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

February 18, 2011



Service Request: 71-597284485

Customer Relationship Specialist: Wine Summers

Dear

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

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

We have reviewed your request for reimbursement on the steering 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

LANSING MI 489: 04 JAN 2003 PM 3 T JAN 0 7 2000 Reinbursement Defartment P.O. Box 33170 Detroit, MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1-2-08
17-Digit Vehicle Identification Number (VIN): <u>IGI≥u64845F</u>
Mileage 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: \$
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 H. Phone B. Phone HOLT MI 95 CHEVY HALIEU MAX Unit # Vehicle 7895 In 37520 Out- 37520 VINW1012u64845f Plate No Cust No. Mileage Date- 09/29/07 Technician: **INVOICE #** 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 ENVIRONENTAL 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 STFERING GEAR. LUBE STEETING INTERMEDIATE SHAFT AND REASSEMBLE/RETEST 3.9 226.50 FRONT END ALIGNMENT (PERFORM COMPUTERTZED RUNOUT & ADVISE. INITIAL CHARGES INCLUDE TOE SET ONLY. WE WILL CONSULT IF ADDITIONAL LABOR IS MEEDED TO SET OTHER ADJUSTMENTS ONCE RUMOUT 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 96.68 DISCOUNT FOR SHOP FEE IN EXCESS OF 39.73 MAXIMUM -1.19 --STEERING GEAR CARRIES 12MOS/12,000 MILE WARRANTY PARTS DESCRIPTION PART NUMBER DESCRIPTION aty PRICE PART NUMBER DESCRIPTION QΤΥ PRICE TOTAL TOTAL BULB LIGHT BULB (3057) 1.9 2,99 2.93 5858369 STEERING GEAR (GM) 1.6 314.56 314.56 PAMK 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 48.92 Shop Fee 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 0.00 Access been paid in full. . 0.59 Inspection 364,51 - CERTIFICATION -Services ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH 317.55 Parts MICHIGAN AUTO REPAIR ACT (P.A. 300) 722,98 Sub-total 22.93 Тях 745.91 Total \$ CUSTOMER SIGNATURE MANAGER SIGNATURE



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

SOLD TO.

H. Phone

B. Phone @5 CHEVY

HALIBU NAX

Vehicle Mileage

In 37520 Out- 37520 VINHigizu64845f

. 5%

Technician:

Plate No.

HOLT MI

Cust No.

7865

INVOICE #

193858

Date-

3 -5 3 8 8 3

09/29/07

SERVICE DESCRIPTION

LABOR SMOSZ6,000 MILES TECH # M116553 BRUCE FLECK

MEEDS SERVICE:

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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)

MANAGER SIGNATURE

CUSTOMER SIGNATURE

745.91	
22,93	
722.38	
317.55	
364.51	
8.86	
9.00	
48.92	
	9.00 9.06 364.51 317.55 722.38 22.93

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

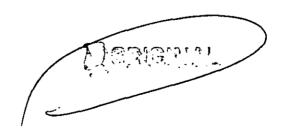
C O P Y 09/29/2007 10:17

Sale:

Transaction # Card Type: MasterCard

Acc: Swiped Entry: 745.91 Total:

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



North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE 02/04/08 North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000402 PAYMENT DATE VENDOR NAME 02/04/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT **NET AMOUNT** .00 02/01/08 VM 1-9VSJAN .71-597594952.1-9VSJAN 00.0000 318.00 318.00 1G1ZT628X5F i g ... ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 318.00 318.00 TOTAL .00

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KEIMBURSEMENT DEPARTMENT Po Box 33170

DETROIT, MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

1

This section to be completed by Claimant
Date Claim Submitted: 12-26-2007
17-Digit Vehicle Identification Number (VIN): <u>1 G1ZT628X5F</u>
Mileage at Time of Repair: 65516 Date of Repair: 6/14/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Monessen State: Pa ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 3/8.00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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









www.washingtonchevy.com

THE FEELING IS GENUINE

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

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	(03-0190 DULAN	IEY-)	A	Total Parts Total Repair (W			_	286.4	48
				 					



	W/C	INT.	CUSTOMER
Next Service SEP '07 Lube-Oil-Filter	.00 286.48	.00 Labor .00 Parts	300.00
DISCLAIMER OF WARRANTIES Any warrantees on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warrantees either expressed or implied, including any implied warranty of merchardatiny of limes 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 .00 286.48	.00 Sublet .00 Waste Dispos .00 Gil/Grease .00 Sub Total	.00
X CUSTOMER SIGNATURE Page 1 of 1 Job 46817	.00 286.48	.00 Tax .00 Total (Cash)	18.00 318.00
46817 Cu tomer Copy		1	

WASHINGTON CHEUROLET INC 1 RAYS ND BLUD WASHINGTON, PA 15301 (724) 222-2800

C O P Y 06/16/2007 13:33:11 Sale:

Transaction # 1 Card Type: MasterCard

Acc:

Entry: Swiped Invoice # 46817 Total: 318.00

Reference No.:

716717505069

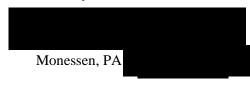
Auth Code: 730011
Response: APPROVAL 730011
Sequence Number: 0001

Merchant_Number:

000009365034

Terminal_ID: 09365034 Terminal_Number: 0001

CUSTOMER COPY



Service Request: 71-597594952

Customer Relationship Specialist: Pinkie Smith

Dear :

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$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.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

February 18, 2011



Service Request: 71-597597608

Customer Relationship Specialist: Roxy King

Dear :

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

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

We have reviewed your request for reimbursement on the steering column 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.



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02/JAN 2008/PM 2/T

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WICHITA KS 672



JAN 08 280

REIMBURSEMENT DEPARTMENT PO BOX 33170 DETROIT MI 48232-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

ſ	This section to be completed by Claimant	
	Date Claim Submitted: January 02, 2008	
	17-Digit Vehicle Identification Number (VIN): <u>/ G /ZS52_F 75</u> F	
	Mileage at Time of Repair: 4/788 Date of Repair: October 31,2006	
	Claimant Name (please print):	
	Street Address or PO Box Number:	
	City: Wichita State: KS ZIP Code:	
	Daytime Telephone Number (include Area Code)	
e	Evening Telephone Number (include Area Code)	ر ج
	Amount of Reimbursement Requested: \$ 6/5.14	3/X
	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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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



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07126 1G1ZS52F75F

13 0009268

WICHITA, KS

. Name and address of the person who paid for repairs.

o 3. Problem occured - Steering assist failed to work, making it very difficult to operate the car.

Repair Lone - Davis Moore Cheurolet (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 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).

Thanh you,

1000740A

02079



INVOICE

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WICHITA, K	<u>ය</u>	BUS:						(316	749-	4000	
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COLOR	YEAR	MAKE/MODEL			A. O.VIN		LICENS	5 22. 20	MILEAG	E IIV, OU	- Paris
SILVER	05 CHE	VROLET MA	LIBU		52F75	F:				/41794 NV.D	
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COLUMN: /	2.00 DL	AGNOS NO S	TEERING	ASSIST	CONDI	TION, RE	PLACE S'	TEER	NG		
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							VA - 100 1000 V.S. SEES SOCIO	udwooddoo Afrika	- 5000000000 LD 0-	ou occupant 121 (22)	a was santanisti.
CUSTOMER	PAY SHOP	SUPPLIES	FOR REPA	IR ORD	ER	DADO (OF THOMS	T T C7	NDDV X	15.	00
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GENERALTIRE (3)

(Goodnop Ontinental Independent



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

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	615 14

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 6250
Physic 4250 Phoenix, AZ 85082-2530



CHECK NO.

DATE 02/04/08

AMOUNT
****14 CENTS
****************615.14

PAY TO THE ORDER

VENDOR DUNS NO.

WICHITA'

1

North American Operations General Motors Corporation Disbursement Account

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

BB 000000524

AUDIT

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

Phoenix,

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

02/04/08

VENDOR NAME REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT

DISC. AMOUNT NET AMOUNT .00 02/01/08 VM 1-9VSLH4 71-597597608.1-9VSLH4 00.0000 615.14 615.14 1G1ZS52F75F 82° 40. ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

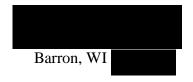
615.14

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615.14

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

February 18, 2011



Service Request: 71-597609183

Customer Relationship Specialist: Jane West

Dear

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

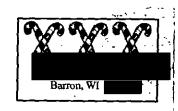
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

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

8005 & 0 MAL

Reimbrussement Dept. 10 Box 33170 Detroit, MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1-3-08
17-Digit Vehicle Identification Number (VIN): 1612T 62835 F
Mileage at Time of Repair: 91,875 Date of Repair: 10-30-07
Claimant Name (please print)
Street Address or PO Box Number:
City: Barron State: WI ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
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: ⊆

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).



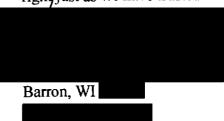
Dear General Motors:

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 is 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.



want (- raber MOTORB

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

BARRON

DATE	YEAR	MAKI	ī,	MODEL	VIN			STOMER CO	DPY PAGE 1 HLES OUT TAG
10/30/07	05	CHEVROL	ET M	ALIBU	1G1ZT62835	F	2613	91875	91875
SERVICE DATE	NO	TIFIED	SVC AT	OV PROMIS	SED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
***************************************	11,	/01/07	02		00:00			01	11/01/07
R.O. NUMBER		TA	XID	ŀ	IOME PHONE	BUSINESS I	HONE		
3329	8								1

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 INSTALL STEERING COLUMN/SENSOR

-COLUMN

39 M A 39 M A

179.76 Total Labor 359.00 1

... Total Parts Total Line

REPAIR LINE 002 ======

COURTESY VEHICLE CHECK UP

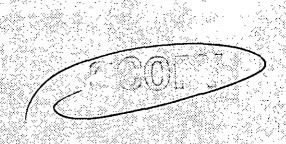
Bill Code - I

COURTESY VEHICLE

15926870

Payment Type 01 CASH

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Chest art

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36.88

142.88 -

"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 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

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

LABOR AMOUNT

CUSTOMER SIGNATURE

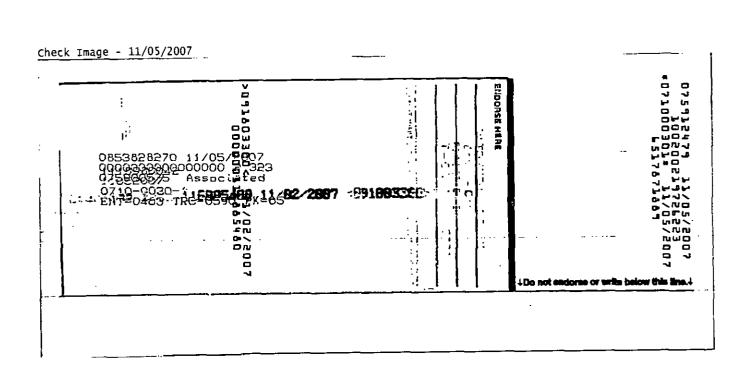
Check Image - 11/05/2007

171000301
11/05/2007

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

The same way you would use the original check.

Per to the original check.



your Cas	hback B	onus(R)	growl	
How	Can	We	Help	You?

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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	MARSHFIELDCUNIC PHARMAC RICE LAKE WI		10.00		
Gazoline	Oct 19 Oct 19 Oct 22 Oct 25 Oct 26	Oct 19 Oct 19 Oct 22 Oct 25 Oct 26	KWIK TRIP 84300008433 WABASHA MN FARMERS COOP OIL CO WHITE LAKE SD CENEX C-STORE PLAINVIEW MN KWIK TRIP 74800007484 BARRON WI HOUDAY STATIONSTORE BARRON WI		70.67 114.00 31.99 9.35 33.97		
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	Oct 31 Nov 5 Nov 9	Oct 31 Nov 5 Nov 9	KWIK TRIP 67400006742 MENOMONIE WI HOUDAY STATIONSTORE BARRON WI		22.65 36.21		
	Nov 11 Nov 12 Nov 13 Nov 17	Nov 11 Nov 12 Nov 13 Nov 17			7,88 43,52 41,00 30,92		
Automotive	Oct 22	Oct 22	HILLCREST TOOLS LLC MENOMONIE WI		30.0 		
Services	Oct 18	Oct 19			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 Discovered com/purchases



page 1 of 3

\$447.69

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0.00

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REIMBURSEMENT DEPARTMENT P.O. BOX 33170 DETROIT M1/48232-5170

4823245170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: Today Repair 5/7/07					
17-Digit Vehicle Identification Number (VIN): 1G1ZT52885F					
Mileage at Time of Repair: 43,326 Date of Repair: 5/7/07					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: WINNEAPOLIS State: MN ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
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:					

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

ROSEDALE CHEVROLET

2845 Hwy 35W North Roseville, Minnesota 55113

(651) 639-2110

www.rosedalechev.com

AN AMERICAN REVOLUTION

			CELL:	
142802	BRIAN JOHNSON LABOR RATE (LICENSE NO.	7301 8171	05/07/07	CVCS259904
MINNEAPOLIS, MN	VEAR/MAKE/MODEL 05/CHEVROLET/MALTBU/ VEHICLE LD NO. 1 G 1 Z T 5 2 8 8 5	F	01/27/05 SELENG DEALER NO	DELIVERY MILES PRODUCTION DATE
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LABOR & PARTS	TECH(S):7239	240.00	Any warranties on the p	roducts sold hereby are mad The undersigned purchase

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PARTSQ JOB # 2	TYFP-N 1 0	UMBER IL1	DESCRI BULK 0	PTIONIL	JOB #	UNIT 2 TOTAL	PRICE- 8.70 PARTS	8.7 8.7	10
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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 disctaims all warranties, including warranties of merchantability or timess for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be flable for incidental or consequential demages or commercial tosses arising out 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

P



000007586763 0002

18:54:25

TIME

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

CREDIT SALE

BATCH # 57Z TRANS # 052 AUTH # 91902B TRANS ID 007130031501559 REFERENCE # 713000750940

VISA ACCOUNT #

EXP DATE

SALE AMOUNT

\$663.67

CUSTOMER COPY



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

February 18, 2011



Service Request: 71-597625678

Customer Relationship Specialist: Karl McTaggert

Dear

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

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

We have reviewed your request for reimbursement on the 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 Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

13



CHECK NO.

50-937 213

DATE 02/04/08

XXX587; DOLLARS

SIGNATURE

AMOUNT ************587.24

North American Operations: General Motors Corporation Disbursement Account

NEW HAVEN

AUDIT

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

VENDOR NAME

PAY TO THE ORDER OF

BB 000000555

INVOICE DATE

DOC. REFERENCE NUMBER

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

% DISC. INVOICE AMOUNT DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

DISC. AMOUNT

02/04/08 NET AMOUNT

REGISTER NO. DESCRIPTION

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TOTAL

587.24

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587.24

New Haven, Ct.

SEASTHERN CT CAN WE DIG TIME THE ZT



Reimbursement Department Po Box 33170 Detroit, Mi 48232-5170

4823245170

70 Mallahaldalladddadlaadlaadlaadlaadlaadl

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12 28 07
17-Digit Vehicle Identification Number (VIN): 1312 553 F 45 F
Mileage at Time of Repair: 58155 Date of Repair: 9 21 07
Claimant Name (please print):
Street Address or PO Box Number:
City: New Haven State: Ct. ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
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:

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).



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LIABI	LITY IN CONNECTION WITH	THE SALE OF SAID PRO	DUCTS.		29747		SIGNED			101	

New Haven, CT

Service Request: 71-597631749

Customer Relationship Specialist: Gavin Sanders

Dear

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

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

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

Flowery Branch, GA

Reimbursement Dept.
p.o. Box 33170
Detroit, M. 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): 162ZG 528254
Mileage at Time of Repair: 43.317 Date of Repair: ///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, yoù 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).



1592 BROWNS BRIDGE ROAD

Service Direct (770) 718-3111 FAX (770) 718-3164 GAINESVILLE, GEORGIA 30501

Parts Direct (770) 718-3101

Collision Direct 770-718-3145



[™]PNĊ**8**230084

79

13028CELIVERY VILES

PRODUCTION DATE

MO: 43387

58860 38158^{TAG NO} 775 |\11\29\06 JÖSE SOLORIO LICENSE NO 43,377 CSTL/BLK -+ 05/PONTIAC/G6/4DR SDN 6-CYL °'05/30/05 -FLOWERY- BRANCH, GA BELLING TEALERING via 1 1 2 2 2 2 3 4 2 5 4 FTEND 11/28/06 COMMENTS J# 1 18PNZ HOURS: 3.00 TECH(S):39411 62320 246.00 ELECTRICAL C/S CHECK POWER STEERING, MESSAGE COMES ON CHECK POWER STEERING STEERING POSITION SENSOR REPLACED STEERING COLUMN PARTS-----QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-JOB # 1 COLUMN 6.518 359.00 15926870 359.00 JOB # 1 TOTAL PARTS 359.00 605.00 JOB # 1 TOTAL LABOR & PARTS 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 - - ---OTY---FP-NUMBER------DESCRIPTION-----JOB # 2 JOB # 2 JOB # 2 PK47-3K OIL AND FILTER 0IL 25010792 JOB # 2 TOTAL PARTS JOB # 2 TOTAL LABOR & PARTS SUBLET-----PO#------VEND INV#-INV.DATE-DESCRIPTION------INTERNAL. 42791 JOB # 1 TOTAL - SUBLET MISC ----- CODE ----- DESCRIPTION -----·····CONTROL NO······ 61 SHOP-SUPPLIES/HAZARDOUS WASTE TOTAL - MISC CUSTOMER OK. \$92.00 DLS DIAGNOSTIC FEE.

LIMITED EXPRESS WARRANTY 16.95 Labor and parts are warranted 12 Months or 12,000 Miles. whichever comes first. JIM HARDMAN PONTIAC-BUICK-24,91 GMC TRUCKS, INC. hereby limits any implied warranties of merchantability and fitness to the 0.00 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 VEHI-CLE OR ARTICLES LEFT IN VEHI-CLE IN CASE OF FIRE, THEFT OR ANY OTHER PERIL WHATSOEVER, OR FOR ANY DELAYS CAUSED BY THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIP-MENTS BY THE SUPPLIER OR TRANSPORTER.

THANK YOU FOR YOUR BUSINESS!

PAGE 1 OF 2

CUSTOMER NO

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 12:12pm

Mile: 31.23 4474274880093831 , JIT HARDONN PONTIAC . 1592 BROWNS, BRIDGE RO GAINESVILLE, GASASGI 776-718-3198 MERCHANT 3800, 274988890931 801 DATE: 11/29/86 82:95 PM PRICE DTY AMOUNT 677.61 43 SERVICE · 677.61 ACCOUNT #:
TYPE:
AMER EXP and the Barrie Char. REF # 16 Weichart Credit Caisages oc 38 Halfas Compenity 878185 18. Fristanding Service 3162 Georgic (778) 612-2121 Nection rido (ROO) 364-VISA I THUDRA JATOR AND A LATOR ACCORDING TO CARD ISSUER AGREEMENT CHERCHANT AGREEMENT CREDIT AIRMEN

Flowery Branch, GA

Service Request: 71-597632953

Customer Relationship Specialist: Paul Gambino

Dear

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 снеск NO DATE 03/17/08 XXXXXXXXXXXXX605 DOLLARS North American Operations General Motors Corporation Disbursement Account FLOWERY ORDER 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 1 CHECK NO. BB 000000150 PAYMENT DATE VENDOR NAME 03/17/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/14/08 VM:1-9M5IFA 00.0000 605.00 605.00 1G2ZG528254 71-597632953.1-9M5IFA ~\$\$\$ ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 H3 605.00 **TOTAL** .00 605.0

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

February 22, 2011



Service Request: 71-597645086

Customer Relationship Specialist: MJ Mason

Dear :

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

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

We have reviewed your request for reimbursement on the steering column 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

Hartsville, SC 7007 1490 0001 8090 3441 Reinbursement Department P.O. Box 33170 wet, m1 48232-5/70 4423245170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: Aug 3 - 57
17-Digit Vehicle Identification Number (VIN): 1 6 1 2 7 6 2 8 1 5 F 1
Mileage at Time of Repair: 46000 Date of Repair: 8-22-07
Claimant Name (please print):
Street Address or PO Box Number
City: Hartsulle 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

0007712/GMR2V071129R10 Page 03 of 03

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



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



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07126 1G1ZT62815F 13 0007712

CVCB60293

STOCK NO

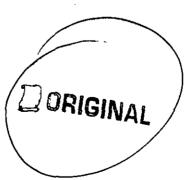
DELIVERY MILES

PRODUCTION DATE

JOHN NEWSOME, INC.



CUSTOMER NO. 6027		₩ÖÖÖY	121	.83 TAG NO.	08/22/07
		LABOR RATE	Ĺ	MILEAGE	O GREEN/
HARTSVILLE, SC		'6'S/CHEVROLE	T/MALIBU/4 D	OOR COUPE	DELIVERY DATE
		VIHICE INOZ T	6 2 8 1 5 F		SELLING DEALER NO.
		F. T. E. NO.	P. 0	NO.	08708/07
	BUSINESS PHONE	COMMENTS			
	BUMPER, GRILLE LT. H/L	, FENDER,		302.4	DISCLAIMER OF WARRAN lacturer's The Sefer, JOHN warranties, either express or ability or littless for a particle assumes nor authorizes an
PARTS·····QTY···FP·NUMBE JOB # 1 1 10382	R·····DESCRI 588 EMBLEM	1.303 J	OB # 1 TOTAL PA	7.15 37.19 RTS 37.19	connection with the sale of process of elimination and guarantee any degraces or disclaimer by the seller, JOI of the manufacturer's warrar selling dealer any conseque loss of use, lose of time, lose
1# 2 OFDUZDE DEDA	ID DED ECTYMATE				- I hereby authorize the rep
	UMPER, LT. FENDER	TECH(S)		386.4	U loss or damage to vehicle or any other cause beyo unavailability of parts or
PARTSQTYFP-NUMBE	RDESCRI	PTIONJ	OB # 2 TOTAL PA	ICE- RTS 0.0	I SHALL BE RESPONSI
	******************			RTS 386.4	ING REASONABLE ATTO thirty (30) days of compl day
SUBLET PO# VEN JOB # 1 22328 ARC JOB # 1 22332 JOB # 1 22348 JOB # 1 22348 JOB # 1 22332	D INV#-INV.DATE-DESCRI HIE 08/07/07 TOW 81 08/13/07 GRILLE 08/13/07 COVER 08/13/07 HEADLA 08/13/07 MILDIN 08/13/07 GRILLE 0B/13/07 FENDER	MP G	TOTAL - SUB	250.0 137.1 244.0 170.0 179.1 82.4 64.2 187.2	of, in connection the above describ arbitration in acc Arbitration Rules Association. No p by way of joinder matter subject to arbitration agreem
MISCCODEDES JOB # 2 S2 BOD COMMENTS SENTRY INS.	Y SHOP PAINT & MATERIA	LS	-CONTROL NO TOTAL - MI	204.0	NOT R LOSS CARS C
SERVINI INO.					



DISCLAIMER OF WARRANTIES. All warrundes on these parts are the manubacturer's. The Seffer, JOHN NEWSOWE, INC., hereby expressely disclaims all warranties, either express or implied, including any implied warranty of merchantability or times for a particular purpose and JOHN NEWSOME. INC neutreassivines nor authorizes any other person to assume for if any lability in connection with the sale of these parts. One in the completely requiring the process of wimmerson and the lack of complete vehicle history, we do not guiranties any diagnosis of that our repeats will correct your problem. This lockstainer by the seller, JOHN NEWSOME, INC., in no way sifest, the teams of the manufacturer's warranty? Buyer shall not be actified to recover from the asking dealer any consequented damages, damages to property, familiary of loss of use, loss of time, loss of profit, or income or uny other marketial damages.

TERIMS STRICTLY CASH UNLESS ARRANGEMENTS MADE.

