

BOB RICHARDS CHEVROLET
2031 GORDON HWY
AUGUSTA, GA 30909
706 733-9411

Auth. Only

ID: TRM2
Merchant: 6100000162
04/09/07

17:54.14

AMEX

Appr Code: [REDACTED]

Invoice#: 346722

Total:

\$ 669.13

Customer Copy
THANK YOU

February 18, 2011

[REDACTED]
Monroe, NH [REDACTED]

Service Request: 71-597555399
Customer Relationship Specialist: Jane West

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$669.13.

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

GM

CHECK

No. [REDACTED]


50-837
213DATE
08/01/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

FUQUAY VARINA NC [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000132

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

08/01/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT64805F [REDACTED]

07/31/08
.71-597585VM 1-AQL24A
077.1-AQL24A

00.0000

100.00

.00

100.00

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

M3

TOTAL

100.00

.00

100.00

1213

February 18, 2011

[REDACTED]
Fuquay Varina, NC [REDACTED]

Service Request: 71-597585077

Customer Relationship Specialist: Bryan Carerra

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

February 18, 2011

[REDACTED]
Fuquay Varina, NC [REDACTED]

Service Request: 71-597585077
Customer Relationship Specialist: Lance Evans

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering gear motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

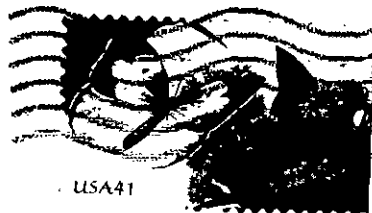
Sincerely,

Chevrolet Customer Assistance Center

RESEARCH TRIANGLE REGION

NC 276 1 T

05 JAN 2008 PM



Fuquay-Varina, NC

JAN 08 2008

Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

482325170 6050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/5/08

17-Digit Vehicle Identification Number (VIN): 1G1ZT64805F [REDACTED]

Mileage at Time of Repair: 40,021 Date of Repair: 3/16/08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Fuquay-Varina State: NC ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair. ✓
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired. ✓
 - What problem occurred, what repair was done, when it was done, and who did it. ✓
 - The total cost of the repair expense that is being claimed. ✓
 - Payment for the repair in question and the date of payment. ✓
- (copy of front and back of cancelled check, or copy of credit card receipt) ✓

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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- 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).



SERVICE INVOICE

VIN				DATE in	
21112	MADE 1 G 1 Z T S	MODEL 4 8 0 5 F	[REDACTED]		03/15/07
2005	CHEV	FIR MALIBU	JO8 # WHITE	[REDACTED]	05:21
40021	40029	00/00/00	PRB 4828	FUQUAY VARINA NC	03/16/07
REG	ALSO		RES.	BUS.	9397

- (1) CUSTOMER STATES POWER STEERING INOPERATIVE AT TIMES, POWER STEERING MESSAGE ON INFO CENTER RAN COMPUTER DIAGNOSTICS, P0545, STEERING MOT OR CKT. DIAGNOSED AND REPLACED STEERING GEAR MOTOR. TEST DROVE, OK AFTER REPAIR
(03-3491 RONNIE-) A

Labor	T03	187.50
15775370 (MOTOR)	1	330.84
Total Labor		187.50
Total Parts		330.84
Total Repair (Customer)		518.34

- (2) CUSTOMER STATES RT FRONT TIRE IS EXTREMELY WORN ON OUTER EDGE
CK'D ALIGNMENT AND REALIGNED
(03-3491 RONNIE-) A

Labor	T03	
Total Repair (Customer)		.00

- (3) RICK HENDRICK EXTENDED WARRANTY
REFERENCE # 03-0973V, AUTH AMOUNT \$454.44
CUSTOMER HAS \$100 DEDUCTIBLE
(03-3491 RONNIE-) A

Labor	T03	
Total Repair (Customer)		.00

100.00 Deduct
Pd CK # [REDACTED]
\$100.00
3/17/07

COPY

	<input type="checkbox"/> CASH <input type="checkbox"/> CR. CARD	<input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE A/C	CUSTOMER SIGNATURE		
		W / C	INT.	INT.	CUSTOMER
Next Service APR '07 Lube-Oil-Filter	<i>Thank You</i>	.00	.00 Labor	187.50	
DISCLAIMER OF WARRANTIES		.00	.00 Parts	330.84	
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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	.00 Sublet	.00	
		.00	.00 Waste Dispos	.00	
		.00	.00 Oil/Grease	.00	
		.00	.00 Sub Total	518.34	
		.00	.00 Tax	22.33	
		.00	.00 Total (Cash)	540.67	
Page 1 of 1 Job 21112	Labor Rate				
21112 Customer Copy	75.00				