I hareby 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 time, then, any other cause beyond your control or lor any othery caused by unavailability oil parts or delays in parts shipments by the supplier or interaporter. I hereby grant you and/or your amployase permission to operate the vehicle herein described on streets, highways or disewhere for the purpose of testing, and/or inspection. An express mechanic's inn is fretely acknowledged on vehicle to secure the amount of inspirit hereto. In 11th EVENT OF MY DEFAULT in PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES. Ventures not pushed up within thiny (20) days of completion with be charged \$10.00 storage fee par 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

PAGE 1 OF 2

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 01:43pm

THIS AGREEMENT IS SUBJECT TO ARBITRATION UNDER THE FEDERAL ARBITRATION & V. 10 B 60293 TO THE EXTENT CONSISTENT THEREWITH, THE SOUTH CAROLINA UNIFORM ARBITRATION ACT.

JOHN NEWSOME, INC.



CUSTOMER NO. 6027	WOODY	1218	3 TAG NO.		08722707	CVCB60293
	LABOR RATE	LIÇ	MILEAGE	0	GREEN/	STOCK NO.
HARTSVILLE, SC	YOS/CHEVROLE	T/MALIBU/4 DO	OR COUPE		DELIVERY DATE	DELIVERY MILES
HARTSVILLE, SC	VIHICE IDINOZ T	5 2 8 1 5 F 1			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO	P. O. NO	D.		08908/07	
	COMMENTS					

CASHIER.....

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

CASH (4) CHARGE () CHECK () #......DATE..../2007

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

TOTAL LABOR.... 688.80
TDTAL 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

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

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES. All warrantees on these parts are the manufacturar's. The Select, JOHN NEWSOME, INC., hereby expressly declaims all warrantees, either express or implied, including any implied warranty of meetcan-billy or femiliars for a particular purpose and JOHN MEWSOME. INC neither assumes nor authorizes any other person to assume for it any fability in connection with the sale of those parts Due to the complexity requiring the process of elemanation and the fact of complete vehicle busines, we do not guarantee any disagnosis or that our repeats will corriect your problem. This disclaimer by the celler, JOHN NEWSOME, INC., in no way affects the forms of the manufacturer's warranty. Buyer shall not be enabled to recover time acting dealer any consequential damages, iterations to properly, damages for loss of use, loss of time, loss of profit, or income or any other inclaimeral damages.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter sel forth to be done along
with the necessary material and agree that you are not responsible for
or any other cause beyond your control or hor any delays caused by
or any other cause beyond your control or for any delays caused by
reavailability of parts or delays in parts shipments by the supplier or
iransporter. I hereby grant you and/or your amplkyees permission to
gerate the venicle herein described on stricts. Injuryacy or elsawhere
for the purpose of testing, and/or inspection. An express mechanics
in a hereby acknowledged on vehicle its soutine the amount of repair
thereto In THE EVENT OF MY DEFAULT IN PAYMENT OF MY SILL,
I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUD-ING REASONABLE ATTORNOY'S FEES Vehicles not packed 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.

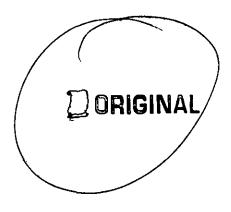
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY CAUSE BEYOND OUR CONTROL.

<u>IMPORTANT</u>

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



February 22, 2011



Service Request: 71-597645086

Customer Relationship Specialist: MJ Mason

Dear

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 BY 105

DS JAN 2008 PM 4 T

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

JAN 0 8 2000

Reimbursement Dept POBOX 33170 Detroit MI 48232-5170

4823245170

Madadada Hashida dha Madadha adh

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 01 04 08
17-Digit Vehicle Identification Number (VIN): 16276528454
Mileage at Time of Repair: 49,174 Date of Repair: 11 15 07
Claimant Name (please print):
Street Address or PO Box Number:
City: Yaryoille State: Ny ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ \frac{804.00}{}
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

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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:

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- · 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. TAG NO. INVOICE DATE 29795 AHOC 62 11/15/07 LICENSE NO MILEAGE CÓLOR 75.00 DCR9273 49,174 DELIVERY DATE YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN CRARYVILLE, NY ELLING DEALER NO. VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 4 5 4 R.O.DATE 11/13/07 BUSINESS PHONE COMMENTS 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-1 15926870 **COLUMN 6.518** 409.26 409.26 TOTAL -PARTS 409.26 400.00 409.26 LABOR **PARTS** JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 809.26 TOTAL LABOR.... 400.00 409.26 0.00 [] CASH [] CHECK CK NO. [TOTAL SUBLET... TOTAL G.O.G. 0.00 TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.... [] VISA [] MASTERCARD 0.00 0.00 [] AMER XPRESS 64.74 [] OTHER [] CHARGE **TOTAL INVOICE \$** 874.00 YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. 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



INVOICE NO.

STOCK NO

DELIVERY MILES

PRODUCTION DATE

MO: 49195

PNCS60107



ADILLAC



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 ANY WARHANTIES ON THE PRODUCTS SULD RENEBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY EXPRESS IS DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPUED, INCLUDING ANY IMPUED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME SOOI IT ANY LIGHTLY IN CONNECTION WITH ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

Reynolds and Reynolds ERAINTINVE SF629759 Q (03/06

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 12:54pm



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

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

Visit us at www.gmcard.com

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

			(For addition	Transaction		www.gmcard.com)	
Transaction Date	Post Date		Desc	ription		Amount	Reference Number
11/16	11/19	CATSKILL BU	ICK PONTIAC C	ATSKILL NY		\$874.00	MT073230069000010052841
11/26	11/27	QVC 3378626	56701 800-3	367-9444 PA	•	\$93.93	MT073310071000010071559
11/26 .	11/27	QVC 3378826	56702 1OF5 80	0-367-9444 PA		\$71.25	MT073310071000010071560
11/30	12/01	JCPENNEY,C		21-0827 OH		\$155.79	MT073350071000010013890
12/01	12/03		PPLY #755 HI			\$65.60	MT073370069000010078554
12/01	12/03	WAL-MART #		N OF GREE NY		\$184.07	MT073370069000010109122
12/01	12/03	CIGARS	484285040			\$76.45	MT073370069000010263369
12/01	12/03			877-313-2582 N		\$19.23	MT073370069000010350775
12/02	12/03		R FAMILY HAIR	YN, NOSOUH		\$110,00	MT073370072000010033915
12/04	12/04	PAYMENT- TI				\$300.00 CR	65499447338018Z1ND68VH7
12/05	12/06	LOWES #005	24' KINGS	TON NY		\$252.47	MT073400075000010039764
			*************	Account /	ctivity		
Previous Bat	lance	- Payments and	d Other Credits	+ Purchases, Ca Fees and Ot	sh Advances,	+ Finance Charge	s = New Balance
			_				
							•
				Finance Charge	s Calculation		
<u> </u>							Cash Advance/ Annual
			verage Daily	Finance Charge Daily Periodic Rate	Calculation Nominal An Percentage	nual <u>Finance</u>	
			verage Daily	Daily Periodic	Nominal An	nual <u>Finance</u>	<u> </u>
Purchases			verage Daily	Daily Periodic	Nominal An	nual <u>Finance</u>	
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	<u>- 1</u>		verage Daily	Daily Periodic	Nominal An	nual <u>Finance</u>	
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Convenience Chec	- I		verage Daily alance	Daily Periodic Rate	Nominal An	nual <u>Finance</u>	
Convenience Chec			verage Daily alance	Daily Periodic Rate	Nominal An	nual Finance Rate Charge T	
Convenience Chec Cash Advances		e Earnán	verage Daily alance	Daily Periodic Rate	Nominal An Percentage	nual Finance Rate Charge T Control Remember, e- your GM Card,	ransaction Fees Percentage Rato Percentage Rat
Convenience Chec Cash Advances		8 Earrin \$231.88	verage Daily alance ge Surrivitary New Earnin, Anniversary	Daily Periodic Rate	Nominal An Percentage	Rate Charge T Col Remember, e your GM Card, You can save	very time you make a purchase with you'll earn 5% in GM Card Earnings.
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1002105 09

C 01-01 000348/CM GMC1 STMTI5

se 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 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 **GERMANTOWNY12526 -5215**

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Indular Harlifelia Industrial Institution of the Industrial Indust

HSBC CARD SERVICES PO BOX 37281 BALTIMORE MD 21297-3281



MULTI-POINT VEHICLE INSPECTION

Name: Year/Model: 🔾 S	5 6-b Date: 11/13/07
Repair Order #: 1-6-107 VIN (last 8 digits) 54	ometer: <u>4174</u> MI: MII:
Checked and OK May Require Attent	ion Soon Requires Immediate Attention
INTE	
	Remaining engine oil life:% Reset: N/A:
Subscription activated	<u> </u>
ь _у <u>еч</u>	Air Conditioning Performance
	ID TREAD DEPTH CHECK BATTERY (y condition)
8/32 or Greater	8/32 or Greater
LF_7/32 to 4/32	7/32 to 4/32 RF
■ 3/32 or Less	3/32 or Less
PSI@:set to:vPSI	PSI@: set to: <u>30 PSI</u>
LR 7/32 to 4/32	7/32 to 4/32 RR
LF _ RF ■ 3/32 or Less	3/32 or Less
PSI@:set to:3PSI (Check	lamps) PSI@:set to: 3a_PSI
Rear (if applicable) Lowest Tread C	Battery condition
Rotation needed Alignmer Windshield condition Rotation performed Alignmer	nt needed Balance needed Baltery cables and
CracksChips LF LR Wear Patte	
CHECK FLUID LEVELS	CHECK BRAKES/MEASURE FRONT AND REAR LININGS
OK FILLED REQUIRES ATTENTION	7 mm (9/32) or greater
Engine oil	LF 6 mm (8/32) to 4 mm (5/32) RF
Brake fluid reservoir	3 mm (4/32) or less 1/3
	_ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
Transmission (if equipped w/dipstick)	4 ntm(\$382) or g
Coolant recovery reservoir	LR — 8 mm (4/3) — RR
Power steering	Lowest Front Lining
Windshield washer	Brake system (also including lines, hoses and parking brake)
ADDITIONAL CHECKS	Additional Recommended Services
Inspect for visible leaks:	1) MEGES STEERING Solumn
Fuel system (also including gas cap seating)	2)
Engine, transmission, drive axle, transfer case	3) > Yest Jires + Demost 10002
Engine cooling system	4)
Shocks and struts – also check operation	VALUE CONTRACTOR N
Inspect visual condition:	5)
Belts: engine, accessory, serpentine, and/or V-drive	
Hoses: engine, power steering and HVAC Engine air filter and cabin air filters	71
Steering components and steering linkage	8) ASMARTICO
CV drive axle boots or driveshafts and U-joints	Service Consultant:
Exhaust system components	Technician: No.:
SIMPLIFIED N	IAINTENANCE
MI Required Performed	MII Required Performed

CUSTOMER COPY

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

February 22, 2011



Service Request: 71-597649611

Customer Relationship Specialist: Michael Brent

Dear

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

13.



CHECK NO.

North American Operations General Motors Corporation Disbursement Account

213

DATE 02/05/08

٠.

XXXXXXXXXXXXXXXXX DOLLARS

****00 CENTS **

AMOUNT ******************

PAY TO THE

CRARYVILLE

SIGNATURE

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

BB 000000130

AUDIT

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO. 1

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

02/05/08

VENDOR NAME

REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT **NET AMOUNT** 02/04/08 VN 1-9VYZ70 71-597649611.1-9VYZ70 00.0000 874.00 .00 .00 874.00 1G2ZG528454 19 C 18

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

TOTAL

874.00

H3

.00

874.00

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

February 22, 2011



Service Request: 71-597709281

Customer Relationship Specialist: Jerry Robinson

Dear

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

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

We have reviewed your request for reimbursement on the 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

KALAMAZOO MI 490 WALAMAZOO WALAMAZO

Reimborssement Department P.O. Box 33170 Detroit, Mi, 48232-5170

Mallishadidadaddaalhadhadhadhaall

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): (G) 2152815 F
Mileage at Time of Repair: $\frac{53724}{2}$ Date of Repair: $\frac{10}{5}$
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

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).



		A/R Number:		Inve	oice Numbe	er	
•		Customer Number:		-	17760		
Portage, MI		PO Number:					
Phone (H):	Phone (W):	Auth Number:		Printed: 10/20/2006 11:25 AM			
Phone (C):	Phone Oth:	Service Writer: Traci Bumford		Copy # 1 Date Opened: OCT 5 06			
Year/Make/Model: 2005 Chev	rolet Malibu	Estimate Amount: \$					
VIN: 1G1ZT5	28X 5F	Terms & Conditions:		Date Noti	ified: OC1	T 20 06	
License Number:		Type of Sale:		Date Deli	vered:		
Stock Number: M3879 Tag Number:	Mileage In: 53724 Mileage Out: 53741	Customer Signature					
Description	· · · · · · · · · · · · · · · · · · ·		Hrs or Qty	List	Ext Total	Grand Total	
1 Cause/Action to T Diag Noise front N found the steering needed to remove installed and foun in coloumn, air ba was not respondin repairs and ensur 1 Correction/Action Repplaced all par componets on op- very lightly, found modules was out	Noise, found the I shaftand z g coloum was needing replaced noise, coloumn, was income d clock spring was damaged ag light arrived, Scanned for A ng, replaced module, had pro- red correct operation. Taken ts listed and found the heat we pitte side of car for heat cond- a module under glkovebox of of alignment, reprogramed, revery strong operating, reche	rect, another arrived, I, retrieved parts installed Air Light found module ogramed, checked all was inop, checked all cern, was coming out but controlling componets to realligned and checked				<u>270.00</u>	
Part Number 238-02967B 15908975 15245418	Falled Description STEERING COLL CLOCK SPRINGS AIR BAG ges and Deductions For All Jobs	Sub Total Parts SubTotal Job # 1	1 1 1	83.00	162.00 83.00 602.00		
Part Number 238-02967B 15908975 15245418	Falled Description STEERING COLU CLOCK SPRINGS AIR BAG	Sub Total Parts SubTotal Job # 1	1	83.00 602.00	83.00 602.00	<u>847.00</u> 1117.00	
Part Number 238-02967B 15908975 15245418	Falled Description STEERING COLU CLOCK SPRINGS AIR BAG	Sub Total Parts SubTotal Job # 1	To To MC C	83.00 602.00 otal Parts otal Suble lisc. Chrg ar Rental reight	83.00 602.00	270.00 847.00 0.00 0.00 0.00	
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Part Number 238-02967B 15908975 15245418	Falled Description STEERING COLU CLOCK SPRINGS AIR BAG	Sub Total Parts SubTotal Job # 1	To To MC C File D S H	83.00 602.00 602.00 otal Parts otal Suble lisc. Chrg ar Rental reight eductible pecial Ta	83.00 602.00	270.00 847.00 0.00 0.00 0.00 0.00 0.00	

WORK ORDER RO NUMBER: 17760 Page Number: 1 Franchise Code:

Todays Date: OCT 5 06

Time Printed: 9 35 AM

				Copy # 1	·.			
and agree that you are not responsible for loss or in the vehicle in case of fire, theft or any other cause be delays caused by unavailability of parts or delays in parts stransport. I hereby grant you or your employees permission described on streets, highways, or essewhere for the purpose Any express mechanics lien is hereby acknowledged on abamount of repairs thereto.	damage to venicle of articles leyond your control or any informents by the supplier or in to operate the vehicle herein se of testing and/or inspection.	#	PEG:	Garry ` ¹				
CUSTOMER X	Time Received 9 35 AM	CUST_U = 1415 VEH U = 18208	Find Number	Setting Dealer	ļ			
Estimate of Repairs \$200.00	Filter Oil Brand	Qts	TERMS: CASH	CHECK CREDIT (DISCARD	CARD			
CUSTOMER INFORMATION VEHICLE INFORMATION SERVICE INFORMAT								
Portage, MI Spouse Phone (H) Phone (W) Phone (C) Comments	Year 2005 Make Chevrolet Madel Malibu Cold Blue VIN 1G1ZT528X 5F Service Name Contract Number	in Service Date Source U Engine Sispsn Borr,Brian SL Dat FEB 27 0	3879 Ser Date Cor Mile	O. Number 17760 vice Writer Traci Bumford e In OCT 5 06 mpletion Date es In 53,724 es Out				
Time Promised	LABOR INST	RUCTIONS	3					
FAILURE CODE	omer States Noise in	0	pulled:	I-Sheft (1.0	CA			
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10/17/04 Install	talled No se Bone 4a d. found t	ew box	Spring was new after co	Assembly er locked 3.	Ó			

. NE OCT 11 PAI2:44

10/19/04 Tristace Air Day modele (customis) Air bay
To Low of Resistane when connect to box spring:
#10/19/04 Repaired Heat - uno Related to Column Repair
#10/19/04 Right Side of Vehicle is where to Repair was done

		NVOICE	Invoice #:				Nari	hevrolet			
MOTOR ZONE	_		Tag #:	T72		Ŀ		JOYEI			
2828 STADIUM DR		AGE 2				文	少一				
KALAMAZOO, MI 4900I			Customer #:	5252			SROO Stell	m Date			
HOME: 269-385-5000 B	US: CI	ELL:	Service			Phone (Kelamazoo, Mic 269) 372-3040	ium Drive Chigan 49009 Service (269) 372-3060			
EMAIL:				372-8432 H	ERB J	MIC	HIGAN REPAIR F				
COLOR YEAR OF	MAKE/MODEL		VIN		LICENSE	MiLE		TAG#			
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01JAN05 I	17:00 13		85.00	CHC	R.O. OPEN		ADY	INV. DATE			
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λ Λ Δ	D/ SIEERING :	G NOISE FROM LEFT SYSTEM DIAGNOSIS.	.40 HRS. \$29.95	· E	******		*****	*****			
MVVI		A COTATE	IC#: M161313					20.05			
You may receive a customer satisfaction survey from the	451	LABOR: 29.95 PARTS: 0000 OTHER: 0.0045158 INCPECT HAS INTERMEDIATE STEERING SHAFT NOISE GM ENG						79.95 TOTAL LINE B: \$ 29.95 VERRING			
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grade us COMPLETELY SATISFIED, please contact our Service	C** GAS ENGINE REP	AIR?						~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ 			
Manager, immediately.		TRAIN CONTROL MO	DULE REPLACEM	FNT							
Thank You! Denooyer Chev.	_ 12										
(269) 372-3040	1 10	W	1.20 hrs.					(N/C)			
	LABOR:	591279 PCM FC: 6C 0.00 PARTS		OTHER:	0.00	7074	_	(N/C)			
Thank You!				OTHER:	0.00	A LINE		00.00			
REPAIRS PROPERLY COMPLETED & CHECKED BY:	SERVICE HOURS:		TATEMENT OF DISCL			LABOR AMOUNT					
}		Mon-Tues-Thurs-Fri 7:30 AM - 6:00 PM 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 MERCHANTARILITY OR FINE GAS, OIL LURE									
AUTHORIZED REPRESENTATIVE											
j	Wednesday 7:30 AM - 8:00 PM	I FERSON TO ASSUME FOR IT A	NNY LIABILITY IN CONNECT	TON WITH THE CALE O	Barrier	UBLET AMOUNT	Ţ				
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APPO	DINTMENTS: 269-372-	3040 or www.d	enooyer.com		P	ALES TAX LEASE PAY HIS AMOUNT					

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

February 22, 2011



Service Request: 71-597750562

Customer Relationship Specialist: Beau Casset

Dear

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



JAN 09 2008

Wansh, W.

07 JAN 2008 PM 2 T

OSHKOSH WI 549:



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

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1-7-68
17-Digit Vehicle Identification Number (VIN): 1622H528759
Mileage at Time of Repair: 56,296 Date of Repair: Sept 8,200>
Claimant Name (please print):
Street Address or PO Box Number:
City: Nernah State: Wi ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 575.54 + 78.78 = 604.32 +
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.
- Glaimant'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

Neenah, WI

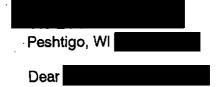


PontiacP.O. Box 909989Milwaukee, WI 53209-9989

07126 1G2ZH	528754	16 0004943
PESHTIGO, W		•
- lıkkalaladındlık	ddadadha	Untillanlılıdıklısındd







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).





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			O NO.	DATE OFFERED BACK	R.O. NO.
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MATION

SCLAIMS ALL WAR-ED, INCLUDING ANY BILITY OR FITNESS NEITHER ASSUMES ROM SMUSSA OT I SSUME FOR IT ANY TO RECOVER FROM THE SELLING DEALER ANY CONSE-QUENTIAL 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!



Corner Of Hwys 41 & 55, 1450 Delanglade St.

P.O. Box 800

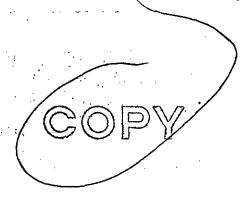
Kaukauna, WI 54130-0800

BUSINESS: 920-766-3581

TOLL FREE: 800-236-6606

CUSTOMER NO.	20460		ADVISOR		TAG NO		DATE OFFERED BACK	R.O. NO.
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FOR ANY REAS " C O M P L CONTACT LEE SATISFACTION ********** * CASH * DATE RECE	ON YOU FEEL YOU E T E L Y S VANDER SANDEN I IS OUR MAIN O	FROM G.M. IN THE NEXT DU CANNOT GRADE US WI A T I S F I E D " RE (SERV-DIR) IMMEDIATE CONCERN. THANK YOU AC ************************************	TH A SPONSE, PLEASE LY, YOUR AIN. ************** * *******************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET. TOTAL G.O.G TOTAL MISC CH TOTAL MISC DI TOTAL TAX TOTAL INVOIC	iG. SC	406.95 532.92 0.00 0.00 15.00 0.00 47.74	CHEVROLET - POI SERVICE I Monda 7:30 a.m.	NTIAC - OLDSMOBILE DEPT. HOURS y - Friday - 5:00 p.m. turday - 12:00 p.m.
]		•					I NOTICE: You are entitle	ed to inspect or receive any

CUSTOMER SIGNATURE



Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911. Medison, Wisconsin 53708-8911.

WARRANTY INFORMATION

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

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 le 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 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

T manes sharges	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 DELKIJLADE STREET KAUKAUNA, HI 54130 (920) 766-3581 245.EX

Merchant ID: 000009732515 Term ID: 09732515

Ref #: 0025

Sale

VISA Entry Method: Swiped

Total: \$ 1,002.61

89/12/97 17:18:02

Inv #: 221861 Appr Code: 985228

Apprvd: Online Batch#: 800213

Customer Copy

North American Operations
General Motors Corporation
Disbursements (2613)
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PO B CHECK NO. Phoenix, AZ 85082-2530 1315 300 *** *** DATE 02/04/08 North American Operations General-Motors Corporation Disbursement Account TO THE ORDER 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. 1 CHECK NO. BB 000000176 PAYMENT DATE VENDOR NAME 02/04/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT .00 02/01/08 | VM 1-9VMZR4 71-597303327.1-9VMZR4 00.0000 150.00 150.00 1G2ZH528754

M3

150.00

.00

150.00

TOTAL

AP330

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

INDIANAPOLIS IN 462 Brazil, IN DAJANIZORS FM & L MOLL JAN 0 7 2008.

> Reimbursment Department P.O. Box 33170 Det-roit, MI 48232-5170

> > Mahaladidhadidhadhadhadhadhadhadh

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: 12-13-07						
17-Digit Vehicle Identification Number (VIN): 16 22 H 5 28 75 4						
Mileage at Time of Repair: 41,67 Date of Repair: 5-19-07						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: Brazil State: IN ZIP Code:						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
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:						

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!"

PAGE 2 OF 2

CUSTOMER COPY

YORK

CHEVROLET: PONTIAC BUICK, INC.

2456 W. US Highway 40 • Brazil, Indiana 47834

(812) 443-4811 • (800) 776-4811

www.yorkchevy.com

Ron Betancourt
Fixed Operations Director
(Service-Parts)

	1				
CUSTOMER NO. 19008 ORIGINAL	ADVISOR JAMES HENDRICKSON	669 TAG N		1NVOICE DATE 07/10/07	INVOICE NO.
	LABOR RATE LICENSE NO.	MILEAGE		COLOR BLACK/	STOCK NO. P1388
	YEAR/MAKE/MODEL 05/PONTIAC/G6/4 DOOR	SEDAN	·	DELIVERY DATE 05/19/07	DELIVERY MILES 38,921
BRAZIL, IN	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 7 5			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		07/09/07	
	COMMENTS	<u>-l</u>		1	<u>-1 </u>
OTALS				NOTICED BO	DY DAMAGE:
***************	TOTAL LAB TOTAL PAR		245.45 375.50	Front	Rear 🔲
[] CASH [] CHECK CK NO. [] *	TOTAL SUB	LET	0.00	L'/4 🔲	R1/4
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL G.O TOTAL MIS		0.00 25.00	L. Front	R. Front
* [] AMER XPRESS [] OTHER [] A/R *	TOTAL MIS TOTAL TAX		0.00 24.03	L. Side 🗌	R. Side
* F T WHEN YEVESS E TOTHER F T WAY	TOTAL INV		669.98	•	MOVED WILL BE ED UNLESS
* DATE PAID [/ /] CASHIER [] **	- 10ÍME IIAA	OICE 9	005.50		OTHERWISE.
PARTS MARKED WITH * ABOVE ARE COVERED BY LIFETIM					DISCARD
THANK YOU FOR YOUR BUSINESS!!	1 20 (jes	\mathcal{N}	ALL PARTS IN	ISTALLED ARE
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<u></u>	\$U(22.8	4	ALL WARRANTIES, E IMPLIED, INCLUDING RANTY OF MERCH	PRESSLY DISCLAIMS EITHER EXPRESS OR 3 ANY IMPLIED WAR- ANTABILITY OR FIT- ULAR PURPOSE, AND
15779415	(Iniu	ev59)	THE SELLER NEITH AUTHORIZES ANY ASSUME FOR IT AN	HER ASSUMES NOR OTHER PERSON TO IY LIABILITY IN CON- HE SALE OF THIS
1 / 3 / / / ///3		_		ITEMITEMS.	LE FOR LOSS OR
	· · · / .	#101	<i>(</i>	DAMAGE TO CA LEFT IN CARS II	RS OR ARTICLES N CASE OF FIRE, ' OTHER CAUSE
	OTH advantag -	- 10 34		Service and Pa	arts Department
				*	thru Friday to 5:00 PM
	Cultina	177 !	4	Department. We hop been pleasant. You we from General Moto experience with our si with us, pleaso retu areas marked "Comp any reason, you w Satisfled" with us, ple and I will do everyth make th	atronage in our Service e your experience has ill be receiving a survey rs asking about your nop. If you were pleased in the survey with all ' olately Satisfied'. If for ere not "Completely ase call me Immediately ing within my ability to ings right.

[END OF INVOICE] 04:56pm

CUSTOMER COPY

YORK CHEVROLET PONTIAC BUICK, INC.

2456 W. US Highway 40 • Brazil, Indiana 47834

(812) 443-4811 • (800) 776-4811 •

www.yorkchevy.com

MOIGINAL

		JUNIC	SIIVAL					
CUSTOMER NO.	19008		ADVISOR	/	669	TAG NO.	1NVOICE DATE 07/10/07	CVCS 50206
			LABOR RATE	LICENSE NO.		41,617	COLOR BLACK/	\$100KN0 P1388
			YEAR/MAKE/MODEL	/cc /4 poor		<u> </u>	DELIVERY DATE 05/19/07	DELIVERY MILES 38,921
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			F, I. E. NO.		P. U. NO		₫ プ/₫ ∮/07	<u> </u>
			COMMENTS					
	STEERING CONCE	'DN	TECH(S)			234.95	NOTICED BO	DY DAMAGE:
J# 1 45CVZ01 L	LOOSES POWER STEERING		IEUR(S)	.244		254.95	Front [Rear 🔲
1 0	POWER STEERING LIGHT (DIAGNOSIS FOUND DTCCOS	345 TORQUE SENS	SOR FAULT				L1/4	R¹/4 □
	0460 STEERING WHEEL FOUND STEERING COLUMN	POSITION SENSO	₹				L. Front	R. Front
, R	REPLACED COLUMN AND CL	EARED DTC TES	T DROVE OK				L. Side 🗌	R. Side
PARTS QTY	YFP-NUMBER 1 15926870	····-DESCRIP	TION	UNI1	PRICE			MOVED WILL BE
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1								OTHERWISE. DISCARD
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1 0	CUSTOMER REQUEST LUBE	OIL AND FILLE	К	1:244		10.50		S OTHERWISE
1	COMPLETED LUBE OIL AND						SPE	CIFIED.
PARTS QTY	YFP-NUMBER 1 25010792 5 OIL	DESCRIP	TION 1 836 R	UNI1	T PRICE 4.9	5 4.95		RANTY CONSTITUTES NTIES WITH RESPECT
JOB # 2	5 OIL	DURA BL	EN .	10R # 2 TOTAL	2.3	1 11.55 16.50	TO THE SALE OF T	HIS ITEM/ITEMS. THE
				TOTAL LADOD	L PANTS	27.00	ALL WARRANTIES,	(PRESSLY DISCLAIMS: EITHER EXPRESS OR
	EDESCRIPTION-		JOB # 2	TOTAL LABOR (27.00		G ANY IMPLIED WAR- ANTABILITY OR FIT-
MISCCODE	EDESCRIPTION- CSS SHOP SUPPLIES		• • • • • • • • • • • • • • • • • • • •	CONTROL NO-	• • • • • • •	25.00	NESS FOR A PARTIC	CULAR PURPOSE, AND HER ASSUMES NOR
105 # 1	000 500 500 610	5		TOTAL	- MISC		AUTHORIZES ANY	OTHER PERSON TO
COMMENTS				• • • • • • • • • • • • • • • • • • • •		••		NY LIABILITY IN CON- THE SALE OF THIS
UNIVERSAL POL AUTH #1768894	ICY #1						ITEM/ITEMS.	
12/12 WARRANT	Υ							BLE FOR LOSS OR RS OR ARTICLES
CUSTOMER HAS I	DED \$150.00						LEFT IN CARS I	N CASE OF FIRE,
+		-c~+	In -	- p p C . WM	rel	Jair	BEYOND OUR CO	Y OTHER CAUSE ONTROL
İ	•	C02,	tor s	رون الحق	, 9	•		
1								arts Department thru Friday
	*			سخانيت -	<u> </u>	,	_	to.5:00.PM
:] :]								
								patronage in our Service pe your experience has
2							been pleasant. You w	rill be receiving a survey ors asking about your
6							experience with our s	hop. If you were pleased urn the survey with all
5							areas marked "Com	pletely Satisfied". If for vere not "Completely
							Satisfied" with us, ple and I will do everyth	ease call me immediately ling within my ability to
							Sin	nings right. cerely,
BACE 1 OF 2	*	OTOLIED 222:		/00UTU # 150 C		MOEL 04-F2	Fixed Oper	etancourt ations Director
PAGE 1 OF 2	CU	STOMER COPY		(CONTINUED OF	NNEXIP	AGE 04:56pm	(Servi	ce-Parts)

[CONTINUED ON NEXT PAGE] 04:56pm

February 18, 2011

Brazil, IN

Service Request: 71-597303327

Customer Relationship Specialist: Anne Parks

Dear

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.

GULFPORT MS 395 07 JAN 2008 PM 4 T Ocean Springs, MS JAN 10 mis 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)**

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: January 7, 2008						
17-Digit Vehicle Identification Number (VIN): 1617754855F						
Mileage at Time of Repair: 46,760 Date of Repair: October 15, 2007						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: Ocean Springs State: M5 ZIP Code:						
Daytime Telephone-Number (include-Area-Gode):						
Evening Telephone Number (include Area Code):						
Amount of Reimbursement Requested: \$ 67.81						
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:						

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).





PAGE 1 OF 1

CUSTOMER COPY



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

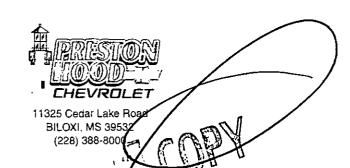




		(
CUSTOMER NO. 12529	JOHN M MCCORMICK	247 TAG N	°3028	10/15/07	CVCS215932
	LABOR RATE LICENSE NO.	MILEAGE	46,760	COLOR	STOCK NO.
OCEAN CRRTNGS MS	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU	/4DR SDN	LT	DELIVERY DATE	DELIVERY MILES
OCEAN SPRINGS, MS	VEHICLE I.D NO. 1 G 1 Z T 5 4 8 5	5 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P. O. NO.		"10715/07	
BUSINESS PHONE				•	<u> </u>
LABOR & PARTS J# 1 06CVZ	TECH(S):73 GOES DUT CUSTOEMRS REQUEST PTION	IT PRICE- 348.04 FAL PARTS & PARTS IT PRICE- AL PARTS & PARTS	0.00 0.00 0.00	TIES, IF ANY, FACTURER OR THEIRS, NOT TUNLESS OTH VIDED IN WRI'NISHED TO THE DEALER IMPLIED WAMAY GIVE THE TIONAL RIGHT Warranty cover cars and light Dealer installed.	SED WARRAN- BY A MANU- SUPPLIER ARE HEIR DEALERS, IERWISE PRO- TING AND FUR- HE BUYER BY MISSISSIPPI'S RRANTY LAW E BUYER ADDI- TS. Erage passenger int duty trucks I- 12 months or whichever occurs
COMMENTS	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL		205.00 348.04 0.00 0.00 15.00 0.00 39.77	number indicate	next to a part is that this part is cod wrench service
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS		NVOICE \$	607.81		
CUSTOMER SIGNATURE] **********	*****	*****		

[END OF INVOICE] 03:15pm







12529	JEFFREY TEBOR		91 TAG N	o. 2049	09/05/07	CVCS214282
	•	EN E NO.	MILEAGE	45,611	COLOR	STOCK NO
	YEAR/MAKE/MODEL 05/CHEVROLET/	MALTRII/	ADR SON	ΙΤ	DELIVERY DATE	DELIVERY MILES
OCEAN SPRINGS, MS	VEHICLE I.D. NO. 1 G 1 Z T 5				SELLING DEALER NO	PRODUCTION DATE
	E.T.E.NO		P.O.NO		P. O DATE 09/05/07	
BUSINESS PHONE	COMMENTS	<u>.</u>			09/03/07	
ABOR & PARTS	-					
# 1 06CVZ CUSTOMER STATES POWER STEERING L LIGHT IS NOT ON, WAS UNABLE TO C ON A TEST DRIVE	IGHT ON HARD TO STEEF UPLICATE CUSTOMERS CO	R ONCERN			TIES, IF ANY FACTURER OI THEIRS, NOT	SSED WARRAN 7, BY A MANU R SUPPLIER AR FHEIR DEALER HERWISE PRO
	J0B # 1 T01	<i></i>	. .	0.00		ITING AND FUI
3# 2 00CVZMPVI 原質 MULTI-POINT INSPECT 資質 PERFORM MULTI-POINT VEHICLE INSP PERFORMED INSPECTION	ECTION TECH(S):17	79.]g::\]:0.00	THE DEALER	THE BUYER B R. MISSISSIPPI ARRANTY LA
	JOB # 2 TOT			0.00		IE BUYER ADD
COMMENTSEOD					TIONAL RIGH	TS.
TOTALS	• • • • • • • • • • • • • • • • • • • •	·			Warranty cov	verage passenger
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 (*)		TOTAL LA TOTAL PA TOTAL SU TOTAL G. TOTAL MI TOTAL MI TOTAL TA	RTS BLET D.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00 0.00	Dealer installe	ght duty trucks ed- 12 months whichever occu of installation.
INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS		TOTAL II	VOICE \$	0.00	1	*) next to a pa
***********	****					es that this part good wrench servi
CASH [] C/CARD [] CHARGE [] CHECK [} ******				plus warranty.	2000 MICHELL SCI AL
CUSTOMER SIGNATURE						





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





					1			
12529	JOHN M	MCCO	RMICK	24	TAG NO 2	287	09/14/07	CVCS214687
	LABOR RATE		LICENSE NO.		MILEAGE	5,941	COLOR	STOCK NO
	YEAR/MAKE		T/MALIB	I/Ann	SDN 1T		DELIVERY DATE	DELIVERY MILES
OCEAN SPRINGS, MS	VEHICLE I.D. N	10.	5 4 8 5		JUN ET		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		3 4 0 3	P.O.N	0	····	R O DATE 09/14/07	
BUSINESS PHONE	COMMENTS			1	············			
BOR & PARTS 1 06CVZ *STEERING CUSTOMER STATED THE POWER STEERING COMES ON, INTERMITTANT UNABLE TO DUPLICATE CONCERN						0.00 0.00	TIES, IF AN FACTURER O THEIRS, NOT UNLESS O	SSED WARRA Y, BY A MAN OR SUPPLIER AF THEIR DEALER THERWISE PR
ANK YOU FOR YOUR BUSINESS YOU CANNOT RATE US "COMPLETELY SATISFIED" I THE SURVEY YOU WILL RECEIVE IN THE MAIL, LEASE CALL YOUR SERVICE ADVISOR 18-388-8000 ARTS DESIGNATED WITH AN ASTERISK (*)			TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR PARTS SUBLET. G.O.G MISC CH MISC DISTAX		0.00 0.00 0.00 0.00 0.00 0.00	NISHED TO THE DEALE IMPLIED W MAY GIVE T TIONAL RIG	
DICATE LIMITED LIFETIME SERVICE GUARANTEE PLIES FOR CUSTOMER PAY REPAIRS ***********************************		, ,	TOTAL	INVOI	CE\$	0.00	cars and l Dealer* install 12,000 miles.	ight duty trucks led- 12 months whichever occue of installation.
CUSTOMER SIGNATURE							number indica	(*) next to a parter that this part good wrench servi

PAGE 1 OF 1

Reynolds and Reynolds ERAINTINVE GM246141 O (1005)

CUSTOMER COPY

[END OF INVOICE] 05:11pm



VISA ACCOUNT SUMMARY

Previous Balance Payment, Credits

New Balance

Purchases, Cash, Debits Finance Charges

Opening/Closing Date: Payment Due Date: Minimum Payment Due:

Available for Cash

12/11/07 \$117.00

10/17/07 - 11/16/07 CUSTOMER SERVICE

1-800-300-8575 In U.S. 1-888-446-3308 Español 1-800-955-8060 TDD

Pay by phone 1-800-436-7958 Outside U.S. call collect

1-302-594-8200

Account Number: 4		
otal Credit Line	\$1,153	P.O. Box 15298 Wilmington, DE 19850-5298

\$1,000

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®

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

\$3,256.69

-\$115.00 +\$607.81

+\$97.37

\$3,846.87

1 Reward dollars to expire on statement date in July 2012

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.

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.

TRANSACTIONS .

		······································			
Trans				Amo	ount
Date Reference	Number	Merchant Name or Transaction Description	'-	Credit	D ebit
10/17 342668829	25008010360481	65033 CHECK TO PRESTON HOOD CHEVROLET			\$607.81
10/19 342668829	25008010360481	TRANSACTION FEE			18.23
11/03 130830703	00000539190838	Payment Thank You Electronic Chk		115.00	

FINANCE CHARGES

-	ALAMA COM			Finance Charge:		*** .	
	y Periodic Rate 31 days in cycle	Corresp. APR	Average Daily Balance	Due Ťo Periodic Rate	Transaction Fee	Accumulated Fin Charge	FINANCE CHARGES
Purchases	.07668%	27.9 9 %	\$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 summa	ry .01093%	3.99%	\$608.81	\$2.07	\$0.00	\$0.00	\$2.07
Total finance charge	es						\$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.

MA MA 28291 32010000040672829101 February 22, 2011



Service Request: 71-597788102

Customer Relationship Specialist: Karl McTaggert

Dear

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

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

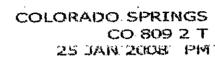
We have reviewed your request for reimbursement on the power steering motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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.

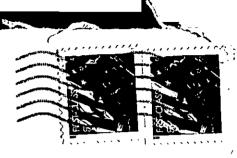
Sincerely,

Chevrolet Customer Assistance Center





Idalladaddadhabladdadlladadllaaall



JAN 28 2023

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

4823235170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12 - 28 - 07
17-Digit Vehicle Identification Number (VIN): 1612T54875 F
Mileage at Time of Repair: 44674 Date of Repair: 1-24-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Coco SPG5. 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).



Estimate Ref # 0

Estimate Ref # 0
Date Printed: 01/24/2007
2:50 pm

Hutcheson Performance & Repair Inc.

2815 Gunnison

Colorado Springs Colorado, CO 80909-0000

Phone: (719) 630-3700 Fax: (719) 630-3702

Web Address:

Invoice

Hat/ref#

Promised Time:

COLORADO SPRINGS, CO Home: Work:

2005 CHEVROLET MALIBU LS V6 3.5L 213CID FI GAS N 8
VIN: 1G1ZT54875F

ZT54875F

Mileage In: 0
Mileage Out: 44674

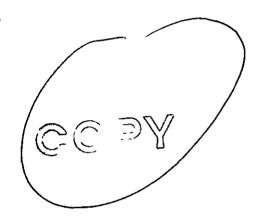
Date Written: 01/24/2007

Written By: HUTCH Save Old Parts: No

Unit#: DOM:

License:

Job Na	me	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



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

Horaco A PERFORMAN C 2011 CAROLLINA SE CENTRAL AND ANDRES ANDREAM CONTRAL 110 ANDRES CALLO VISA 1220 1240 (eda (1235) 1461: Exp: 13-12 Invoice#: 2014-\$ 513,77 LISTOCH LOW THANK YOU!

Colorado Springs, CO

Service Request: 71-597831087

Customer Relationship Specialist: Joey Bravo

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$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 Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK NO.

DATE 02/20/08

************513 DOLLARS

. . ! :

XXXX77 CENTS

AMOUNT **********513.77**

50-937 213

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

COLORADO SPRINGS

CO

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

AUDIT

VENDOR DUNS NO. BB 00 VENDOR NAME	00000226	1	North A General Disburser PO Box Phoenix	American Operation Motors Corporation ments (2613) 62530 AZ 85082-2530	ONS DETACH CHECK NO. PAYMENT DATE	BEFORE DEPOSITING CHECK
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC, AMOUNT	NET AMOUNT
1G1ZT54875F	02/19/08	VH 1-9Y04U1 17.1-9Y04U1	00.000	513.77	.00	513.77
					:	
	1	•				
		;			.]	
ACCEI REIM	PTANCE OF THIS C BURSEMENT OR QUE	HECK CONSTITUTES FULL RESTIONS CALL 800-462-8782	SOLUTION FOR	мз		
			TOTAL	513.77	.00	513.7

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

February 22, 2011



Service Request: 71-597848087

Customer Relationship Specialist: Pinkie Smith

Dear

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

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

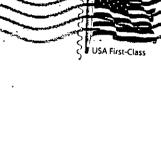
We have reviewed your request for reimbursement on the steering motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Hartford, S.O.



Reimbursement Department
-P.O. Box 83170

Detroit, MI 48232-5170

JAN 0 8 2010

46232+5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1-3-08
17-Digit Vehicle Identification Number (VIN): 1612557F65F7
Mileage at Time of Repair: 7898 Date of Repair: 1 Feb 07
Claimant Name (please print):
Street Address or PO Box Number:
City: Hartford State: 50 ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
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:

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).



1 am the owner of This Business

BUS:

HARTFORD, SD

HOME:

651936

AMERICA'S CAR & TRUCK STORE

INVOICE

CHEVROLET OF SIOUX FALLS #94

4200 W. 12TH STREET SIOUX FALLS, SD 57107-0238

PAGE 1

(605) 336-1700

HOME.	B08.		SERVI	CE ADVISOR:	14935 HE	IDI ANDE	RSON	
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STATEMENT OF DISCLAIMER
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 OTHERWISS 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 IT! YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

Shelby, NC 07 DAIS ZOOR PM 5 L

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

Reimbursement Department

+5i70

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: 01/07/08						
17-Digit Vehicle Identification Number (VIN): 1G1ZT54845F						
Mileage at Time of Repair: 54836 Date of Repair: 05/22/07						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: Shelby State: NC ZIP Code: _						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
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:						

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

YOU'LL FFFI SMARTER... WHEN YOU **BUY FROM** CARTERI

SHELBY, NC BODY SHOP: 704-484-6046 Cell: Bus: Home: Email: SERVICE ADVISOR: **441 CAROLYN POSTON** VIN LICENSE MILEAGE IN / OUT TAG MAKE/MODEL COLOR YEAR 1G1ZT54845F <u>548</u>36 54836 CHEVROLET MALIBU 05 SILVER GRE WARR. EXP. PROMISED PO NO. RATE **PAYMENT** INV. DATE DEL. DATE PROD. DATE 0.00 CASH 22MAY07 <u>22MA</u>YQ7 16MAR05 OPTIONS: STK:5409 ENG:3.5 LITER SFI R.O. OPENED READY 08:50 22MAY07 09:16 21MAY07 TOTAL LIST NET LINE OPCODE TECH TYPE HOURS A LUBE/OIL/FILTER SPECIAL....21.95.... LOFS LUBE/OIL/FILTER SPECIAL 8.75 8.75 256 CO 4.94 4.94 5.95 1 25010792 FILTER 1.65 8.25 1.75 5 12345630 OILSAE30B ***************************** B BUMPING IN LEFT FRONT....ADVISE.. CAUSE: FOUND STEERING GEAR NEEDED TO BE REPLACED OD BUMP 140.00 140.00 CM 286 272.35 272.35 1 15858368 GEAR 272.35 ,,,54836 FOUND STEERING GEAR NEEDED TO BE REPLACED TECH FOUND NOISE ,,,,COMING FROM STEERING GEAR, REPLACED STEERING GEAR. COMPLETED. ****** *** NC EMISSIONS INSPECTION NCSIE NC EMISSIONS INSPECTION 23.50 23.50 286 CM MISC STICKER PO# 6.50 CM E 6.50 ,,,,54836 STICKER PUNCHED 8/2006 D** 4 WHEEL ALIGNMENT AFD/1 4 WHEEL ALIGNMENT 64.95 64.95 286 CM ************ 3.95 HAZ MAT'L/SUPPLIES YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS 140,00 IN REFERENCE TO THIS SERVICE VISIT. IF FOR 272.35 ANY REASON YOU CANNNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE DEPT. 64.95 IMMEDIATELY. YOUR SATISFACTION IS OUR NO.1 CONCERN. 704-484-6050 *** THANK YOU *** 477, 30 TOTALS 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. NEGLIGIBLE OF MIGUIES BEFORDS SUPPORTING THIS DESCRIPTION STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Selfer hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Selfer neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items. LABOR AMOUNT 237.20 PARTS AMOUNT 285.<u>54</u> GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 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. MISC. CHARGES 10.45 TOTAL CHARGES 33.19 0.00 LESS INSURANCE

CUSTOMER SIGNATURE

19.27

552.46

SALES TAX

PLEASE PAY

THIS AMOUNT

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CITI DIVIGENU FIACINUM Select Card

Account No.	nber					1
1-800-99 BOX 650		Total Cred \$710 \$34tc Closin 06/13/2) \$4812 ment/ Amount Ove a Date Credit Lin	\$3500 Past Due	Available Cash Limit \$3500 Purch/Adv Minimum Due + \$34.00	New Balance \$2287.28 Minimum Amount Due = \$34.00
Sale Date	Post Date	Reference Number	Activity Since L	ast Statement		Amount
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** Citi Cash Rebate Program **

SEND PAYMENTS TO: CITI CARDS PO BOX 183058 COLUMBUS, OH 43218-3058 PLEASE FOLLOW PAYMENT LINSTRUCTIONS ON REVERSE SIDE PAYMENT MUST BE RECEIVED BY 5:00 PM LOCAL TIME ON 07/03/2007 ---

494025

March 7, 2011



Service Request: 71-597855857

Customer Relationship Specialist: Jane West

Dear :

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

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

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

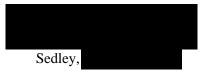
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please 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. -2018A 1808 B DATE 03/17/08 ××××××703 DOLLARS North American Operations General Motors Corporation Disbursement Account ORDER · 8 (... 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. CHECK NO. BB 000000183 VENDOR NAME 03/17/08 REGISTER NO DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/14/08 WM-1-A3T350 71-597940133.1-A3T350 00.0000 703.40 703.40 1G2ZH528254 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 **H3** 703.40 703.4 **TOTAL** .00

February 23, 2011



Service Request: 71-597940133

Customer Relationship Specialist: Karl McTaggert

Dear

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.