66-7704/2531
00025547251

5627

DATE 3/17/07

FUQUAY-VARINA, NC

PAY TO THE ORDER OF Heister Chevrolet \$ 100.00

One hundred & 00/100 DOLLARS

State Employees' Credit Union

Fuquay-Varina, North Carolina

82

MEMO

[Signature]

0532023973

0530-0020-6 RCPCSDP

EXT=4582 TRC=4584 PX=14

05/20/07

421001127

0111 0000042540

First Bank - TROY, NC

DO NOT WRITE ANYTHING BELOW THIS LINE

ENDORSE HERE

PAY TO THE ORDER OF
FIRST BANK
ANCHER, NC 27501
P. 053004508
FOR DEPOSIT ONLY
JOHN HEISTER CHEVROLET

BANK OF AMERICA CAR

03/26/07

February 18, 2011

[REDACTED]
Fuquay Varina, NC [REDACTED]

Service Request: 71-597585077

Customer Relationship Specialist: Martin Fischman

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$100.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

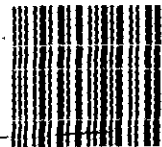
Sincerely,

Chevrolet Customer Assistance Center

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

[REDACTED]
[REDACTED]
Figuay-VARINA, NC
[REDACTED]

JUL 28 2008



U.S. POSTAGE
PAID
FIGUAY, VARINA, NC
27526
JUL 24, 08
AMOUNT

0000

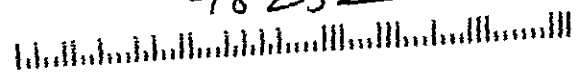
48232

\$0.42

00030727-18

ATTN: MARTIN FISCHMAN
Reimbursement Dept
PO Box 33170
Detroit MI 48232

4823235170-8050



Dear Martin,

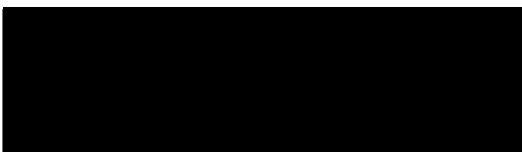
Here are the invoices you requested in order to facilitate the reimbursement of our \$100.00 deductible. I would like to reiterate the situation that has brought us to where we are now:

3/15/2007 – My wife took our 05 Malibu Maxx to John Hiester Chevrolet in Angier, NC because power steering quite working; the diagnostic code said the steering gear motor was the issue, it was replaced.

3/23/2007 – Took 05 Malibu Maxx back to Hiester Chevrolet because power steering quite working again; diagnostic code said steering gear motor was issue again, this time the technicians at Hiester called the Chevrolet Tech Support and Tech Support suggested replacing the steering column. Since replacing the steering column two things have happened, 1) the problem has been resolved and 2) and there was a recall on the steering column in Dec of 07.

I also learned from the technicians at Hiester Chevrolet that there are sensors on the steering gear motor and on the steering column that are supposed to interact with each other and when the dealership got the same code on both the dates stated in the timeline above it was due to the sensors on the steering gear not working properly and giving a reading of the steering gear motor as the issue. Based on these findings had the sensors been operating properly the steering gear motor didn't have to be replaced and it was the steering column that was the issue and it was eventually recalled and we should be reimbursed the \$100.00 deductible from our first visit. Thank you very much for taking care of this issue for me and I apologize for the delay in getting the paperwork to you.

Sincerely,



JOHN HIESTER CHEVROLET, INC.



P.O. BOX 848 • 836 N. BROAD ST.
 ANGIER, NC 27501
 (919) 639-2222

SERVICE
INVOICE

VIN	21112	MAKE	1 G 1 Z T	MODEL	64805 F	DATE in	03/15/07
2005	CHEV	FIR	MALIBU	JOB #	WHITE	03:21	
40021	40029	00/00/00	PRB 4828	RES.	BUS.	03/16/07	9397

- (1) CUSTOMER STATES POWER STEERING INOPERATIVE AT TIMES, POWER STEERING MESSAGE ON INFO CENTER RAN COMPUTER DIAGNOSTICS, P0545, STEERING MOTOR CKT. DIAGNOSED AND REPLACED STEERING GEAR MOTOR. TEST DROVE, OK AFTER REPAIR (03-3491 RONNIE-) A
- | | | |
|-------------------------|-----|--------|
| Labor | T03 | 187.50 |
| 15775370 (MOTOR) | 1 | 330.84 |
| Total Labor | | 187.50 |
| Total Parts | | 330.84 |
| Total Repair (Customer) | | 518.34 |
- (2) CUSTOMER STATES RT FRONT TIRE IS EXTREMELY WORN ON OUTER EDGE CK'D ALIGNMENT AND REALIGNED (03-3491 RONNIE-) A
- | | | |
|-------------------------|-----|-----|
| Labor | T03 | |
| Total Repair (Customer) | | .00 |
- (3) RICK HENDRICK EXTENDED WARRANTY REFERENCE # 03-0973V, AUTH AMOUNT \$454.44 CUSTOMER HAS \$100 DEDUCTIBLE (03-3491 RONNIE-) A
- | | | |
|-------------------------|-----|-----|
| Labor | T03 | |
| Total Repair (Customer) | | .00 |

100.00 Deduct

Pd CK#

\$100.00
3/17/07

* 1/5/08
 Mailed recall claim for \$100.00
 to: Reimbursement Dept.
 P.O. Box 33170
 Detroit, MI 48238-5170

1-800-204-0261 Reimbursement Questions
 1-800-630-2438 C.S. Asst. Center

☐ CASH ☐ CHECK
☐ CR. CARD ☐ CHARGE A/R

Next Service APR '07 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.