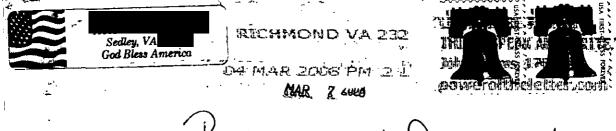
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$703.40.

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.



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

48232+5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

	This section to be completed by Claimant							
	Date Claim Submitted: Jan. 30, 2008							
	17-Digit Vehicle Identification Number (VIN): 162zH528254							
	Mileage at Time of Repair: 49,532 Date of Repair: July 3, 2007							
	Claimant-Name (please print):							
	Street Address or PO Box Number:							
	City: State: VA ZIP Code:							
•	Daytime Telephone Number (include Area Code):							
	Evening Telephone Number (include Area Code): '							
	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							
	1							

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

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).



19. 3 per 40, 10.







PAGE 1 OF 1

CUSTOMER COPY





CHITAROLET PONTIAC BUICK

-P.O. Box 1309 • 201 North Main Street • Suttcik, Virginia 23439-1309 Phone (757) 539-6777 • Fax (757) 539-0126 www.duksautc.com









43830	Abvison		TAG NO		NVOICE DATE	INVOCE NO.
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,		TOTAL IN	VOICE \$	703.40		WARRANTY FOR ELE
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[END OF INVOICE 104:30pm

JAN 28, 2008	R/O CLOSE OUT	Store 01 SERVC01 PORT 5026 3651
X. R/O NO.	206441 TYPE SERVICE	11. ADVISOR 427 12. DATE IN 07/03/2007
CAMPAIGN PHONE (B)	SEDLEY VA PHONE (H)	13. TIME IN 09:56am 14. DATE PR 07/03/2007 15. TIME PR 08:00pm 16. TAG NO. 17. MI I/O 49532/
2. SERIAL# LICENSE# DESC.		D DT 18. PO NO. DEL 09/16/2005 19. COMMENTS 20. RECOMMEN
CUSTOMER# 43830	PAYM NAME	ENTS AMOUNT PAY TYPE 703.40 CHECK
AMOUNT	703.40 PAYMENT	703.40 BALANCE 0.00
(E=ENTER) (F=FC	ORWARD)	FEB 07 2008 DAHAI Stephanie

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

March 7, 2011



Service Request: 71-597965597

Customer Relationship Specialist: Karl McTaggert

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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 CHECK NO. DATE 02/25/08 EXXXXX100 DOLLARS

DETACH BEFORE DEPOSITING CHECK

SOUTH GATE

North American Operations General Motors Corporation Disbursement Account

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 VENDOR CHECK NO. DUNS NO. BB 000000575 PAYMENT DATE VENDOR NAME 02/25/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT **NET AMOUNT** 00.0000 100.00 100.00 1G1ZT64835F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 100.00 .00 100.00 **TOTAL**

South gare en



Reimbursement Department P. O. BOX 33170 DETYOIT, MI 48232-5170

JAN 0 8 2008 Maladadalladdaalladlaalladladladlaall

48232\$5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 01 - 09 - 08
17-Digit Vehicle Identification Number (VIN): 1517769835F
Mileage at Time of Repair: 31904 Date of Repair: 01-02-04
Claimant Name (please print):
Street Address or PO Box Number:
City: South gate State: CA ZIP Code:
Daytime Telephone Number (include Area Code): To do el di p
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$2o8=-
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).



Sopp

BAR # AA001496

CHEVROLET

EPA # CAD027895952

Sopp

TRUCK CENTER

Specializing in Commercial Venicies

6400 S. Atlantic Avenue Bell, California 90201-2520

(323) 562-8600





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

(323) 326-1354

BAR # AA001496

EPA # CAO000016287

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Sopp

ORIGINAL ESTIMATE \$

REVISED ESTIMATE

CHEVROLET

Sopp

TRUCK CENTER

Specializing in Commercial Vehicles

6400 S. Atlantic Avenue Bell, California 90201-2520

(323) 562-8600

PERSON CONTACTED



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

(323) 326-1354

BAR # AA001496 EPA # CAD027895952

BAR # AA001496

A001496 EPA # CA0000016287
TERMS: STRICTLY CASH circless afrangements made:

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE

I ACKNOWLEDGE NOTICE AND GRAL APPROVAL OF

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SOUTH GATE, Cell:	CA Nort				SOU Cell	JTH GATE, CA L	Work:		
For Office Us			<u> </u>	. 7 .		icle Information			
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					Sto	ock#: U0073994			
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WACO TX 767 17 JAN 2008 PM 1 L Rockdale, Tx INFORMATION Redacted PURSUANT TO THE FREEDOM OF **INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Krimbursement Dept.

48232-5170

JAN 21 2008

P.O. BOX 33170 Detroit, MI

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted:						
17-Digit Vehicle Identification Number (VIN): 1G2ZH528654						
Mileage-at-Time of Repair: 44157 Date of Repair: 4-11-67						
Claimant Name (please print):						
Street Address or PO Box Number						
City: Rockade State: The 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) 						
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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 Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



Fax 512-446-5068

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

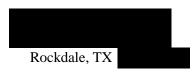
(CIGNED)

46 4556 S. STATE HIGHWAY 6 P.O. BOX 707 HEARNE, TEXAS 77859 (979) 279-9392 50829 MVOICE* UNIT# 54158847 derekscottsautopark.com PAGE 1 MATTHEN GOMEZ ROCKDALE, ŢХ SERVICE ADVISOR: BUS: HOME: 44157/441 PAYMENT MAREMODEL THAT HOUGO 1 G2ZH528654 05 PONTIAC G6 13APR07 CASH DEL DATE 70.00 STK: 54158847 ENG: 3.5 LITER SFI 12 11APRO7 OPTIONS: ST 14 AUG0 6 DD R.O. OPENED RBADY 08: 39 11 APRO7 17: 03 13 APRO7 I
LINE OPCODE TECH TYPE HOURS
A CUSTOMER STATES STREETING LIGHT COMES ON WHILE DRIVING TOTAL CAUSE: dtc c060 steering pos. sensor fault
4500 STEERING/SUSPENSION CONCERN 240.00 240.00 369.00 369.00 369.00 5061 CPC 3.20 15926870 COLUMN 609.00 TOTAL LINE A: 0.00 OTHER: 240.00 LABOR: 44157 dtc c060 steering pos. sensor fault none 3.10 replaced PARTS: ateering column CUSTOMER PAY SCHO FOR REPAIR ORDER TOTAL DESCRIPTION 240.00 ON BEHALF OF SERVICING DEALER, I HERBBY CERTIFY THAT THE SHOWN SBRUCES DESCRIBED WERE PERPORMED AT NO CHARGE TO CONTRICT THE WAS NO INDICATION FROM THE APPEARANCE OF THE WHICE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED WHICE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED WHORE THIS CLAIM HAD BEEN CONDECTED IN ANY WAY WITH ANY ACCIDENT. NEGLORICE OR MISUSE RECORDS SUPPORTING THIS ACCIDENT. NEGLORICE FOR MISUSE RECORDS OF PAYMENT CLAIM ARE AVAILABLE FOR (1) TEAR PROM THE DATE OF PAYMENT NOTURICATION AT THE SERVICING DEALER POR INSPECTION BY MANUFACTURERS REPRESENTATIVE. STATEMENT OF DISCLAIMER
The Retery manners continues all of the servandes with respect to the set of this learning manners of the servandes cities express of implied, including any implied including any implied of merhanability or funes of a perfectuar purpose, finness for a perfectuar purpose, finness and offer person for authorities any effect person to are time for it any labels to accommodate with the sale of the immunications. STATEMENT OF DISCLAIMER LABOR AMOUNT 369.00 PARTS AMOUNT 0.00GAS, OIL, LUBB 0.00 SUBLET AMOUNT 6.00 MISC. CHARGES 615.00 TOTAL CHARGES 0.00 LESS INSURANCE 23,06 SALES TAX PLEASS PAY THIS AMOUNT TENETOMER SIGNATURE

CUSTOMER COPY



638.06



Service Request: 71-598018261

Customer Relationship Specialist: Pinkie Smith

Dear

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

DATE 02/14/08

****** DOLLARS

****06 CENTS

AMOUNT -*************638.06

North American Operations -General Motors Corporation Disbursement Account

VENDOR DUNS NO.

ROCKDALE

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

BB 000000260

AUDIT

CHECK NO.

DETACH BEFORE DEPOSITING CHECK

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 PAYMENT DATE VENDOR NAME 02/14/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUM	MBER	% DISC.	INVOICE AM	OUNT	DISC. AMO	DUNT	NET AMOUN	iT
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ACCEPT	ANCE OF THIS C	HECK CONSTITUTES F STIONS CALL 800-46	ULL_RESOLU	TION FOR	нз	•				

TOTAL

638.06

.00

638.06

12U	MALIBU LS SEDAN GALAXY SILVER METALLIC	/V6G	CHEVROLET GENERAL MO	OTORS COR	VISION PORATION
14E	GRAY CUSTOM CLOTH R NO. JFHC9H/TRE STOCK NO		100 RENAIS	SSANCE CEI	NTER
ORDE	R NO. JFHC9H/TRE STOCK NO).	DETROIT	MI 48	8243-1114
VIN	1G1 ZT54 86 5F		VEHICLE II	NVOICE 1AI	066833970
* * * *	* * * * * * * * * * * * * * * * * * *	****	* * * * * * * * * * *	*****	13*02366S
MODE	L & FACTORY OPTIONS 9 MALIBU LS SEDAN	MSRP	INV AMT	RETAIL -	STOCK
1ZT6	9 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, TOURIN	īG		INT COM (06/23/05
	* SPOILER, REAR			PRC EFF (06/08/05
	* EXHAUST TIP, BRIGHT CHROME			KEYS G050	05 G0505
	* MOLDINGS, ROCKER, BODY COLOR	<u> </u>		WFP-S QT	R OPT-1
	* SPLASH GUARDS, MOLDED, BLACK	• •		BANK: GM	AC - 103
	* (4) WHEEL, 16" ALLOY CHROME * (4) TIRE, P215/60R16, TOURIN * SPOILER, REAR * EXHAUST TIP, BRIGHT CHROME * MOLDINGS, ROCKER, BODY COLOR * SPLASH GUARDS, MOLDED, BLACK -DEALER INSTALLED			CHG-TO	02-366
	-PAINTABLE OPTION AVAILABLE				
	THROUGH DEALER			SHIP WT:	3194
	THROUGH DEALER 3.5L V6 ENGINE	0.00	0.00	HP:	32.9
0XM	4-SPEED AUTO TRANSMISSION 50-STATE EMISSIONS	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	
	HEAD-CURTAIN SIDE AIR BAGS				
	* DRIVER SEAT 6-WAY POWER				
	* FLOOR MATS				
	* REMOTE VEHICLE STARTER SYSTE	M			
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 DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	23255.00 625.00	232.55		697.65 232.55
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.

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

GM Vehicle Inquiry System Summary

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

Help

VIN:	1G1ZT54865F

VEHICLE INFORMATION

Merchandising Model:	1Z7	769 -2005 MALIBU LS S	N	Warranty	Start	Date :	09/02/2005			
BARS Order Type:	70 -	RETAIL - STOCK								
Delivering Dealer:	BU	CKLAND COUNTY CH ICK	Selling Son	urce :		13 - CHEVROLET				
	WE	BOX 634 ST HAVERSTRAW , N	993-0634	Site Code	:		02366			
	(84:	5) 947-2100			Business A Code :	Associa	ite	165586		
Service Contract :	Yes	Branded Title:	No	Warrant	y Block:	No	PDI St	atus :	Paid	

REQUIRED FIELD ACTIONS

Туре	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

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	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

R.O Date	R.O Number	Туре	Labor Operation	Odom Readi	
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	В	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 REIMBURESEMENT	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 – 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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NANUET, NY 10954-2924

1G1ZT54865F

VIN:

GM Vehicle Inquiry System Claim History

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

Help

	CLAIM HISTORY											
Repair Or	der Date :	01/20/2009	Repair Order Number :	143847	Odometer Read	722 90 miles						
Serviced			TO BELL BOTOLL	Selling Sou	rce:	16 - PONTIAC						
By:			LAC, LLC	Site Code :		02429						

232372 **Business Associate Code:** (845) 623-6060 Cycle Cycle Auth Person Line Case | Type **Labor Operation** Part Comments Date Code Code Total Nbr L1197 - FUEL LEVEL 22672171 -01/27/2009 973 01 0 **SENSOR** N/A N/A \$ 278.84 N SEN KIT REPLACEMENT Z7902 - 2-DAY 01/27/2009 973 02 0 N/A \$ 70.00 COURTESY N/A N/A N TRANSPORTATION

Repair Ord	ler Date	: 12.	/01/2008	Repair Order Number :	063661 Odometer Read			ading :		69817 miles		
Serviced	ROCKL BUICK		COUNT	Y CHEVROLET-	Selling Sou	rce :	13 - 0	CHEVROLET				
By :	РО ВОХ	K 634	OCTD AV		Site Code: 023				366			
	(845) 94			V, NY 10993-0634	Business Associate Code:			1655	165586			
Cycle Date	Cycle Nbr	Case	Туре	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	1 -	N/A	N/A	\$ 184.43	N		
12/09/2008	959	02	0	E5630 - UPPER CONTROL ARM REPLACEMENT	22632794 ARM	1 -	N/A	N/A	\$ 166.08	<u>Y</u>		

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

Serviced			COUNT	Y CHEVROLET-	Se	elling Source :		13 - CI	13 - CHEVROLET			
By:	BUICK PO BOX	X 634	NG/FD A S		Si	te Code :		02366	02366			
	(845) 94			W, NY 10993-0634	Bı	usiness Associate	165586	165586				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part		Auth Code	Person Code	Line Total	Comments		
10/17/2008	944	01	0	N2115 - SWITCH - DOOR LOCK - LEFT		15777133 -	N/A	N/A	\$ 73.74	N		

Repair Oro	ler Date	: 06/	02/2008	Repair Order Number :	060372 Odometer Readi			ading :	61685 mile			
Serviced By:	ROCKL BUICK	AND (COUNT	Y CHEVROLET-	Selling Source: 1				3 - CHEVROLET			
By .	РО ВОХ		OCTD AV	V NV 10002-0624	Site Code :				02366			
	WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Business Associate Code :				165586			
Cycle Date	Cycle	•			I Part I I		Person	Line				
Date	Nbr	Case	Туре	Labor Operation	Par	1		Code	Total	Comments		

Repair Ord	der Date	: 02	/20/2008	Repair Order Number :	058417 Odometer Reading			ading	59217 miles			
Serviced By:	ROCKI BUICK		COUNT	Y CHEVROLET-	Selling Source: 13				- CHEVROLET			
By .	PO BOX	K 634	OCTD A V	V, NY 10993-0634	Site Code:				02366			
	(845) 94			* ·	Business Associate Code:				165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code	Perso Code		Comments		
03/07/2008	880	01	#	L2300 - CONVERTER, OXIDATION CATALYTIC - REPLACE	15252462 CONVEI		N/A	N/A	\$ 562.22	N		

Repair Or	der Date	: 02	11/2008	Repair Order Number :	05	58223	Odome	ter Rea	ding:		58759 miles
Serviced	ROCKL BUICK	AND (COUNTY	CHEVROLET-	Se	lling Sou	rce :		13 - Cl	HEVROL	ET
By :	РО ВОХ		OCTD A W	7, NY 10993-0634	Sit	te Code :			02366		
	(845) 94			7,111 10993-0034	Bu	ısiness As	ssociate (Code:	165586		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	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 Orc	ler Date	: 01/	(02/2008	Repair Order Number :	057380 Odometer Reading: 5702				57020 miles	
Serviced By:	ROCKL BUICK	AND (COUNT	Y CHEVROLET-	Selling Sou	ırce :		13 - C	HEVROL	ET
	PO BOX		RSTRAY	V, NY 10993-0634	Site Code:		02366	02366		
	(845) 94			v,1v1 10775-005+	Business Associate Code :			165586		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	ırt	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 Ord	ler Date	: 12/	04/2007	Repair Order Number :	056853 Odometer Read				ling: 55228 mile			
Serviced By:	ROCKL BUICK	AND (COUNT	Y CHEVROLET-	Selling Sou	rce :		13 - 0	CHEVROL	ЕТ		
Dy .	РО ВОХ		OCTD AT	V, NY 10993-0634	Site Code :				02366			
	(845) 94			v, Iv 1 10993-0034	Business A	Code :	1655	165586				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments		
12/21/2007	858	01	0	J3250 - RADIATOR SURGE TANK REPLACEMENT	15793368 TANK	3 -	N/A	N/A	\$ 120.25	N		

Repair Oro	der Date	: 07/	25/2007	Repair Order Number :	054063 Odometer Reading: 4729				47295 miles			
Serviced	ROCKL BUICK	AND (COUNT	Y CHEVROLET-	Selling Sou	rce :		13 - 0	CHEVROL	ЕТ		
By:	РО ВОХ		OCTD AT	V, NY 10993-0634	Site Code :			0236	6			
	(845) 94			v, N 1 10995-0034	Business A	ssociate	Code:	1655	165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	·t	Auth Code	Person Code	Line Total	Comments		
08/14/2007	821	01	В	E9740 - STEERING GEAR REPLACEMENT	15858368 GEAR	8 -	G	N/A	\$ 341.93	<u>Y</u>		

Repair Order	
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Repair Ord	ler Date	: 07/	10/2007	Number :	05	53759	Odome	eter Rea	ding:	g: 46909 miles			
Serviced			COUNT	Y CHEVROLET-	Se	lling Sou	rce :		13 - C	HEVROL	ET		
By :	BUICK PO BOX	X 634	NOWD AN	I NN 10000 0604	Sit	e Code :			02366				
	(845) 94			V, NY 10993-0634	Bu	siness A	ssociate	Code:	16558	6			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	art	Auth Code	Person Code	Line Total	Comment		
08/03/2007	818	01	#	B7289 - HEADLAMP/COMPOS ASSEMBLY - LEFT - REPLACE	ITE		373 - DLAMP	A	N/A	\$ 203.10	N		
Repair Ord	ler Date	: 03/	/30/2007	Repair Order Number :	05	51647	Odome	eter Rea	ding:		35998 miles		
Serviced	ROCKI BUICK		COUNT	Y CHEVROLET-	Se	lling Sou	rce :		13 - C	13 - CHEVROLET			
By:	PO BOX	X 634	OCTD A U	V, NY 10993-0634	Sit	Site Code:				02366			
	(845) 94			v, N1 10993-0034	Business Associate Code:				16558	6			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	I Part I I			Person Code	Line Total	Comment			
04/17/2007	787	01	#	B7288 - HEADLAMP/COMPOS ASSEMBLY - RIGHT - REPLACE			372 - DLAMP	N/A	N/A	\$ 203.10	N		
Repair Ord	ler Date	: 024	/21/2007	Repair Order Number :	05	50830	Odome	eter Rea	ding:		35995 miles		
Serviced By:	ROCKI BUICK		COUNT	Y CHEVROLET-	Se	lling Sou	rce :		13 - C	HEVROL	ET		
Dy:	PO BOX	X 634	OCTD A U	V, NY 10993-0634	Sit	e Code :			02366	,			
	(845) 94			v, 1 v1 10993-0034	Bu	siness A	ssociate	Code:	16558	6			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code	Person Code	Line Total	Comments		
03/13/2007	777	01	#	E4187 - INSULATOR AND/OR SUPPORT, REAR STABILIZER SHAFT - BOTH - R		2267529 INSULA		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 Ord	ler Date	: 02/	19/2007	Repair Order Number :	05	50758	Odome	eter Rea	ding:		35988 mile:		
		_		•	Selling Source: 13 - CHEVROLET								

By:	BUICK PO BOX WEST 1 (845) 94	X 634 HAVEF		V NV 10002 0624	Site Code :		Code:		02366 165586				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	rt	Auth Code	Person Code	Line Total	Comments			
04/06/2007	784	01	#	E4187 - INSULATOR AND/OR SUPPORT, REAR STABILIZER SHAFT - BOTH - R	2267529 INSULA		В	N/A	\$ 104.27	N			
04/06/2007	784	02	#	N6620 - POWER AND GROUNDS DISTRIBUTION WIRING AND/OR CONNECTOR REP	8890975 FUSE K		В	N/A	\$ 46.31	N			
03/16/2007	778	01	#	E9740 - STEERING GEAR REPLACEMENT	1585836 GEAR	8 -	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>			
		<u> </u>								ı			
Repair Ord	ler Date	: 01/	/26/2007	Repair Order Number :	050358	Odom	eter Re	ading:		35503 miles			
Serviced			COUNT	Y CHEVROLET-	Selling Sou	ırce :		13 - 0	CHEVROL	ET			
By :	BUICK PO BOX	X 634			Site Code :	:		02366	5				
	WEST 1 (845) 94			W, NY 10993-0634	Business A	ssociate	Code:	16558	165586				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	ırt	Auth Code		Line Total	Comments			
03/02/2007	774	01	#	N6620 - POWER AND GROUNDS DISTRIBUTION WIRING AND/OR CONNECTOR REP	8890975 FUSE K		В	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			
						<u> </u>							
Repair Ord	ler Date	: 12/	/11/2006	Repair Order Number :	049399	Odom	eter Re	ading:		31350 miles			
Serviced			COUNT	Y CHEVROLET-	Selling Sou	ırce :		13 - C	CHEVROL	ET			
By :	BUICK PO BOX	X 634) COPP + T		Site Code :	1		02366	5				
	(845) 94			W, NY 10993-0634	Business A	ssociate	Code:	16558	165586				

Cycle Date	Cycle Nbr	Case	Туре	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 Ord	ler Date	: 10/	26/2006	Repair Order Number :	048527 Odometer Reading				ding:	g: 30402 miles			
Serviced By:	ROCKI BUICK		COUNT	Y CHEVROLET-	Selling S	Sou	rce :		13 - C	HEVROL	ET		
2,7 0	PO BOX	K 634	OTD AV	N. N. 10002 0724	Site Code:		02366	02366					
	(845) 94			V, NY 10993-0634	Business Associate Code :			165586					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	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 Oro	ler Date	: 10/	19/2006	Repair Order Number :	048370	Odome	ter Rea	Reading: 29865 m			
Serviced By:	ROCKL BUICK		COUNT	Y CHEVROLET-	Selling Sou	rce :		13 - C	HEVROL	ET	
By .	PO BOX	K 634	OCTD AV	V, NY 10993-0634	Site Code :			02366			
	(845) 94			v, N 1 10995-0034	Business A	Code:	16558	165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	rt	Auth Code	Person Code	Line Total	Comments	
11/17/2006	744	01	#	N0681 - BULBS, PARK AND TURN SIGNAL LAMP (LEFT) - REPLACE	1245010 BULB	8 -	В	N/A	\$ 28.08	N	

Repair Ord	ler Date	: 10/	16/2006	Repair Order Number :	048265 Odometer Read				ing: 29753 mile			
Serviced	ROCKL BUICK		COUNT	Y CHEVROLET-	Selling Sou	rce :		13 - 0	CHEVROL	ET		
By :	РО ВОХ	K 634	CTD AV	V NIV 10002 0624	Site Code :			0236	6			
	(845) 94			V, NY 10993-0634	Business A	ssociate	Code:	1655	165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments		
11/10/2006	742	01	#	N6612 - EXTERIOR LIGHTING WIRING	88909755	5 -	E	N/A	\$ 104.76	N		

				AND/OR CONNECTOR REPAIR OR REPLAC	2	FUSE KI	Т					
Repair Order Date :			08/2006	Repair Order Number :	0	047351 Odometer Read			ding:	ing: 27116 miles		
Serviced	ROCKLAND C BUICK		COUNT	CHEVROLET-		Selling Source :				13 - CHEVROLET		
By :	РО ВОХ		CTD AV	, NY 10993-0634		Site Code : Business Associate Code :				02366 165586		
	(845) 94											
Cycle Date	Cycle Nbr	Case	Туре	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:					О	046549 Odometer Read			ding:	ing : 24234 miles		
Serviced		AND (COUNT	Y CHEVROLET-	Selling Source :			13 - C	13 - CHEVROLET			
By :	BUICK PO BOX 634					Site Code :			02366	02366		
	WEST HAVERSTRAW, NY 10993-0634 (845) 947-2100				Business Associate Code:				165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments	
09/01/2006	722	01	#	H0043 - REAR DISC BRAKE PADS REPLACEMENT		N/A		В	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	
				T								
Repair Order Date: 07/25/2006 Repair Order Number :					0	46327	Odome	eter Rea	ding:	ling: 23915 miles		
Serviced By:	ROCKL BUICK	AND (COUNT	CHEVROLET-		Selling Source :			13 - C	13 - CHEVROLET		
	PO BOX 634 WEST HAVERSTRAV (845) 947-2100			W, NY 10993-0634		Site Code:			02366	02366		
						Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Туре	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 Ord	ler Date	: 06/	29/2006	Repair Order Number :	0	45763	Odom	eter Re	adi	ing :		22156 miles	
By:	BUICK		COUNT	Y CHEVROLET-		elling Sou					HEVROL	ЕТ	
	PO BOX WEST I (845) 94	HAVEF		W, NY 10993-0634	Site Code : Business Associate Code :					02366			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa		Auth Code	Ī	Person Code	Line Total	Comments	
07/28/2006	712	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED - ELECTRICAL		N/A		Е		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 Ord	ler Date	: 06/	20/2006	Repair Order Number :	0	45563	Odom	eter Re	adi	ing:		21000 miles	
Serviced By:	BUICK		COUNT	Y CHEVROLET-		elling Sou					HEVROL	ET	
	PO BOX WEST I (845) 94	HAVEF		W, NY 10993-0634		te Code : usiness A		Code :		02366 16558			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	t	Auth Code		erson Code	Line Total	Comments	
06/30/2006	704	01	#	E7680 - STEERING COLUMN REPLACEMENT		88967179 S/COL R		N/A	I	N/A	\$ 380.85	N	
06/30/2006	704	02	#	V1427 - 05094 - REPLACE BOTH MIRROR ASSEMBLIES	3	15803234 MIRROR		N/A	I	N/A	\$ 41.63	N	
06/30/2006	704	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N/A		N/A	l	N/A	\$ 42.00	<u>Y</u>	

Repair Orc	ler Date	: 05/	19/2006	Number: NTY CHEVROLET- Selling Source: 13 - CHEVROLET Site Code: 02366 Business Associate Code: 165586 De Labor Operation Part Auth Code Code Total C		19397 miles					
Serviced	ROCKI BUICK		COUNT		ЕТ						
By :	PO BOX	X 634	OCTD AV	V NV 10002-0624	10993-0634						
	(845) 94			V, N 1 10995-0654		6					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	ırt			l (ommen		
05/30/2006	695	01	0	M0016 - LUBE, OIL AND FILTER	N/A		N/A	N/A	\$ 32.99	N	

Repair Ord	ler Date	: 05/	02/2006	Repair Order Number :	0)44597	Odom	eter Re	ading:		18716 miles
		AND (COUNT	Y CHEVROLET-	S	elling Sou	rce :		13 - 0	HEVROL	ET
	РО ВОХ	Number Selling Source 13 - CHEV	5								
				V, NY 10993-0634	В	usiness A	ssociate	Code:	16558	36	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	t			Line Total	Comments
05/12/2006	690	01	#					N/A	N/A	\$ 376.54	N
05/12/2006	690	02	#	COURTESY		N/A		N/A	N/A	\$ 42.00	Y
Repair Ord	ler Date	: 03/	17/2006		О)43687	Odom	eter Re	ading:		15449 miles
		AND (COUNT	Y CHEVROLET-	S	elling Sou	rce :		13 - C	HEVROL	ЕТ
,	PO BOX WEST I	IAVEF		V, NY 10993-0634	34						
Cycle	1	-7-2100	I I		Ъ	usiness A	ssociate	1	+	1	
Date	Nbr	Case	Туре	Labor Operation		Pa	rt			Total	Comments
03/28/2006	677	01	0			N/A		N/A	N/A	\$ 32.99	N
03/28/2006	677	02	0	MAINTENANCE SERVICE - TIRE		N/A		N/A	N/A	\$ 42.90	N
	•			1	_	•				•	
Repair Ord	ler Date	: 01/	20/2006		0	142679	Odom	eter Re	ading:		10727 miles
		AND (COUNT	Y CHEVROLET-	S	elling Sou	rce :		13 - C	HEVROL	ET
_, .	РО ВОХ		RSTRAV	V NY 10993-0634	S	ite Code :			02366	5	
				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	В	usiness A	ssociate	Code:	16558	36	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code	Person Code	Line Total	Comments
01/31/2006	Site Code Site	N/A	N/A	\$ 32.99	N						
	ler Date	1,2	22/2005	Repair Order	T)42159	Odom				6996 miles

Serviced			COUNT	Y CHEVROLET-	Se	lling Source :		13 - Cl	HEVROL	ET
By :	BUICK PO BOX	X 634	NG/ED A 3		Sit	te Code :		02366		
	(845) 94			W, NY 10993-0634	Bu	ısiness Associate (Code:	165586	6	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments
01/06/2006	654	01	#	C9732 - MIRROR AND COVER, ILLUMINATED – REPLACE		15803234 - SS- MIRROR	N/A	N/A	\$ 40.68	N

Repair Oro	ler Date	: 11/	28/2005	Repair Order Number :	04	1655	Odome	ter Rea	ding:		6726 miles		
Serviced By:	ROCKL BUICK		COUNT	Y CHEVROLET-	Sell	Selling Source :			13 - C	CHEVROLET			
By .	РО ВОХ	K 634	STRAV	V, NY 10993-0634	Site	e Code :			02366				
	(845) 94			v, IV1 10773-0034	Bus	siness As	ssociate	Code:	16558	6			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	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	I	N/A		N/A	N/A	\$ 32.99	N		
12/13/2005	647	03	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	1	N/A		N/A	N/A	\$ 41.32	N		
12/13/2005	647	04	#	C2021 - SUNSHADE REPLACEMENT - LEF SIDE		1580323 MIR-IL	8 - SS-	N/A	N/A	\$ 48.10	N		

Repair Ord	ler Date	: 10/	13/2005	Repair Order Number :	040813	Odome	eter Rea	ding:		3055 miles
Serviced By:	ROCKL BUICK	AND (COUNT	Y CHEVROLET-	Selling Sou	orce :		13 - C	HEVROL	ET
	РО ВОХ		OTD AV	W NW 10002 0624	Site Code	:		02366		
	(845) 94			V, NY 10993-0634	Business A	ssociate	Code:	16558	6	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	art	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	2272430 HOUSI		N/A	N/A	\$ 60.49	N

				REPLACEMENT						
Repair Ord	ler Date	: 06	5/08/2005	Repair Order Number :	A18780	Odom	eter Re	ading:		0 miles
Serviced By:	ROCKI BUICK		COUNT	Y CHEVROLET-	Selling Sou	rce :		13 - 0	CHEVROL	ЕТ
By .	PO BOX	K 634	DCTD A V	W, NY 10993-0634	Site Code :			0236	6	
	(845) 94			W, N 1 10993-0034	Business A	ssociate	Code:	1655	86	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	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.

Line Comments

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VIN:	1G1ZT54865F
7.1.1	101213 10031

LINE COMMENTS

Repair Orc	ler Date	: 05/	02/2006	Repair Order Number :	044597		Odometer Read	ing :		187	16 miles
Serviced		AND (COUNT	Y CHEVROLET-	Selling So	uı	rce :	13	- CHEV	ROLET	
By :	BUICK PO BOX				Site Code	:		023	366		
	WEST F	IAVEF	RSTRAV	V, NY 10993-0634	Business A	siness Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	on		Part		Auth Code	Person Code	Line Total
05/12/2006	690	02	#	Z7901 - 1-DAY COURT TRANSPORTATION	TESY	N	/A		N/A	N/A	\$ 42.00
Comments	1G1ZT	61856]	7								

Line Comments

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VIN: 1G1ZT54865F1	I VIN:	1G1ZT54865F1
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LINE COMMENTS

Repair Ord	der Date	: 06/	20/2006	Repair Order Number :	045563		Odometer Read	ing :	:	210	00 miles
Serviced		AND (COUNT	Y CHEVROLET-	Selling So	oui	rce :	13	- CHEV	ROLET	
By :	BUICK PO BOX				Site Code	e :		023	366		
	WEST I	IAVEF	RSTRAV	V, NY 10993-0634	Business	ess Associate Code :		165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	on		Part		Auth Code	Person Code	Line Total
06/30/2006	704	03	#	Z7901 - 1-DAY COURT TRANSPORTATION	ΓESY	N	[/A		N/A	N/A	\$ 42.00
Comments	1G8AJ	55F16Z	4								

Line Comments

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VIN:

LINE COMMENTS

Repair Orc	ler Date	: 06/	29/2006	Repair Order Number :	045763		Odometer Read	ometer Reading :		22156 miles		
Serviced		AND (COUNT	Y CHEVROLET-	Selling So	านเ	rce :	13	- CHEV	ROLET		
By :	BUICK PO BOX			Site Code :			02366					
	WEST I	HAVERSTRAW, NY 10993-0634			Business Associate Code:			165586				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	on		Part		Auth Code	Person Code	Line Total	
07/28/2006	712	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION		N	N/A		N/A	N/A	\$ 69.00	
Comments	1G1AK	C55F36	7									

Line Comments

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VIN:	1G1ZT54865F

LINE COMMENTS

Repair Orc	ler Date	: 06/	29/2006	Repair Order Number :	045763		Odometer Read	ing	g: 22156 mile				
Serviced	Selling Se	oui	rce :	13	- CHEV	ROLET							
By :	BUICK PO BOX				Site Code	Site Code:			02366				
	WEST I	WEST HAVERSTRAW, NY 10993-0634					Business Associate Code:			165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	n		Part		Auth Code	Person Code	Line Total		
07/28/2006	712	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED - ELECTRICAL			//A		Е	N/A	\$ 85.79		
Comments	Comments POWER STEERING STOPS WORKING.												

Line Comments

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LINE COMMENTS

Repair Orc	ler Date	: 02/	19/2007	Repair Order Number :	050758		Odometer Read	ing :	ing: 3598		88 miles
Serviced		AND (COUNT	Y CHEVROLET-	Selling So	uı	rce :	13	- CHEV	ROLET	
By :	BUICK PO BOX				Site Code : Business Associate Code :			02366			
	WEST I	IAVER	RSTRAV	V, NY 10993-0634				165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	on		Part		Auth Code	Person Code	Line Total
03/16/2007	778	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		N.	N/A		N/A	N/A	\$ 47.00
Comments	2G1WJ	15KX(69								

Line Comments

Home - Back - Help

VIN:	1G1ZT54865F
1	101217 10071

LINE COMMENTS

Repair Oro	ler Date	Date: 07/25/2007 Repair Order Number:			054063	Odometer Reading :			:	47295 miles			
Serviced		AND (COUNT	Y CHEVROLET-	Selling S	ou	rce :	13	- CHE	VROLET			
By :	BUICK PO BOX 634						Site Code :			02366			
	WEST I	RSTRAV	V, NY 10993-0634	Business Associate Code:			165586						
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation			Part		Auth Code	Person Code	Line Total		
08/14/2007	821	01	В	E9740 - STEERING GEAR REPLACEMENT			5858368 - GEAR	G	N/A	\$ 341.93			
Comments	PARTS	WAR	RANTY	TO RO 50758 AT 3598	8 MILES C	ΟN	2-19-07						

Line Comments

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VIN:	1G1ZT54865F

LINE COMMENTS

Repair Order Date : 01/02/200		02/2008	Repair Order Number :	057380 Odometer Readi		ing :	ng: 57020 miles						
Serviced		AND (COUNT	Y CHEVROLET-	Selling So	านเ	rce :	13	- CHEV	ROLET			
By :	BUICK PO BOX				Site Code :			02366					
	WEST I	WEST HAVERSTRAW, NY 10993-0634					Business Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	on		Part	Auth Code	Person Code	Line Total			
01/22/2008	867	02	0	Z7902 - 2-DAY COURTESY TRANSPORTATION		N	N/A		N/A	N/A	\$ 70.00		
Comments	2G2WI	255278	1										

Line Comments

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VIN:	1G1ZT54865F
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LINE COMMENTS

Repair Oro	ler Date	: 12/	01/2008	Repair Order Number :	063661	,	Odometer Read	ing	i ng: 69817 mil		
Serviced		AND (COUNT	Y CHEVROLET-	Selling S	ou	rce :	13	3 - CHE	VROLET	,
By:	BUICK PO BOX	. comp		Site Code :			02	2366			
	WEST	RSTRAV	V, NY 10993-0634	Business	ness Associate Code :			165586			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation			Part		Auth Code	Person Code	Line Total
12/09/2008	959	02	0	E5630 - UPPER CONTI ARM REPLACEMENT		22632794 - ARM			N/A	N/A	\$ 166.08
Comments	FAILE REPLA	D.REP CED (LACED ON SAM	AR SUSPENSION.FOUN BOTH LOWER CONTR Æ RO.AUTHORIZATIO REPAIR.	OL ARM	S.F	R-S REPLACED C	V	ERLAF	S TO L-S	3

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.. 6/3/2009

GM Vehicle Inquiry System Vehicle Build

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

Help

VIN	1G1ZT54865F	
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VEHICLE BUILD

Merchandising Model:	1ZT69 -2005 MALIBU LS SE	1ZT69 -2005 MALIBU LS SEDAN		
Gross Vehicle Weight Rating:	1928 kg (4251 lb)	Order Number :	ЈҒНС9Н	
Build Date :	06/08/2005	Build Plant :	15FZ	

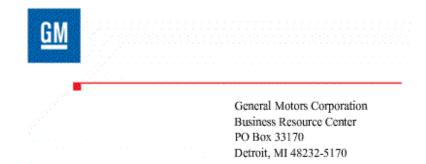
GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

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
FEO - 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,TOURNG,BW	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	T43 - SPOILER, REAR
UNO - 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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June 3, 2009

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

RE:

Service Request: 71-719147682 GM Legal Staff Case: N/A 2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT54865F 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 - G	eneral	Sub-Area	Operation or Design
Address		City V	Vest Nyack	Involved Dir	West Havers	traw Chevrolet, Inc.	Safety	Yes
State	NY Postal Cd	Con. Acct.		Source	Phone		Updated	7/27/2006 12:29:19 PM
Serial #/VIN	1G1ZT54865F	Model Year 2	005	Priority	Medium	License # CHEVROL	Owner	STEWARJ1
Make	Chevrolet	Warr. Start 0	9/02/2005	Status	Closed		Opened	7/21/2006 08:51:28 AM
Model	Malibu	Mileage 2	3,000	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

Component Coverage

Component Coverage Expiration Mileage Expiration Date

Certificate Details

Certificate Number Amount Expiration Date

Pre-Authorization Basics

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

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 Firs	t Name	Account		BAC Code	Dissatisfied.
Comments							

Report Generated for maggardp on 6/3/2009 Page 1 of 7

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	Made Contact	Done	7/27/2006 12:29:06 PM	acceleration
			Cust				
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

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 elsa 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 Firs	t Name	Account		BAC Code	

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

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 Firs	t 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 conferrence 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 Firs	t 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
Contact Last Name		Contact Firs	t Name	Account		BAC Code	back.
Commonto							

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

Dir 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

Report Generated for maggardp on 6/3/2009 Page 3 of 7

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	promt
Contact Last Name		Contact Firs	t Name	Account		BAC Code	35	

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 Firs	t Name	Account		BAC Code	
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 Firs	t Name	Account		BAC Code	
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

Report Generated for maggardp on 6/3/2009 Page 4 of 7

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	Account			
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	promt 35
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
service manager chuck is	on a road test						

Jessica Stewart/CAC/Chatham

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
Contact Last Name		Contact Firs	t Name	Account		BAC Code	service manager.
							(845) 947-2100 prompt 35

Comments

CRM spoke w/: left message for Chuck Christie

CRM adv:

DIr 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

Report Generated for maggardp Page 6 of 7 on 6/3/2009

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 Firs	t 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 DIr 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

Report Generated for maggardp on 6/3/2009 Page 7 of 7

February 6, 2009



Service Request: 71-699080906

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54865F The processing time will take approximately eight weeks.

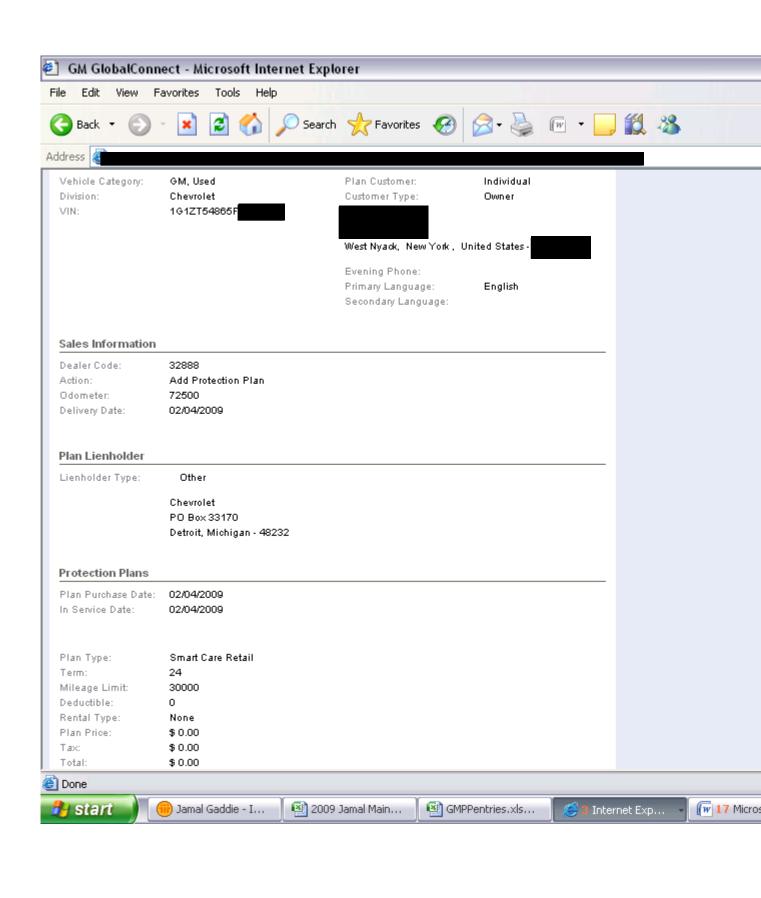
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply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

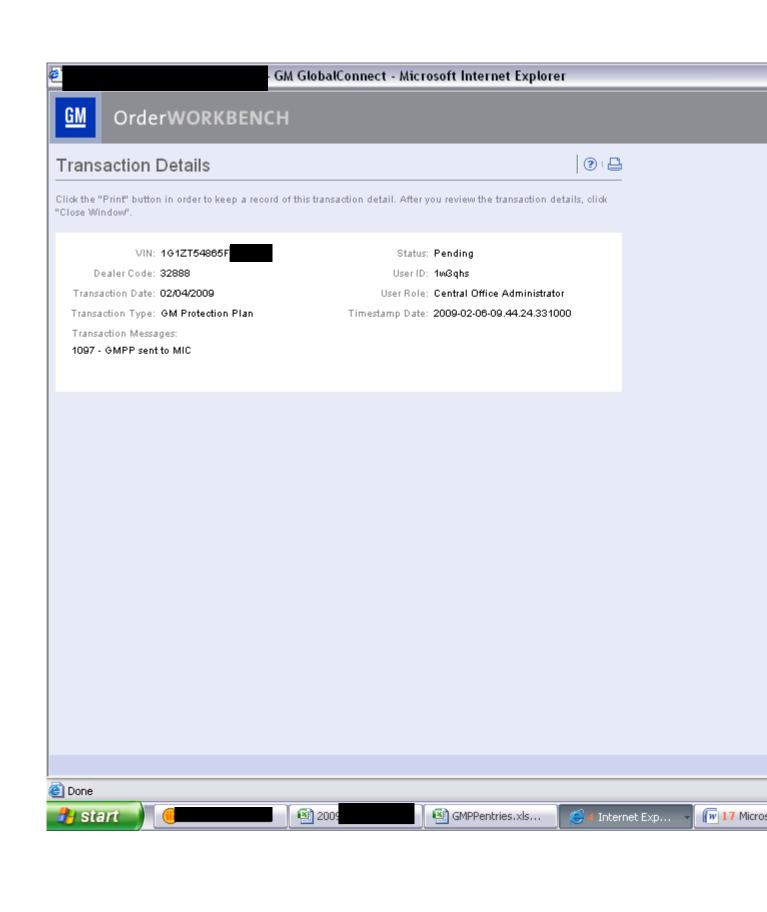
At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

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.





RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: CHEVROLET PAGE: 14:08:25

10/14/06

VIN: 1G1ZT5486 5F 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:

1 MALLARD DR

NY 10994 WEST NYACK

TRADE: DLVY TO: KS JAY
TRD DOE: 1 MALLAI
SRVC IN: WEST NY
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR

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

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	е	City	West Nyack	Involved Dir	S & H Associates, Llc	Safety	No
State	NY Postal Cd	Con. Acct.		Source	Phone	Updated	2/6/2009 01:53:24 PM
Serial #/VIN	1G1ZT54865F	Model Year	2005	Priority	Esc to T2 - License # CHEVROL	Owner	COURTSMI
Make	Chevrolet	Warr. Start	09/02/2005	Status	Closed	Opened	2/2/2009 10:04:46 AM
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

Pre-Authorization Basics

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

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 Firs	t Name	Account		BAC Code	Satisfied.
Comments							
Comments							

Report Generated for maggardp on 6/3/2009 Page 1 of 12

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	A	Done	2/5/2009 09:11:06 AM	Goodwill Status has been changed from: PreAprv - Other to Approved
Contact Last Name		Contact Firs	t Name	Account		BAC Code	nom. Freapry - Other to Approved
Comments							l
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/5/2009 09:11:05 AM	BUDNIKMA	BUDNIKMA	Goodwill Status Change	A	Done	2/5/2009 09:11:05 AM	Goodwill Status has been changed from: Pending SITEL to PreAprv - Othe
Contact Last Name		Contact Firs	t Name	Account		BAC Code	nom. I chang of the to I tempty - Other
Comments							l
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/5/2009 09:10:12 AM	BUDNIKMA	GADDIEJA	Administer GMPP	A	Done	2/6/2009 01:32:28 PM	Process GMPPGMPP entered, ok to close
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Close
Comments							I
SC 24/30							
Start Mileage: 72,500							
•							
Start Date: 2/4/09							
\$0 Deductible							
Matt Budnik GA/DTW							
	0 / 10	A	A 4: 12 T	A (: ': O 1 T	21.1		
Created 2/4/2009 11:14:27 AM	Created By RAMOSM3	Assigned To COURTSMI	Activity Type Notify CRM	Activity SubType Customer Called	Status Done	Completed 2/4/2009 12:39:24 PM	Description Cust left message
Contact Last Name	RAIVIOSIVIS	Contact Firs	•	Account	Done	BAC Code	Cust left filessage
Comments							
Please refer to prev IBC	C						
thanks							
Michelle Taylor /CAC/ BA	\/ Tier 1/ LvI 0						
viloricile Taylor /OAO/ D/	TO ITEL IT LATE						

Report Generated for maggardp on 6/3/2009 Page 2 of 12

Activities

2009 11:12:42 AM	Created By RAMOSM3	Assigned To RAMOSM3	Activity Type Inbound Call Customer	Activity SubType Voice Mail Received	Status Done	Completed 2/4/2009 11:14:25 AM	Description VM Received
ntact Last Name	TOTAL	Contact Firs		Account	Done	BAC Code	VIVI Received
naot Last Hamo		Contact ins	or Hamo	71000 ant		Brie Gode	
nments							ı
t sts: He feels insult	ed for the propo	sals done, he's g	going to be filling a lemon lav	v on his veh, \$1000 OLC wa	s not good enoug	gh and they	_
		00 miles, GM los	t cust, will not buy GM ever a	again and will adv his known	people not to do	it as well, will	
e his veh with a big	emon sign.						
helle Taylor /CAC/ B	A/ Tier 1/ Lvl 0						
ated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2009 10:40:34 AM	COURTSMI	BUDNIKMA	Submit for Approval	General CAC	Done	2/5/2009 09:11:02 AM	GMPP
tact Last Name		Contact Firs	st Name	Account		BAC Code	
PP- Final Approval							•
PP- Final Approval scan complete:Y							
PP- Final Approval scan complete:Y dditional Requests dditional Goodwill							
		art Care for 24 r	months and / 30000 Miles				
PP- Final Approval scan complete:Y dditional Requests dditional Goodwill al Approved request		art Care for 24 r	months and / 30000 Miles				
PP- Final Approval scan complete:Y ditional Requests ditional Goodwill I Approved request NIKMA/ Goodwill A		Assigned To	months and / 30000 Miles Activity Type	Activity SubType	Status	Completed	Description
PP- Final Approval can complete:Y ditional Requests ditional Goodwill Approved request NIKMA/ Goodwill A	pprover/DTW			Activity SubType	Status Done	2/4/2009 10:40:34 AM	Goodwill Status has been change
PP- Final Approval scan complete:Y ditional Requests ditional Goodwill I Approved request NIKMA/ Goodwill A sted 2009 10:40:34 AM	pprover/DTW Created By	Assigned To	Activity Type Goodwill Status Change	Activity SubType Account			Goodwill Status has been change
PP- Final Approval scan complete:Y ditional Requests ditional Goodwill Approved request NIKMA/ Goodwill A tted 2009 10:40:34 AM	pprover/DTW Created By	Assigned To	Activity Type Goodwill Status Change			2/4/2009 10:40:34 AM	Goodwill Status has been change
PP- Final Approval scan complete:Y ditional Requests ditional Goodwill I Approved request NIKMA/ Goodwill A atted 2009 10:40:34 AM fact Last Name	pprover/DTW Created By	Assigned To	Activity Type Goodwill Status Change			2/4/2009 10:40:34 AM	Goodwill Status has been change
PP- Final Approval scan complete:Y ditional Requests ditional Goodwill I Approved request NIKMA/ Goodwill A ated 2009 10:40:34 AM tact Last Name	pprover/DTW Created By	Assigned To	Activity Type Goodwill Status Change			2/4/2009 10:40:34 AM	Goodwill Status has been change
PP- Final Approval scan complete:Y dditional Requests dditional Goodwill al Approved request DNIKMA/ Goodwill A ated 2009 10:40:34 AM stact Last Name	pprover/DTW Created By COURTSMI	Assigned To COURTSMI Contact Firs	Activity Type Goodwill Status Change st Name	Account	Done	2/4/2009 10:40:34 AM BAC Code	Goodwill Status has been changed from: Not Initiated to Pending SITE
PP- Final Approval scan complete:Y ditional Requests ditional Goodwill al Approved request DNIKMA/ Goodwill A ated 2009 10:40:34 AM tact Last Name aments	Created By COURTSMI Created By	Assigned To COURTSMI Contact Firs Assigned To	Activity Type Goodwill Status Change st Name Activity Type		Done Status	2/4/2009 10:40:34 AM BAC Code	Goodwill Status has been change from: Not Initiated to Pending SITE
PP- Final Approval scan complete:Y Iditional Requests Iditional Goodwill I Approved request DNIKMA/ Goodwill A sted 2009 10:40:34 AM tact Last Name	pprover/DTW Created By COURTSMI	Assigned To COURTSMI Contact Firs	Activity Type Goodwill Status Change st Name Activity Type Correspondence	Account	Done	2/4/2009 10:40:34 AM BAC Code	Goodwill Status has been changed from: Not Initiated to Pending SITE

Report Generated for maggardp on 6/3/2009 Page 3 of 12

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
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Retail Price: \$455.

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 DIrs.
- 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 Firs	t 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

Report Generated for maggardp on 6/3/2009 Page 4 of 12

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
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Accepted.

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 Firs	t Name	Account		BAC Code	
Mike Courts DS/Tier2/BA	AL2						
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/4/2009 10:11:47 AM	COURTSMI	COURTSMI	Scheduled Outbound Call		Done	2/4/2009 10:12:34 AM	Grand Prize Cadillac - Svc Mgr John
			Dlr				McGarry.
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Mike Courts DS/Tier2/BA	\ L2						

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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 Firs	st Name	Account		BAC Code		
Jay								
Commonts								

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 Firs	t 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 Firs	t Name	Account		BAC Code	
0							

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 Firs	t 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

Report Generated for maggardp on 6/3/2009 Page 6 of 12

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	Follow-up Attempt	Done	2/4/2009 10:18:41 AM	
Contact Last Name		Contact Firs	Cust	Account		BAC Code	
Contact Last Name		Contact Firs	i Name	Account		BAC Code	
Comments							ı
Mike Courts DS/Tier2/BA	A 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 Firs	t Name	Account		BAC Code	
Comments							
Mike Courts DS/Tier2/BA	A 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 Firs	t Name	Account		BAC Code	
Comments							
			ct Specialist (Tier 2) CRS. Th		hortly to discuss th	ne	
customer's concerns. If	possible, you m	nay want to reacl	n out to the customer to attem	pt 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
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: RAMOSM3 TO:
							COURTSMI
Comments							COURTSMI
Comments							COURTSMI
Comments							COURTSMI
	Constant Pr	Assistant To	A sticite Toron	A sticitus Code Tomas	Chabita	Completed	
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
	Created By RAMOSM3	Assigned To	Activity Type T2 Initial Acknowledgement	Activity SubType	Status Done	Completed 2/3/2009 01:23:42 PM	
Created			T2 Initial Acknowledgement	Activity SubType Account			Description Initial Customer Contact after
Created 2/2/2009 04:20:34 PM		COURTSMI	T2 Initial Acknowledgement			2/3/2009 01:23:42 PM	Description Initial Customer Contact after
Created 2/2/2009 04:20:34 PM		COURTSMI	T2 Initial Acknowledgement			2/3/2009 01:23:42 PM	Description Initial Customer Contact after

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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 Firs	t Name	Account		BAC Code	
		K					_
Comments							
CBS etc. calling to inform	n cust that the v	ch was renaired	l already, adv of escalation an	d let cust know of 24 ha	frame for callback		_

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.

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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 Firs	st Name	Account		BAC Code	l
Comments							

Escalating due to

October 2005

1. Cust called experiencing a concern with the fuel gauge on his veh, he had that repaired 2 weeks ago.

Repurchase or Similar may not be possible OLC may be useful.

- 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 DIr at least once a month since
- 3. Veh is repaired now, evaluate possibility to provide any kind of compensation for the major concerns he had experienced with the veh. As

Michelle Taylor /CAC/ BA/ Tier 1/ Lvl 0

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 Firs	t Name	Account		BAC Code	
Commonte							

Comments

CRS spoke w/: Kevin

CRS adv: calling to check on cust concern

DIr sts: Veh was just repaired already.
Diagnosis? Fan tube in tank disconected
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?
DIr 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

The you had along or lest arrive with the of

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 Firs	t 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

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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 Firs	t Name	Account		BAC Code		
Comments								

Cust left message stating he has bought about 7/8 veh from GM and that he called DIr 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	De
2/2/2009 10:25:58 AM	RAMOSM3	RAMOSM3	Scheduled Outbound Call	Initial Attempt	Done	2/2/2009 04:14:22 PM	SC
			Cust				
Contact Last Name		Contact Firs	t 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 Fire	t Name	Account		BAC Code	
Commonte							

CRS sts: Calling to check on cust concern

DIr 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 Fire	t Name	Account		BAC Code	
		K					
Comments							

CRS left message to KEVIN svc Adv in order to gather info about cust vehicle. provided SR and Phone and ex.

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Report Generated for maggardp Page 10 of 12 on 6/3/2009

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 Firs	t Name	Account		BAC Code	

Comments

Cust sts: His veh is at DIr 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 DIr to gather funnel. DIr 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 Ga

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 DIr
Veh repaired? If yes, cost & where completed? -If not GM dIr, phone # of repair facility? --

What has DIr 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):

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Report Generated for maggardp on 6/3/2009 Page 11 of 12

UCC Codes

UCC Code	UCC Symptom	UCC Description
N22	Gauge Reads High / Low	Electrical Gauges - Fuel

Report Generated for maggardp on 6/3/2009 Page 12 of 12

ROBERT M. SILVERMAN^{+*}-CRAIG THOR KIMMEL^{+^}

* Member, PA Bar * Member, NJ Bar * Member, DE Bar - Member, NY Bar

^Member, MA Bar # Member, MD Bar • Member, OH Bar § Member, MI Bar "Member, NH Bar

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WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

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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

June 2, 2009

VIA EMAIL ONLY DO NOT NOTIFY

General Motors Corporation - NY 30007 Van Dyke Avenue Warren, MI 48090-9065

Re: v. General Motors Corporation

Vehicle: 2005 Chevrolet Malibu Date of Purchase: 09/02/2005

Place of Purchase: Rockland Chevy Buick, Haverstraw

VIN: 1G1ZT54865F

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



Servi	ce Request Acti	vity		
SR No.	71-634340064	Ref No.	Goodwill	No Goodwill Offered
Account		Site	GW SubTy	/pe
Last Name		First Name	Approval	Not Initiated
Daytime #		Evening #	UCC	Steering - General

Address City West Nyack Involved Dir West Haverstraw Chevrolet, Inc. Safety Yes

State NY Postal Cd Con. Acct. Source Phone Updated 6/9/20

6/9/2008 09:56:39 AM Serial #/VIN 1G1ZT54865F **Model Year** 2005 Medium License # CHEVROL Owner **MACDONAL Priority** Chevrolet Warr. Start 09/02/2005 Closed 6/9/2008 09:17:22 AM Make Status Opened

Model Malibu Mileage 61,685 Sub-Status Dissat-Won't Purchase GM Again Closed 6/9/2008 09:56:36 AM

Abstract Power Steering Issues (Ongoing)

BRC Type N/A

Bus. Unit

Sub-Area

Area

CAC

Complaint Vehicle

Repair Request (Not Done)

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 Div. Dealer Code Repair Order #

Activities

Activity SubType Created Created By Assigned To Activity Type Status Completed Description MACDONAL MACDONAL 6/9/2008 09:56:35 AM SR Closed - Dissat-Won't Done 6/9/2008 09:56:36 AM Service Request has been Closed Dissat-Won't Purchase GM Again. Purch

Contact Last Name Contact First Name Account BAC Code

Comments

Report Generated for maggardp on 6/3/2009 Page 1 of 4

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	t Name	Account		BAC Code	
							_
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

By Assigned To Activity Type Activity SubType Status Completed Description	
VAL MACDONAL Other Done 6/9/2008 09:55:04 AM Dealer Funnel Questions	
Contact First Name Account BAC Code	
Contact Harris Name Account BAO Gode	

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

Report Generated for maggardp Page 2 of 4 on 6/3/2009

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	t 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	t 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

Report Generated for maggardp on 6/3/2009 Page 3 of 4

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 Firs	t 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.

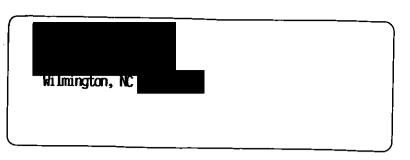
disconnected call

Allen MacDonell Tier 1/STJ/Level 2

UCC Codes

UCC Code	UCC Symptom	UCC Description
M01	Inoperative	Steering - General

Report Generated for maggardp on 6/3/2009 Page 4 of 4







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

Wilmington, NC

d. (4)

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 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,

SUMMARY HISTORY DISPLAY



3100

CUST	COMER NAME	Ξ						SERIAL NO. 1G	1ZT51866F
TOTA	AL R/O'S	22	TOTA	៤ នា	ERV. DA	YS ·	49		V CHEVROLET
	RO.NO.	RO. DATE				J#	Т	OPERATION CODE.	DESCRIPTION
1	158563	03/25/2009	35320		123923				
				T	111095			51CVZ	BODY ELECTRICAL
_	155104	00/16/0000	24002	T	111095		W	45CVZ01	STEERING/SUSPENS
2	155124	02/16/2009	34803		123923		~	0.1.07172.77	2000 11777 0
				T T	17619 17619			01CVZ3K 03CVZ02	3000 MILE SERVIC
				T	17619			51CVZ01	EMISSIONS INSPEC BODY ELECTRICAL
				Ť	17619			90CVZ	DETAIL OPERATION
3	155194	02/16/2009	34803		36472	•	_	30012	DETAIL OF ERATION
		,,,		T	126747	1	C	90CVZ54	WASH AND VAC
4	151883	01/09/2009	33970	Α	123923				
				T	26377	1	W	51CVZ01	BODY ELECTRICAL
5	148080	12/01/2008	33149	Α	123923				
				T	17619			51CVZ	BODY ELECTRICAL
				T	17619	2	W	45CVZ	STEERING/SUSPENS
_	242250	00/00/000		T	95884				
6	141172	09/22/2008	30929		48240	-	_	4.0.0370	DDT WDG
7	140649	09/16/2008	24959	T	17619	Т	Ŧ	40CVZ	BRAKES
,	140043	09/10/2008	24939	Т	36472 8440	1	_	90CVZ54	WACII AND IIAG
8	140545	09/15/2008	30918	_	48240		.1	JUCV254	WASH AND VAC
Ū	110515	05/15/2000	30310	T	17619	1	W	45CVZ08	REPEAT CONCERN
				Ī	17619			00CVZ001	*LUBE, OIL, FILT
				T	17619			00CVZ00111	27 POINT INSPECT
				T	17619			00CVZ015	*FRONTBRAKEJOB/R
				${f T}$	17619	5	C	00CVZ0181	*REAR PADS AND R
9	118607	02/04/2008	24959	Α	36472				
				T	95733	1	C	90CVZ59	DO NOT USE
				T	118355				44
10	110000	01/01/0000		T	118355	2	С	90CVZ33	SPECIAL REQUEST
10	118387	01/31/2008	24960		48240		_	0.5.00.00.0	
				T T	119528			05CVZ001	*LUBE, OIL, FILT
	•			Ť	119528 57225			05CVZ00111 45CVZ	27 POINT INSPECT STEERING/SUSPENS
				Ť	119528	3	**	43CVZ	SIEERING/SUSPENS
				Ť	111095				
				T					
				Т	119528	4	С	00CVZ026	REPLACE TWO TIRE
				T	119528			03CVZ02	EMISSIONS INSPEC
11	102405	08/23/2007	20216	Α	10992				¥£
				${f T}$	119528	1	W	45CVZ	STEERING/SUSPENS
12	101210	08/14/2007	20706		10992				
					119528	1	W	45CVZ	STEERING/SUSPENS
					111095	_		0.007777.00.0	
					111095			00CVZ006	2 WHEEL ALIGNMEN
10	100101	00/00/0007	20212		119528	3	W	51CVZ01	BODY ELECTRICAL
13	100121	08/02/2007	20212		20339	1	~	0 E CT 17 0 0 0	+mine nominerous
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				T	95884			05CVZ001	*LUBE, OIL, FILT GENERAL MAINTENA
				_	22004	3	C	UJCVZ	GENERAL MAINIENA

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08:3	31:21								PAGE 2
CUST	COMER NAME	2				/ "		SERIAL NO. 1G	1ZT51866F
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LN#	RO.NO.	RO. DATE	MILES.	ΑI	V/TECH	Δ# /·	T	OPERATION CODE.	DESCRIPTION
14	81606	01/30/2007	14078		20339	1.			
		• •		Т	71513	1	W	10CVZ	DRIVEABILITY
				T	71513	2		01CVZ6K	6000 MILE SERVIC
				T	71513	3		05CVZ011	EMISSIONS INSPEC
15	79376	01/06/2007	13879	A	36472	_	_		220210110
		,,,		T	8440	1	I	90CVZ41	BODY SHOP DELIVE
16	79125	01/04/2007	12876	`A	20339	_	_	300.212	DODI DIIOL DELLIVE
	•	,		T	1070	1	C	00CVZ0072	4 WHEEL (BODYSHOP
17	78257	12/26/2006	12875	A	4652	_	_		- 1111111 (202101101
		,_,_,		Т	88713	1	C	96CVZALLSTATE	ALLSTATE CLAIM
				T	22200			95CVZALLSTATE	ALLSTATE CLAIM
				Ī	25770	_	Ŭ	3301211111	ALLOTATE CHAIM
1.8	74314	11/10/2006	10543	Ā	35170				
-•		,,	10015	T	57225	1	C	05CVZ001	*LUBE, OIL, FILT
				Ť	57225	2		60CVZ	INTERIOR TRIM
19	61983	07/07/2006	4996	_	48240	_	_	00042	INIBRIOR IRIN
	0-300	0., 0., 2000	1330	T	129922	٦	C	01CVZ3K	3000 MILE SERVIC
20	51518	03/20/2006	9	Ā	114915	4.	_	OTCV25R	3000 MIDE SERVIC
20	32320	05/20/2000	,	T	49807	1	т	90CVZ12	NEW VEHICLE DELI
21	63094C	01/12/2006	5		114915	-	_	J0CVZ12	NEW VEHICUE DELI
2.1	030340	01/12/2000	5	T	2091	1	т	PDICV	
				Ť	71513	_		SI1CV	
22	62760C	01/09/2006	4	Ā	38769	4	_	BIICA	
22	027000	01/07/2000	3	T	49807	٦	т	NIT I DIPLOTI	
				T		1		NVDTCV	
				1	49807	2	1	DPSCV	



CUSTOMER NO. 22889	ADVISOR DAN PLESS	123923 TAG N	R076	03/26/09	INVOICE NO. CVCS158563
	LABOR RATE	MILEAGE		COLOR LASER BLUE	STOCK NO.
WITH MINISTON AND	YEAR / MAKE / MODEL O6/CHEVROLET	/MALIBU/4DR SDN	•	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC	VEHICLE I.D. NO. 1 G 1 Z T 5			SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL	F. T. E. NO.	P. O. NO.		03/25/09	
RESIDENCE PHONE BUSINESS PHONE	COMMENTS				MO: 35320
LABOR & PARTS	NTLUMPACEUM AND AND AND AND AND AND AND AND AND AND	Company of the compan		TERMS: CASH UNLESS	ARRANGEMENTS MADE
JOB # 1 1 11588695 RET	IRST THING IN AM IT I THEN AFTER THAT IT I R TURNING OFF ENGINE. EMBLY ADJUST SHIFTER LE ADJUSTMENT CRIPTION	IS HARD IS HARD CABLE ANUNIT PRICE- B # 1 TOTAL PARTS DTAL LABOR & PARTS	WARRANTY WARRANTY 0.00 0.00	Any warranties on hereby are those in facturer. The selled isclaims all warrant or implied, includir ranty of merchanta particular purpose a nor authorizes an assume for it any like with the sale of this	ly other person to lability in connection
J# 2745CVZ01 STEERING/SUSPENSION CUSTOMER STATES FRONT SUSPENSIO COULD NOT DUPLICATE INSPECT FRONT END COMPONETS ALL NOISES OR PROBLEMS NOTED VERIFI	N SEEMS TO HAVE LOOSE TIGHT ROAD TEST NO A	E PLAY . ARNORMAI	**WARRANTY	This figure incorporates your vehicle which includ shop towels, etc. A full available for your inspecting the service of the s	supplies used in servicing es cleaners, special lubes list of these supplies is on at the cashier's desk.
PARTSQTYFP-NUMBERDES	CRIPTIONJOE JOB # 2 TO	UNIT PRICE- B # 2 TOTAL PARTS OTAL LABOR & PARTS	0.00	Maintaining and repairing your car icals and generation of wastes (so etc.) that must be stored, managed with federal, state and local envi these regulations and also betwee help ensure a safer, healther on with these regulations increase the costs simply result in an increase the costs simply result in an increase.	inevitably involves the use of chem whents, olds, caustics, lead, subestios and disposed of in strict compliance commental regulations. We support our customers do too because they vironment for everyone. Complyin, cost of tervice. Ordinarily, increase hourly lattor charge. This dealership box stat in Itilia a compliance charge.
E.B. TOTALS				NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEY	LES IN CASE OF FIRE, THEFT
**************************************	IED" with each * IE at 1-910- * ICKAUTO.COM to * do to make *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00	THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	BE RELEASED ONLY DURING UND THEN ONLY TO THE REG AUTHORIZING REPAIRS.
TO SIGN UP FOR EMAIL REMINDERS FOR YOUR N VISIT PLEASE GIVE US A CALL AT 910-35	EXT SERVICE 0·1400	TOTAL INVOICE \$	0.00	Good	wrench
From the entire service team at JEFF GORDON we thank you for your business and look forw serving you in the future.	CHEVROLET. ard to			Thank	k You
CUSTOMER SIGNATURE ************************************	TE INVOICE	**************	******		
PAGE 1 OF 1 CUSTOMER COP	ΥΥ	[END OF INVOICE]	08:31am	1980ch	HEVROLET



ts (910) 350-1385

CUSTOMER NO. 228	89	DAN PLESS		123923 TAG I	R890	02/16/09
		LABOR RATE	į	MILEAGE		LASER BLUE
		YEAR/MAKE/MODEL 06/CHEVROL	ET/MALTEL	I/ADD EDN		DELIVERY DATE
WILMINGTON,	NC .	VEHICLE LO. NO.	- i 			SELLING DEALER NO.
		1 G 1 Z T	5 1 8 6	6 F		B. O. DATE
NO EMAIL	Involven even					02/16/09
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				
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PARTS·····QTY···F	-NUMBERDES	SCRIPTION	JOB # 4 TOT	IIT PRICE- AL PARTS	0.00	Good 7han
		JOB # 4	TOTAL LABOR	& PARTS	0.00	Inan
JOB # A SH	DESCRIPTION SHOP SUPPLIES INC IM INSPECTION			MISC	3.68 6.25 9.93	57_N/.N/A

TERMS: CASH UNLESS ARRANGEMENTS MADE.

CVCS155124

MO: 34803

9

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

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, atc. A full list of these supplies is available for your inspection at the cashier's desk.

BYSITEDIG TOT YOUR EXPENDENCE IT AS YELLOW THE SECRET OF T

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.





PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:31am





22889	DAN PLES	SS 12	3923 R890	02/16/09	CVCS155124
	LABOR RATE		MILEAGE 34,80	LASER BLUE	STOCK NO.
WILMINGTON, NC	YEAR/MAKE/MO 06/CHEVI	ROLET/MALIBU/4	DR SDN	DELIVERY DATE	DELIVERY MILES
1121121101011, 110	VEHICLE I.D. NO. 1 G 1 Z	т 5 1 8 6 6	F	SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL	F. T. E. NO.		, O. No.	02/16/09	
RESIDENCE PHONE BUSINE	SS PHONE COMMENTS				мо: 34803
TOTALC			**		

TOTAL INVOICE \$

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

36.75

18.77

0.00

0.00

9.93

0.00

1.27

66.72

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 Maritating and repeting your car inevitably involves the use of chemicals and generation of wester (solvents, old, caustics, lead, asbeston, etc.) that must be stored, managed and disposed of in strict compliance with lederal, state and focal environmental regulations. We support these regulations and also believe our customers do 10th because bry help ansure a saler, healthier environment for everyone. Contiving with these regulations increase the cost of service. Orthanthis increase toots surport result in an increased hourly labor charge. This bealerably has discided in Neu Or resting its labor rails, to fait a compliance charge on appropriate service bills because to believe our customer would be interested to trove they are helping to pay for a disease 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.







es (9 10) 350-1385

22889	MIKE HUTSEL	L 36472 TAG NO	R890	02/16/09
	LABOR RATE	MILEAGE		LASER BLUE
WILMINGTON, NC	YEAR/MAKE/MODEL 06/CHEVROLE	T/MALIBU/4DR SDN		DELIVERY DATE
nizerizine/on, ne	VEHICLE I.D. NO. 1 G 1 Z T	5 1 8 6 6 F		SELLING DEALER NO.
NO EMAIL	F. T. E. NO.	P. O. NO.	<u></u>	02/16/09
RESIDENCE PHONE BUSINESS PHONE	COMMENTS			
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TOTALS ****************************** * Our goal is to have you "COMPLETELY SATISF service visit. Please contact CYNDI MCKENZ 350-1400, or e-mail us at JG.SERVICE@HENDR let us know what we could have done or can your future service visits even better.	TED" with each * IE at 1-910- * ICKAUTO.COM to * I do to make *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	29.95 0.00 0.00 0.00 0.00 3.00 0.00	assume for it any with the sale of thi SHOP This figure incorporate; your vehicle which inclushop towels, etc. A fi available for your inspec
**************************************			0.00 32.95	ENVIRONMENTAL (Maintaining and repairing your or loats and generation of wastes (s
We thank you for your business and look forw serving you in the future.			,	Interested to know they are help NOT RESPONSIBLE FOR L OR ARTICLES LEFT IN VEH OR ANY OTHER CAUSE BE
CUSTOMER SIGNATURE	TE INVOICE	*******	*****	THE REPAIRED VEHICLE W REGULAR SERVICE HOURS ISTERED OWNER OR PERSO

TERMS: CASH UNLESS ARRANGEMENTS MADE.