Page 1 of 1 Job 21112

21112 Customer Copy

Labor Rate
75.00

Thank You

W/C	INT.	INT.	CUSTOMER
.00	.00	Labor	187.50
.00	.00	Parts	330.84
.00	.00	Sublet	.00
.00	.00	Waste Dispos	.00
.00	.00	Oil/Grease	.00
.00	.00	Sub Total	518.34
.00	.00	Tax	22.33
.00	.00	Total (Cash)	540.67

JOHN HIESTER CHEVROLET, INC.



P.O. BOX 848 • 836 N. BROAD ST.
ANGIER, NC 27501
(919) 639-2222



SERVICE INVOICE

VIN 21290 1G1ZT64805E				DATE in 03/23/07	
YEAR 2005	MAKE CHEV	MODEL MALIBU	JOB # WHITE	CLOSED 05:04	
MILES IN 40332	MILES OUT 40339	FIRST USE 00/00/00	RES. PRB 4828	WRITER 9397	
SEE ALSO				BUS	
FUQUAY VARINA NC				9397	

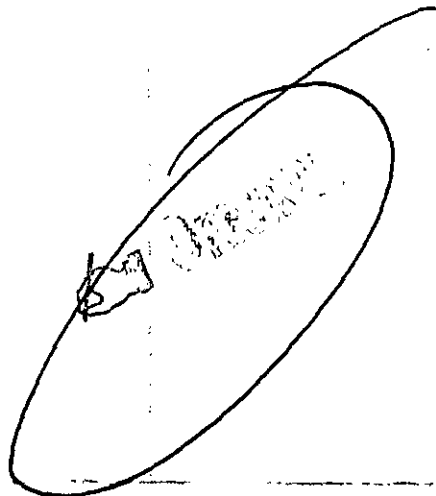
1) CUSTOMER STATES POWER STEERING INOP AT TIMES.
QUEAT IN A TURN ON HIGHWAY AND ALMOST HIT CAR
STEERING PROBLEM IN STEERING COLUMN.
RUN DIAGNOSTICS AND REPLACED STEERING COLUMN
AS GM REQUESTED.
(03-3491 RONNIE-) A

E7680	6D	OJ	T03	14	92.13
(F)15926870	(COLUMN)			1	286.48
Total Labor					92.13
Total Parts					286.48
Total Repair (Warranty)					378.61

2) RENTAL

IN CAR 03/23/2007 OUT 04/02/2007.
1G2ZG58N874 PROBLEM INTERMEDIANT, TOOK
A FUEW DAYS TO SEE AND DIAGNOSE PROBLEM. PART
ORDERED AND WAS ON BACKORDER. CAME IN LATE
ON FRIDAY. INSTALLED ON MONDAY 4/2/07.

Z7906	6D	OJ	T03		.00
INTERPRISE 21290					370.04
Total Sublet					370.04
Total Repair (Warranty)					370.04



☐ CASH ☐ CHECK
☐ CR. CARD ☐ CHARGE A/R

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

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Page 1 of 1 Job 21290

21290 Customer Copy

Labor Rate
75.00

Thank You

W / C	INT.	INT.	CUSTOMER
92.13	.00	Labor	.00
286.48	.00	Parts	.00
370.04	.00	Sublet	.00
.00	.00	Waste Dispos	.00
.00	.00	Oil/Grease	.00
748.65	.00	Sub Total	.00
.00	.00	Tax	.00
748.65	.00	Total	.00

FUQUAY-VARINA, NC
 PAY TO: *Hester Chevrolet*
 THE ORDER OF: *One Hundred & No*
 \$ 100.00
 State Employees' Credit Union
 Fuquay-Varina, North Carolina
 DATE: *3/17/07*
 5627
 00

0532023973
 09202007
 0530-0020-6 RCPESDP
 EXT=4582 TRC=4584 PK=14
 03/20/07
 053164550 03/19/2007
 421001127
 011 0000042000
 First Bank - *Truist*
 JOHN HESTER CHEVROLET
 AMEREN, INC. 27501
 P. JESSIE JAMES
 PAY TO THE ORDER OF
 FIRST BANK
 AMEREN, INC. 27501
 P. JESSIE JAMES
 FOR DEPOSIT ONLY