CVCS155194

MO: 34803

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STOCK NO.

DELIVERY MILES

PRODUCTION DATE

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 inventiably involves the use of charmicals and generation of waste (solveris, oils, causitics, test), asbestos, other compliances of the compliance of the compli

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 NO. 22889		DAN PLESS	12392	14G NO.	01/09/09	INVOICE NO. CVCS151883
		LABOR RATE		MILEAGE	LASER BLUE	STOCK NO.
WILMINGTON, NC		VEAR / MAKE / MODEL 06/CHEVROLE	T/MALIBU/4DR	SDŅ	DELIVERY DATE	DELIVERY MILES
•			5 1 8 6 6 F		SELLING DEALER NO.	PRODUCTION DATE
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RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 33970
LABOR & PARTS					TERMS: CASH UNLESS /	ARRANGEMENTS MADE.
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DIAG AND R TECH 26377	EPLACED AND CODED I	GN LOCK CYLINDER THEN	TESTED		hereby are those ne facturer. The seller	
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					particular purpose a	nd neither assumes
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COMMENTS	• • • • • • • • • • • • • • • • • • • •				your vehicle which include	es cleaners, special lubes,
PICK UP & DELIEVER					shop towels, etc. A full available for your inspection	
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**************************************	E UND UNCTUMEDS****	*****	TOTAL LABOR	0.00	Cals and meneration of washes (solv	morts offe countries lead exhause.
* Our goal is to have y	ou "COMPLETELY SATIS	SFIED" with each *	TOTAL PARTS	0.00 0.00	etc.) that must be stored, managed a with federal, state and focal envir these regulations and also believe a	our customers do too because they
* service visit. Please	contact CYNDI MCKEN	VZIE at 1-910- *	TOTAL SUBLET.	0.00	help ensure a eater, healthler env with these regulations increase the costs simply result in an increased it	icomeni for manythin Complian
* 350-1400, or e-mail u * let us know what we c	ould have done or ca	OKICKAUTU.CUM to *	TOTAL G.O.G TOTAL MISC CHO	0.00 3. 0.00	has decided in lieu of raising its lab on appropriate service bills because	Of sale, to fist a compliance charge two believe our customer would be
* your future service v	isits even better.	*	TOTAL MISC DIS	SC 0.00	interested to know they are helping	to pay for a cleaner environment.
*******	*******	******	TOTAL TAX	0.00	NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHICL	ES IN CASE OF FIRE, THEFT
			TOTAL INVOICE	CE\$ 0.00	OR ANY OTHER CAUSE BEYO	ND OUR CONTROL.
TO SIGN UP FOR EMAIL VISIT PLEASE GIV	REMINDERS FOR YOUR E US A CALL AT 910-3	NEXT SERVICE 350-1400		,	THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	ND THEN ONLY TO THE REG-
From the entire service We thank you for your b serving you	team at JEFF GORDON usiness and look for in the future.	i CHEVROLET. ward to				
					F	M

Goodwrench
Thank You



PAGE 1 OF 1

CUSTOMER SIGNATURE

CUSTOMER COPY

DUPLICATE INVOICE

[END OF INVOICE] 08:32am



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) \$50-1385

DAN PLESS	123923 TAG	[№] . R567	12/05/08	CVC51480
LABOR RATE	MILEAG		COLOR	STOCK NO.
YEAR/MAKE/MODEL	T/MALTRU/ADD CDV		DELIVERY DATE	DELIVERY MILES
VEHICLE (.D. NO.	E 1 0 C C =	=	SELLING DEALER NO.	PRODUCTION DATE
ET.E.NO.	P.O.NO.		R. O. DATE	
ISINESS PHONE COMMENTS			12/01/08	
				MO: 331
TAIES VEHICLE WILL NOT GO IN GEAR AN FIGNITION. FTER STICKING R ASSY DESCRIPTION CONTROL 4.004 JOB # 1 NG/SUSPENSION STEERING SEEMS LOOSE AND HAS BAD K IATE STEERING SHAFT NOISE, NOISE WOR WIN PAVED WITH BRICK MEDIATE STEERING SHAFT WITH REVISED FALSO INSTALLED FOAM BETWEEN FIREWAL UR TANK AS STATED IN BULLITEN #21504 DESCRIPTION SHAFT KIT 6.526 J J	UNIT PRICE- UNIT PRICE- UNIT PRICE- UNIT PRICE- UNIT PARTS TOTAL LABOR & PARTS TOTAL LABOR & PARTS TOTAL LABOR & PARTS TOTAL LABOR & PARTS UNITH UNIT PRICE- UNIT PRICE- UNIT PARTS	WARRANTY 0.00 0.00	WARRANTY Any warranties on hereby are those of facturer. The selled disclaims all warrant or implied, including ranty of merchanta particular purpose and assume for it any limit with the sale of this SHOP M. This figure incorporates of your vehicle which includes shop towels, etc. A full available for your inspectic shall be stored. Marrianting and repairing your car leals and generation of wastes (tool marriage and content of wastes (tool marriage).	DISCLAIMER the item/items s made by the ma r hereby expres nties, either expr g any implied w bility or fitness fo and neither assum y other person ability in connect item/items. ATERIALS supplies used in servi se cleaners, special tu list of these supplie on at the cashier's desi brevitably involves the use of tenns, ods, catalotes, lead, asb- involved the use of tenns, ods, catalotes, lead, asb- and disposed of in starts complete of the catalotes, lead, asb- and disposed of in starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the starts complete of the cataloge of the cataloge of the starts complete of the cataloge of the cataloge of the starts complete of the cataloge of the cataloge of the starts complete of the cataloge of the cataloge of the cataloge of the starts complete of the cataloge of the cataloge of the starts complete of the cataloge
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			OR ANY OTHER CAUSE BEY	OND OUR CONTROL.
C CUSTOMERS************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00	REGULAR SERVICE HOURS A	IND THEN ONLY TO THE I
	TOTAL INVOICE \$	0.00	Goods Thank	≖. wrench
INDERS FOR YOUR NEXT SERVICE A CALL AT 910-350-1400				
	LABOR PATE VEAR/MAKE/MODEL O6/CHEVROLI VEHICLE LD NO. I G 1 Z T ETTEL NO. JOB # 1 IEGTRICAL	LABOR PATE VERT/MAKE/MODEL 06/CHEVROLET/MALIBU/4DR SDN VEHICLE ID NO. 1 G 1 Z T 5 1 8 6 6 F F.T.E. NO. P.G. NO. ISINESS PHONE COMMENTS CONTROL 4.004 JOB # 1 TOTAL PARTS JOB # 1 TOTAL LABOR & PARTS COMMENT	ABOR RATE VERRIMANKE MODEL OG/CHEVROLET/MALIBU/4DR SDN VERRIELD NO. ISINESS PHONE COMMENTS LEGIRICAL TO LECH(S): 17619 COMMENTS LEGIRICAL TO LECH(S): 17619 COMMENTS LEGIRICAL TO LECH(S): 17619 COMMENTS LEGIRICAL TO LECH(S): 17619 COMMENTS LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIRICAL TO LEGIR NO. LEGIR LEGIR NO.	CABOR RATE CAB

ANGEMENTS MADE.

CVC5148080

MO: 33149

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SCLAIMER

item/items sold de by the manuereby expressly s, either express any implied wary or fitness for a neither assumes other person to lity in connection n/items.

RIALS

lies used in servicing leaners, special lubes, of these supplies is the cashier's desk.

JANCE CHARGE ustomers do too because the nent for everyone. Complying of service. Ordinarily, incress y labor charge. This dealers is, to list a compliance char believe our customer would it by for a cleaner environment.

R DAMAGE TO VEHICLES IN CASE OF FIRE, THEFT OUR CONTROL.

RELEASED ONLY DURING THEN ONLY TO THE REG-HORIZING REPAIRS.





PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 08:32am





TECH(S):17619 TECH(S):17619 ACED CARQUEST JOB # 1 TOT	FO. NO.	30,927 N	COLOR LASER BLUE DELIVERY DATE SELLING DEALER NO. RODATE 09/22/08 TERMS: CASH UNLESS A WARRANTY Any warranties on hereby are those in facturer. The settler disclaims all warran or implied, including ranty of merchantal particular purpose a	DISCLAIMER the item/items sol made by the manu r hereby expressi nties, either expres g any implied war billity or fitness for
Z T 5 1 8 6 Z T 5 1 8 6 TECH(S):17619 HATTER SINCE ACED CARQUEST JOB # 1 TOT	FO. NO.	INTERNAL	TERMS: CASH UNLESS A WARRANTY Any warranties on hereby are those of facturer. The settler disclaims all warranty or implied, including ranty of merchantal	MO: 30929 ARRANGEMENTS MADE DISCLAIMER the item/items sol made by the manur hereby expressinties, either expres g any implied war billity or fitness for
TECH(S): 17619 HATTER SINCE ACED CARQUEST JOB # 1 TOT	P.O. NO.	INTERNAL	TERMS: CASH UNLESS A WARRANTY Any warranties on hereby are those of facturer. The settler disclaims all warrantor implied, including ranty of merchantal	MO: 30929 ARRANGEMENTS MADE DISCLAIMER the item/items sol made by the manur hereby expressinties, either express g any implied was billity or fitness for
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			particular purpose a	and included assumi
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TOTAL	L - MISC	0.00	This figure incorporates s	supplies used in servici
			shop towels, etc. A full	list of these supplies
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ch * TOTAL F	PARTS	0.00	Maintaining and repairing your car i	nevitably involves the use of che
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* TOTAL N	MISC CHG.	0.00		
TOTAL 7	TAX	0.00	has decided in lieu of raising as lab on appropriate service bills because interested to know they are helping	or rate, to list a compliance cha is we believe our customer would to pay for a cleaner environmer
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			REGULAR SERVICE HOURS A	ND THEN ONLY TO THE P
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Goodwrench
Thank You







CELL:

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
136948	MIKE HUTSEL	_L 364	72 DF99	12/29/08	CVCS150649
	LABOR RATE	LICENSE NO.	MILEAGE 52,714	GRAY/	STOCK NO. P15153
HILLSDALE, NY	VEAR/MAKE/MODEL 05/CHEVROLE	ET TRUCK/TAHO		DELIVERY DATE	DELIVERY MILES 52,713
	VEHICLE I.D. NO. 1 G N E K	1 3 т 2 5 ј		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O.A	10.	12/27/08	
BUSINESS PHONE	COMMENTS			· · · · · · · · · · · · · · · · · · ·	MO: 52714
LABUR & PAKIS		Tis approximate the second		TERMS: CASH UNLESS A	ARRANGEMENTS MADE.
USTOMER REQUESTS A USED VEHICLE	FILL DETAIL	:125/54 <u></u>	INTERNAL	WARRANTY	DISCLAIMER
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	100 # 1	TOTAL LADOD & DAT	NTC 0.00	hereby are those n	•
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			0.00	particular purpose a	
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* Our goal is to have you "COMPLETELY SATISFIE * service visit. Please contact CYNDI MCKENZIE	D" with each *	TOTAL PARTS	0.00		item/items.
* service visit. Please contact CYNDI MCKENZIE * 350-1400, or e-mail us at JG.SERVICE@HENDRIC	at 1.910. *	TOTAL SUBLET.			
* let us know what we could have done or can d	NAUTU.COM to *	TOTAL G.O.G TOTAL MISC CH	0.00 IG. 0.00		
<pre>1* vour future service visits even better.</pre>	*	TOTAL MISC DI	SC 0.00	shop towels, etc. A full	list of these supplies is
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TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEX VISIT PLEASE GIVE US A CALL AT 910-350-	T SERVICE 1400	TOTAL INVO	CE \$ 0.00	ENVIRONMENTAL Co Maintaining and repaining your car is loate and generation of wastes (soft etc.) that must be stored, managed a with federal, state and local envir these regulations and also believe or help ensure a safer, healthier envi	nevitably involves the use of chem- eris, oils, caustics, lead, asbeatos, and disposed of in strict compliance ormenial regulations. We support the customers do too because they
From the entire service team at JEFF GORDON CH We thank you for your business and look forwar	EVROLET.			with these regulations increase the a costs simply result in an increased in has decided in lieu of raising its lab on appropriate service bills because interested to know they are helping in terested.	cost of service. Ordinarily, increase nourly labor charge. This dealership or rate, to list a compliance charge we believe our customer would be

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.





PAGE 1 OF 1

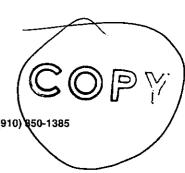
CUSTOMER COPY

serving you in the future.

CUSTOMER SIGNATURE

[END OF INVOICE] 08:32am





CUSTOMER NÓ.	22889			YATES		48240 TAG	Y 611	09/17/08
			LABOR RA	TE LICE	NSE NO.	MILEAG	E	COLOR LASER BLUE
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	COMPLETED RE	UESIS AN ENGI PLACING ENGIN	FOIL AND OIL FI	ILTER CHANGE	ĖSTED		-	SHOP A
	ALSO, LUBRIC	ATED SUSPENSI	ON AS REQUIRED, TER, BELTS AND H	ADJUSTED TIR	E AIR			This figure incorporates
,	UNDER HOOD F	LUID LEVELS TO	PROPER LEVELS.	INDED WIN LIF	LEU ALL			your vehicle which inclu shop towels, etc. A fu
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						AL PARTS	73.56	
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PAGE 1 OF 2								7900

RMS: CASH UNLESS ARRANGEMENTS MADE.

INVOICE NO.

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

CVCS140545

REPRINT# 1 MO: 30918

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WARRANTY DISCLAIMER

y warranties on the item/items sold reby are those made by the manuturer. The seller hereby expressly claims all warranties, either express implied, including any implied warity of merchantability or fitness for a rticular purpose and neither assumes authorizes any other person to sume for it any liability in connection h the sale of this item/items.

SHOP MATERIALS

figure incorporates supplies used in servicing vehicle which includes cleaners, special lubes, p towels, etc. A full list of these supplies is lable for your inspection at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHARGE intring and repairing year investedly involves the use of charge part repairing year investedly involves the use of charge generation wested as called the properties of the prope aimply result in an increased frouty labor charge. T lecided in lieu of raising its tabor rate, to lest a comp propriate service bills locause we believe our custs sted to know they are helping to pay for a cleaner e

RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT ANY OTHER CAUSE BEYOND OUR CONTROL.

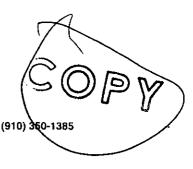
REPAIRED VEHICLE WILL BE RELEASED ONLY DURING ULAR SERVICE HOURS AND THEN ONLY TO THE REG-RED OWNER OR PERSON AUTHORIZING REPAIRS.







228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 360-1385



CUSTOMER NO. 2288	19	MIKE YATES	48240 TAG NO	Y611	09/17/08
		LABOR RATE	MILEAGE		LASER BLUE
	_	YEAR / MAKE / MODEL	ET/MALIBU/4DR SDN		DELIVERY DATE
WILMINGTON, NO		VEHICLE I.D. NO.	5 1 8 6 6 F		SELLING DEALER NO.
		T G 1 Z T	5 1 8 6 6 F		
NO EMAIL		F. I. E. NO.	P. O. NO.		09/15/08
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
REPLACE	D REAR BRAKE PADS.	RESURFACED REAR ROTORS.	LUBED		TERMS: CASH UNLES
SLIDES.	TOPPED OFF BRAKE	FLUID, TEST DROVE TO VER	IFY REPAIR		WARRANT
ARTSQTYFP-I	NUMBER	DESCRIPTION	UNIT PRICE-		Any warranties or
IOB # 5 1 I	BCD1033	PADS 10522	67.11	67.11	
		,	JOB # 5 TOTAL PARTS	67.11	
		JOB # 5	TOTAL LABOR & PARTS	157.11	disclaims all warr
		. 			or implied, includ
DB # A SHW	DESCRIPTION	••••••	CONTROL NO	19.30	ranty of merchant particular purpose
50 # A 511W	5/10/ 50: 1 6/16/		TOTAL - MISC	19.30	nor authorizes
WALNE					assume for it any
MMENIS	· · · · · · · · · · · · · · · · · · ·				with the sale of thi
	AND VAC				SHOP
TAL C					This figure incorporate
NWF2		· · · · · · · · · · · · · · · · · · ·			your vehicle which inclusions shop towels, etc. A fi
**************************************	L OF OUR CUSTOMERS	******	TOTAL LABOR	193.00	available for your inspec
Our goal is to have	e you "COMPLETELY	SATISFIED" with each *	TOTAL DADTO	159.44	ENVIRONMENTAL
350-1400 or e-mai	ase contact cindi 1 us at .16 SERVICE	MCKENZIE at 1-910- * GHENDRICKAUTO.COM to *	TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG.	0.00 0.00	Maintaining and repairing your icals and generation of wastes etc.) that must be stored, managed.
let us know what we	e could have done	or can do to make *	TOTAL MISC CHG.	19.30	with federal, state and local of these regulations and also belie help ensure a saler, healthier
your future service	e visits even beti	er. *	TOTAL PILOU DIOU	0.00	MINITORNO FROMBLIONS INCRESSE
**********	************	************	TOTAL TAX	10.76	costs simply result in an increas has decided in lieu of raising its no appropriate service bills bec-
			TOTAL INVOICE \$	382.50	on appropriate service bits bec- interested to know they are help
TO SIGN UP FOR EM	AIL REMINDERS FOR	YOUR NEXT SERVICE	• • • • • • • • • • • • • • • • • • • •		NOT RESPONSIBLE FOR L OR ARTICLES LEFT IN VEH
A1211 AFFWRE	GIVE US A CALL AT	910-350-1400			OR ANY OTHER CAUSE BE
rom the entire serv	ice team at JEFF 0	CORDON CHEVROLET.			THE REPAIRED VEHICLE W
e thank you for you	r business and loc ou in the future.	ok forward to			REGULAR SERVICE HOURS ISTERED OWNER OR PEASO
serving yo	ou ill the luture.		`		
CUSTOMER SIGNA	ATLIDE				
*********		ICATE INVOIC	E **********	*****	
	· -		=		
					G
					_
	1				7/ -

TERMS: CASH UNLESS ARRANGEMENTS MADE.

INVOICE NO. CVCS140545

9

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

REPRINT# 1 MO: 30918

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 COMPLANCE CHARGE
Maintaining and repairing your can inevitably involves the sus of the
ricals and persection of westers (solvents, oth, custicat, see, estimate
stol) and persection of westers (solvents, oth, custicat, see, estimate
stol) that must be stored, menaged and disposed of in strict complian
with federal, state and local environmental implations. We support
these regulations and also believe our customers do too because in
help ensure a safet, heatifule environment for oweyone. Comply
with these regulations increase the cost of sendors, Ordinardy, increase
costs samply result in an increased hourly story charge. This dealersh
has decided in lau of relating its labor raise, to list a compliance charg
not appropriate service bills secure we believe our customer would
interested to know they are helping to pay for a deaner 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 REG-ISTERED OWNER OR PERSON AUTHORIZING REPAIRS.





Reynolds Company ERALZRINVE

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 08:32am



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	MIKE HUTSE		Y384	02/05/08
	LABOR RATE	MILEAG	24.959	COLOR LASER BLUE
	YEAR/MAKE/MODEL	ET/MALIBU/4DR SDN		DELIVERY DATE
WILMINGTON, NO	VEHICLE I.O. NO.	5 1 8 6 6 F		SELLING DEALER NO.
NO EMATI	F.T.E. NO.	P.O.NO.		02/04/08
NO EMAIL RESIDENCE PHONE BUSINESS PHONE	COMMENTS		·	02/04/08
LABOR & PARTS	<u></u>			1
#1790CVZ59 DO:NOTAUSE CUSTOMER REQUESTS FULL DETAIL FOR CAR OR COMPLETED FULL DETAIL FOR CAR OR	R CAR OR SMALL TRI	17514 R3552 Q5733 開始網路開始開放	140:00	TERMS: CASH UNLESS WARRANTY Any warranties on
		TOTAL LABOR & PARTS	140.00	hereby are those
J#≟2±90CVZ33 NEW OR USED VEHICLE DEPARTMENT H REMOVE ALL WINDOW TINT COMPLETED SPECIAL REQUEST FOR NEI	AS SPECIAL REQUES]:118355		disclaims all warra or implied, includir ranty of merchanta particular purpose
	JOB # 2	TOTAL LABOR & PARTS	40.00	nor authorizes ar assume for it any l
MISCCODEDESCRIPTION	• • • • • • • • • • • • • • • • • • •	-CONTROL NO	• • • • • • • • • • • • • • • • • • • •	with the sale of this
JOB # A SHW SHOP SUPPLIES TOTALS		TOTAL - MISC	18.00 18.00	SHOP M This figure incorporates your vehicle which includ shop towels, etc. A full
**************************************		TOTAL LABOR		available for your inspecti
* Our goal is to have you "COMPLETELY SATISFII * service visit. Please contact CYNDI MCKENZII * 350-1400, or e-mail us at JG.SERVICE@HENDRIG * let us know what we could have done or can or * your future service visits even better.	ED" with each * E at 1-910- * CKAUTO.COM to * do to make *	TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	180.00 0.00 0.00 0.00 18.00 0.00 0.00	
TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NE VISIT PLEASE GIVE US A CALL AT 910-350	KT SERVICE -1400	TOTAL INVOICE \$	198.00	NOT RESPONSIBLE FOR LO OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEY
From the entire service team at JEFF GORDON CH We thank you for your business and look forwar serving you in the future.	HEVROLET. rd to			THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS ISTERED OWNER OR PERSON
CUSTOMER SIGNATURE ************************************	TE INVOIC	E ***********	*****	Good

AMS: CASH UNLESS ARRANGEMENTS MADE.

CVSS118607

MO: 24959

9

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

WARRANTY DISCLAIMER

y warranties on the item/items sold reby are those made by the manuturer. The seller hereby expressly claims all warranties, either express implied, including any implied warity of merchantability or fitness for a rticular purpose and neither assumes r authorizes any other person to sume for it any liability in connection h the sale of this item/items.

SHOP MATERIALS

figure incorporates supplies used in servicing vehicle which includes cleaners, special lubes, p towels, etc. A full list of these supplies is lable for your inspection at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHARGE sining and repairing your car inevitably involves the use of the ording generation of westers (abvents, usis, caussics, lead, assessind and make be stored, relanged and disposed of in strict complian schedul, state and local environmental regulations. We supp-regulations and also believe our customers do too because in sted to know they are helping to pay for a cleaner envi

RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT ANY OTHER CAUSE BEYOND OUR CONTROL.

REPAIRED VEHICLE WILL BE RELEASED ONLY DURING ULAR SERVICE HOURS AND THEN ONLY TO THE REG-RED OWNER OR PERSON AUTHORIZING REPAIRS.





CC209569 O (04/07)





CUSTOMER NO. 22889	ADVISOR MIKE YATES	48240 TAG NO.	02/05/08
	LABOR RATE	MILEAGE	9 LASER BLUE
WILMINGTON NG	YEAR/MAKE/MODEL 06/CHEVROLET/MALI		DELIVERY DATE
WILMINGTON, NC	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8		SELLING DEALER NO.
NO EMAIL	F. T. E. NO.	P. O. NO.	01/31/08
RESIDENCE PHONE BUSINESS PHONE	COMMENTS		
LABOR & PARTS-	775-0422-764-052-TFC11/C1/7/10F20-8	SETTRU E CATENT PRANCESSES PERMITTANDA CAMBRICA	TERMS: CASH UNLESS
3#全球05CVZ00工動業系統主LUBE深0工業を正して民国の CUSTOMER REQUESTS AN ENGINE OIL	_ AND OIL FILTER CHANGE.		TOUR DISTRICT
COMPLETED REPLACING ENGINE OIL ALSO, LUBRICATED SUSPENSION AS	AND OIL FILTER AS REQUESTED REQUIRED. ADJUSTED TIRE AIR		Any warranties on hereby are those
PRESSURE, CHECKED AIR FILTER, E UNDER HOOD FLUID LEVELS TO PROF	BELTS AND HOSES AND FILLED A	LL	facturer. The selle
			disclaims all warra or implied, includir
PARTSQTYFP-NUMBERDES	SCRIPTION LTER 1.836	-UNIT PRICE- 4.27 4.2	
JOB # 1 1 89017524 FII JOB # 1 1 OIL Q-S	STATE	11.60 11.6	n particular purpose
	J0B # 1	TOTAL PARTS 15.8	7 nor authorizes ar assume for it any i
	JOB # 1 TOTAL LA		4 with the sale of this
□#£2至05CVZ00111元憲統第27至POINT直INSPECTION CUSTOMER REQUEST A FREE 27 POIN	TECH(S):119528	0.0	O SHOP M This figure incorporates
I PLEASE CHECK ALL TIRES AND BRAK	ŒS		your vehicle which includ
COMPLETED A FREE 27 POINT INSPE ATTACHED SHEET FOR INSPECTION D	DETAILS		shop towels, etc. A full available for your inspecti
PARTSQTYFP-NUMBERDES	SCRIPTION	-UNIT PRICE-	ENVIRONMENTAL C Maintaining and repairing your car icals and generation of wastes (so
	JOB # 2	TOTAL PARTS 0.0	etc.) that must be stored, managed with federal, state, and local are
	JOB # 2 TOTAL LA	BOR & PARTS 0.0	these regulations and also believe help ensure a safer, healthier er with these regulations increase the
J#33T45CVZ	TECH(S): 119528	57225	costs simply result in an increased has decided in lieu of raising its te on appropriate service bills becaus interested to know they are helping
CUSTOMER STATES: POWER STEERING STEERING GEAR BINDS WHEN TURNIN	S IS WHINING AGAIN	 	NOT RESPONSIBLE FOR LO
REPLACE STEERING GEAR AND RS OU	TER TIE ROD END TO CORRECT		OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEY
NOISE WHEN TURNING RESET TOE			THE REPAIRED VEHICLE WILL
PARTSQTYFP-NUMBERDES JOB # 3 1 15944072 ROD	SCRIPTION CRIPTION	-UNIT PRICE- WARRANT	REGULAR SERVICE HOURS /
JOB # 3 1 25902150 GEA	NR 6.508	WARRANT	Ϋ́
	RE RETURN KIT 6.230	WARRANT WARRANT	
	JOB # 3	TOTAL PARTS 0.0	
	JOB # 3 TOTAL LAI	BOR & PARTS 0.0	
3#14-100CVZ026	TECH(S):119528	3.00 2 3 2 3 2 3 2 3 9 3 2 3 9 3 2 3 9 3 2 3 2	Goodi Than
CUSTOMER REQUESTS REPLACE TWO T REPLACED AND BALANCED TWO TIRES	AS REQUESTED.		
PARTSQTYFP-NUMBERDES	CRIPTION	-UNIT PRICE.	760m
JOB # 4 2 89016781 B21	.56016 5.880	92.00 184.0	0
		TOTAL PARTS 184.0	
	JOB # 4 TOTAL LAI		. l
3#35±03€VZ02∰∰∰EMISSIONSÐINSREGTION CUSTOMER REQUESTS NORTH CAROLIN	TECH(S):119528	10-345, P.O. A. A. P. P. P. P. P. P. P. P. P. P. P. P. P.	
COMPLETED NORTH CAROLINA EMISSI	ONS INSPECTION AS REQUESTED.	•	8.00
SEE ATTACHED PRINT OUT FOR RESU	LTS.		1
			1 Story
PAGE 1 OF 2 CUSTOMER COR	CONTINUE	D ON NEXT PAGE] 08:32am	

RMS: CASH UNLESS ARRANGEMENTS MADE.

NVDICE NO

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

CVCS118387

MO: 24960

9

WARRANTY DISCLAIMER

ny warranties on the item/items sold ereby are those made by the manucturer. The seller hereby expressly sclaims all warranties, either express implied, including any implied warnty of merchantability or fitness for a irticular purpose and neither assumes or authorizes any other person to sume for it any liability in connection th the sale of this item/items.

SHOP MATERIALS

is figure incorporates supplies used in servicing ur vehicle which includes cleaners, special lubes, op towels, etc. A full list of these supplies is allable for your inspection at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHARGE ENVIRONMENTAL COMPLIANCE CHARGE INVIRONMENTAL COMPLIANCE CHARGE intaining and repairing your car investably involves the use of chemic and generation of westers (solvents, olls, caustics, lead, sabsato, and separation of the control of the contro

T RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT ANY OTHER CAUSE BEYOND OUR CONTROL.

E REPAIRED VEHICLE WILL BE RELEASED ONLY OURING GULAR SERVICE HOURS AND THEN ONLY TO THE REG-ERED OWNER OR PERSON AUTHORIZING REPAIRS.







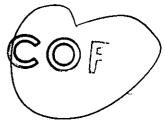


2288	9	MIKE YATES	48240 TAG N	ö. Y384	02/05/08	CVCS1183
		LABOR RATE	MILEAGE	24,959	COLOR LASER BLUE	STOCK NO.
WILMINGTON, NO		YEAR/MAKE/MODEL 06/CHEVROLE	T/MALIBU/4DR SDN	<u>-</u>	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		VEHICLE I.D. NO.	5 1 8 6 6 F		SELLING DEALER NO.	PRODUCTION DATE
O EMAIL		F. T. E. NO.	P. O. NO.		101/31/08	
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 2496
PARTSQTYFP-N	UMBERDE	SCRIPTION	OB # 5 TOTAL PARTS	0.00	TERMS: CASH UNLESS	
			TOTAL LABOR & PARTS	23.75	WARRANTY Any warranties on	DISCLAIMER the item/items so
i.O.G. & SUPPLIES			······································		hereby are those r facturer. The selle	•
	NIGHT FREIGHT		TOTAL - GOG	WARRANTY 0.00	disclaims all warrar	nties, either expre
1ISCCODE	-DESCRIPTION			0.00	or implied, includin ranty of merchantal	
10B#A SHW	SHOP SUPPLIES TIRE DISPOSAL FEE		JOHN TO THE TOTAL THE TOTA	5.91 3.68	particular purpose a nor authorizes an	
10B # 4 TIREFEE 10B # 5 NCSI	NC IM INSPECTION		TOTAL - MISC	6.25 15.84	assume for it any li	ability in connect
OTALS	*******************	••••			with the sale of this	ITEM/ITEMS.
	OF OUR CUSTOMERS****	******	TOTAL LABOR	59.09	This figure incorporates a your vehicle which include	supplies used in servi
Our goal is to have service visit. Plea	you "COMPLETELY SATIS se contact CYNDI MCKEN	FIED" with each * IZIE at 1-910- *	TOTAL PARTS TOTAL SUBLET	199.87 0.00	shop towels, etc. A full available for your inspection	list of these supplie
′350·1400, or e-mail	us at JG.SERVICE@HEND could have done or ca	RICKAUTO.COM to *	TOTAL G.O.G TOTAL MISC CHG.	0.00 15.84	ENVIRONMENTAL CO Maintaining and repairing your car loals and generation of wastes (sol	OMPLIANCE CHARGE inevitably involves the use of c
' vour future service	visits even better.	*	TOTAL MISC DISC	0.00 13.49	etc.) Ihat must be stored, managed with federal, state and local envi- these regulations and also believe	and disposed of in strict compl ronmental regulations. We su our customers do too because
			TOTAL INVOICE \$	288.29	help ensure a safer, healthier em with these regulations increase the costs simply result in an increased has decided in lieu of raising its lat	vironment for everyone. Comp cost of service. Ordinarily, inc hourly labor charge. This deale
TO SIGN UP FOR EMA VISIT PLEASE G	IL REMINDERS FOR YOUR IVE US A CALL AT 910-3	NEXT SERVICE 550-1400	•		on appropriate service bills becaus interested to know they are helping	a we balleve our customer wor to pay for a cleaner environm
	ce team at JEFF GORDON				NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEYO	LES IN CASE OF FIRE, TH
le thank you for your serving yo	business and look for u in the future.	ward to			THE REPAIRED VEHICLE WILL	. BE RELEASED ONLY DU
					REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	IND THEN ONLY TO THE I AUTHORIZING REPAIRS.
CUSTOMER SIGNA						
************	***** DAbric	ATE INVOICE	*********	*****		im
					Goods Thank	vrench
					Thank	k Nou
					J D A	
					Del.	1
					JAT CH	HÉVROLÉT
PAGE 2 OF 2	CUSTOMER CO	3007	[END OF INVOICE]			



22889	BRETT LEE	10992 TAG NO	G392	08/23/07	CVCS10240
	LABOR RATE	ILEAGE	20,214	LASER BLUE	STOCK NO.
WILMINGTON, NC		/MALIBU/4DR SDN	·	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC	VEHICLE I.D. NO. 1 G 1 Z T 5			SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL	F. T. E. NO.	P. O. NO.		08/23/07	
ESIDENCE PHONE BUSINESS PHONE	COMMENTS	<u> </u>		00, 20, 0.	MO: 2021
ABOR & PARTS		*		TERMS: CASH UNLESS	
CUSTOMER STATES THERE IS A LOUD MO STEERING WHEN TURNING. INTERNAL BUSHING NOISE FROM INSIDE PARTS WARRANTY FROM RO #101210 PARTS	DANING NOISE FROM TE STEERING GEAR. IPTION	THE	WARRANTY WARRANTY 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.	Any warranties on hereby are those in facturer. The selle disclaims all warrands or implied, including ranty of merchantal particular purpose and assume for it any light with the sale of this. SHOP M. This figure incorporates syour vehicle which includes shop towels, etc. A full available for your inspection.	made by the manice of hereby express named in the expression of th
we thank you for your business and look forward serving you in the future.				OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEYO THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	CLES IN CASE OF FIRE, THE DND OUR CONTROL. BE RELEASED ONLY DURI ND THEN ONLY FO THE RI
CUSTOMER SIGNATURE ***********************************	EINVOICE	******	*****	Goods Thank	wrench & You
PAGE 1 OF 1 CUSTOMER COPY		[END OF INVOICE]	08:32am	Cotto	HEVROLET





CUSTOMER NO. 22889	ADVISOR	10003 TAG NO.	INVOICE DATE	INVOICE NO.
22009	BRETT LEE	10992 392G	08/23/07	CVCS101210 STOCK NO.
	YEAR / MAKE / MODEL	20,706	LASER BLUE	051 115514 111 50
WILMINGTON, NC	06/CHEVROLET/MALIE	BU/4DR SDN		DELIVERY MILES
,	VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6	5 6 F	SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL	F.T. E. NO.	P. O. NO.	08/14/07	REPRINT# 1
RESIDENCE PHONE BUSINESS PHONE	COMMENTS		L.	MO: 20706
LABOR & PARTS		****	TERMS: CASH UNLESS	ARRANGEMENTS MADE.
CUSTOMER STATES THERE IS A LOUD END WHILE TURNING HARD. CUSTOMER RODE WITH DAN TOZOUR. HAS A MOANING NOISE WHEN TURNIN TURN. HAVE TRIED TO SPRAY SUPER BOOT. NOISE STILL THERE. REPLAC STILL THERE. FRONT END SUSPENSI OR SOUND LIKE COMING FROM RACK. TRANSFER THOUGH STEERING COLUMN CALLED UP TECH LINE, CASE NUMBE THERE WILL ALWAYS BE SOME NOISE STEERING WHEEL LOCK TO LOCK. TE AND LUBE STEERING GEAR AROUND T STILL THERE. AFTER THAT WAS SUG RACK. REPLACED RACK NOISE WENT REPLACED STEERING COLUMN, STILL TURN. AGAIN TRIED TO LUBE DOWN REC ORDERED STEERING RACK. AFTER TALKING TO TECHLINE, REPL NOISE HAS QUIETED DOWN PARTSQTYFP-NUMBERDES JOB # 1 15926870 COL	MOANING NOISE FROM THE FROM G STEERING WHEEL TURN TO LUBE AROUND STERING SHAFT ED STEERING SHAFT, NOISE ON TIGHT, DOES NOT FEEL POSSIBLE NOISE BEING R 9816103. WAS TOLD FROM TURNING THE CHLINE THEN SAID TO TRY HE DUST BOOT. SLIGHT NOISE GESTED TO REPLACE STEERING AWAY. HEAR NOISE FROM TURN TO STEERING SHAFT. NO GOOD.	T	WARRANTY Any warranties on hereby are those of facturer. The selle disclaims all warrant or implied, includir ranty of merchanta particular purpose a nor authorizes an assume for it any li with the sale of this SHOP M. This figure incorporates your vehicle which include shop towels, etc. A full available for your inspections of wester of the control	DISCLAIMER the item/items sold made by the manu- or hereby expressly nties, either express ng any implied war- bility or fitness for a and neither assumes ny other person to iability in connection item/items. ATERIALS supplies used in servicing es cleaners, special lubes, list of these supplies is
JOB # 1 1 15858368 GEA JOB # 1 -1 15858368 COR	R 6.508 E RETURN JOB # 1 TOTAL LAB		nas section in sou of resump its side on appropriate service bits because interested to know they are helping NOT RESPONSIBLE FOR LOS	poor rate, to list a compliance charge to we believe our customer would be g to play for a cleaner environment. SS OR DAMAGE TO VEHICLES ILES IN CASE OF FIRE, THEFT
U#2+00CVZ006 CONTROL OF THE LEGAL CONTROL OF THE CO	TECH(S)[:111095][]	WARRANTY	THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS	L BE RELEASED ONLY DURING AND THEN ONLY TO THE REG-
SEE JOB 1 ALIGNED VEHICLE TO SPEC. ATTACH PERFORMED 4WHEEL ALIGN REAR TOE	ED ALIGNMENT PRINT OUT.		ISTERED OWNER OR PERSON	AUTHORIZING REPAIRS.
PARTSQTYFP-NUMBERDES	CRIPTIONJOB # 2 T	UNIT PRICE- OTAL PARTS . 0.00		<u>am</u>
(a)	JOB # 2 TOTAL LAB	OR & PARTS 0.00	Good	wrench
J#23±51CVZ01 CUSTOMER STATES THE BRAKE LIGHT: TIME.	TECH(\$):119528 S ARE STAYING ON ALL THE	WARRANTIY	i	
BRAKE STOP SWITCH ON BRAKE PEDA SOMETIMES BRAKE LIGHTS STAY ON. REPLACED BRAKE LIGHT STOP SWITCH	OTHERS TIMES NOT		han	k You
O	SOR KI 4.625 261 JOB # 3 Te	WARRANTY OTAL PARTS 0.00		
Pull	` JOB # 3 TOTAL LAB	OR & PARTS 0.00		
PAGE 1 OF 2 CUSTOMER COP	PY [CONTINUED	OON NEXT PAGE] 08:32am	Con CH	HEVROLËT





CUSTOMER NO. 228	89	BRETT LEE	10992 TAG NO	392G	08/23/07	INVOICE NO. CVCS101210 STOCK NO.
WILMINGTON, NC		YEAR / MAKE / MODEL 06/CHEVROLET/M		LASER BLUE DELIVERY DATE	DELIVERY MILES	
NO EMAIL		1 G 1 Z T 5 1	8 6 6 F		SELLING DEALER NO. R.O. DATE 08/14/07	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	·		<u> </u>	мо: 20706
* Our goal is to ha * service visit. Pl * 350-1400, or e-ma * let us know what * your future servi	ALL OF OUR CUSTOMERS**** LVe you "COMPLETELY SATIS ease contact CYNDI MCKEN iil us at JG.SERVICE@HENI we could have done or co ce visits even better.	FIED" with each * 1 IZIE at 1-910- * 1 RICKAUTO.COM to * 1 In do to make * 1 *********************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00 0.00	WARRANTY Any warranties on hereby are those in facturer. The selled disclaims all warrant or implied, includin ranty of merchantal particular purpose a nor authorizes and assume for it any like with the sale of this	DISCLAIMER the item/items sold nade by the manu- r hereby expressly ities, either express g any implied war- bility or fitness for a and neither assumes y other person to ability in connection
	MAIL REMINDERS FOR YOUR GIVE US A CALL AT 910-3				SHOP MA	ATERIALS

DUPLICATE INVOICE

AIMER.

_S

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
Maintaine for inserting your car revetably irrovives the use of chemicals and generation of wester (solventhal, our carcinations), and a special complete controlled complete comp

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.





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



CUSTOMER NO.		,	AMASO				TAG N	io	INVOICE DATE
	22889		JOHI	N TILG	HMAN		20339′‴ີ		08/02/07
			LABOR	RATE	L		MILEAGE		COLOR LASER BLU
WILMING	TON NO			MAKE / MODEL		ALIBU/	4DR SDN	·	DELIVERY DATE
MICHING	ION, NC		VEHICL	E I.D. NO.					SELLING DEALER NO.
NO EMAIL			F. T. E. N				P. O. NO.		R.O. DATE 08/02/07
RESIDENCE PHONE		BUSINESS PHONE	СОММЕ				<u> </u>		<u> </u>
LABOR & PART U#_1_05CVZ00	2€	E ROTATION SEQUESTS A TIRE ROTATION AS PRESSURE	OTATION.	TECH(S): 9588	40ac		16.95	TERMS: CASH UNL WARRAN Any warranties hereby are tho
PARTS()TYFP-NUMBE	R	DESCRIPTION				PRICE- PARTS PARTS	0.00	facturer. The sidisclaims all war or implied, includingly of merchanty of merchanty
J#.2∑05GVZ00	CUSTOMER REC COMPLETED RE ALSO. LUBRIC	E OIL FILTER UESTS AN ENGIN PLACING ENGINE ATED SUSPENSIO ECKED AIR FILT	E OIL AND OIL OIL AND OIL I N AS REOUIRED	FILTER C FILTER AS ADJUSTE	S) 9588 HANGE REQUES D TIRF	ASSETS Z			particular purpo nor authorizes assume for it a with the sale of sho
PARTSC JOB # 2	NTVED.NIIMDE	ECKED AIR FILT LUID LEVELS TO R792	DESCRIPTION				4.00	4.00	This figure incorpora your vehicle which in shop towers, etc. A
JOB # 2	1 OIL		Q-STATE		JUB #		11.60 PARTS		ENVIRONMEN' Maintaining and repairing y icals and generation of was etc.) that must be stored, me with federal, state and loc
J#13105CVZ√Z	CUSTOMER REC	RALMMAINTENANCI UEST THAT WE CI ARE APPROX 50	HECK BRAKES.	TECH(S): 9588		PARTS	<i></i> l	with federal, state and loc- these regulations and also in help ensure a safer, heath with these regulations incre- costs simply result in an inci- has decided in lieu of raism on appropriale service bills interested to know they are
DADTS of	APPROX 35-40	≱ WORN.				mar	DDICE		NOT RESPONSIBLE FO OR ARTICLES LEFT IN OR ANY OTHER CAUSE
ranio	(11FMUMBC	R	UE3UKIPTIUN-	200 //	J0B #	3 TOTAL	PARTS	0.00	THE REPAIRED VEHICLI REGULAR SERVICE HO ISTERED OWNER OR PE
	יייייייייייייייייייייייייייייייייייייי	COLOTION	• • • • • • • • • • • • • • • • • • • •	JOB #	3 101AL	LABOR 8	PARTS	0.00	· · · · · ·
JOB # A	SHW SHO	CRIPTION			CONT		MISC	2.83 2.83	
								i	

TERMS: CASH UNLESS ARRANGEMENTS MADE.

INVOICE NO.

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

CVCS100121

MO: 20212

9

WARRANTY DISCLAIMER

LASER BLUE

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 towers, 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 knowless the use of chemicals and generation of westes (solvents, olis, caustics, lead, asbestos, etc.) that must be stored, managed and deposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also befere our customers do too because they help ensure a sales, healthlier environment for everyone. Complying interested to know they are helping to pay for a cleaner envir

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.







COPW

228 South College Road • Wilmington, NC 28403
Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1386-

CUSTOMER NO. 22889	·	JOHN TILGHM	AN	20339 TAG I	[™] G116	08/02/07	CVCS100121
		LABOR RATE		MILEAGE	20,212	COLOR LASER BLUE	STOCK NO.
WILMINGTON, NC		06/CHEVROLE	VEAR/MAKE/MODEL 06/CHEVROLET/MALIBU/4DR SDN				DELIVERY MILES
	VEHICLE I.D. NO.	1866	6 F		SELLING DEALER NO.	PRODUCTION DATE	
NO EMAIL		F. T. E. NO.		P. O. NO.		08/02/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				-	MO: 20212
TOTALS		• • • • • • • • • • • • • • • • • • • •		• • • • • • • • • • • • • • • • • • • •		TERMS: CASH UNLESS	ARRANGEMENTS MADE.
**************************************	UR CUSTOMERS****	******	TOTAL LA	RUD	28.32	WARRANTY	DISCLAIMER
* Our goal is to have you	"COMPLETELY SATISI	FIED" with each *	TOTAL PAI		15.60	Any warranties on	the item/items sold
* service visit. Please co	ntact CYNDI MCKEN	ZIE at 1-910· *	TOTAL SUI	BLET	0.00	hereby are those r	nade by the manu-
* 350-1400, or e-mail us a	t JG.SERVICE@HEND	RICKAUTO.COM to *	TOTAL G.	0.G	0.00		
* let us know what we coul * your future service visi		n do to make *	TOTAL MIS	SC CHG.	2.83 0.00		
**********	***********	*****	TOTAL TA		1.05	or implied, including	- , ,

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

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 COMPLANCE CHARGE
Materiality and repairty gover an invalidally incohere lates of charmlates and generation of vasites (activate obs. nates, the cast satisfice), that must be actored managed and disposacion of institutio compliance
with lederal, stale and local environmental regulations. We support
these regulations and also believe our customers do too because they
help ensure a sales, healthies environmental for everyone. Complying
with these regulations increases the cost of service. Ordinarily, increase
costs simply result in an increased hourly labor charge. This dealership
and decided in lisu of raising list abor rate, to list a compliance charge
on appropriate service bills because we believe our customer would be
interested to know they are happing to pay for a cleanar 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.







ts (910) 350-1385

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		JOHN TI	-GHMAN	20339 TAG	G133	01/30/07
			LABOR RATE	l L	MILEAGE		COLOR LASER BLUE
			YEAR / MAKE / MO				DELIVERY DATE
WILMINGT	TON, NC		VEHICLE LD NO		LIBU/4DR SDN		SELLING DEALER NO.
			1 G 1 z	T 5 1 8	8 6 6 F		
NO EMAIL			F. T. E. NO.		P. O. NO.		no1/30/07
SIDENCE PHONE		BUSINESS PHONE	COMMENTS				
ABOR & PART	S						TERMS: CASH UNLESS
用於1登1UCVZ 有 認	CUSTOMER STA	TES THERE IS A I	NOISE LIKE A LEAF	H(S)::7,1513 IN THE AC 0	R HE	WARRANTY	WARRANTY
	AT ONLY AT 25 LOOSE PLASTIC	5 PLUS MILES PER	R HOUR NOT SITTING	STILL			Any warranties on hereby are those
	TEST DROVE TO	O VERIFY COMPLAT	INT, FOUND GM DOC.	L891671, RE	MOVE		facturer. The selle
	TAPE TO UPPE	R EDGE. REINSTAL	ND WINDSHIELD AND A LLED AND TEST DROVI	TO VERIFY	ED		disclaims all warra
			ES CAN BE HEARD AT				or implied, includi ranty of merchants
artsQ	TYFP-NUMBE	R	-DESCRIPTION	300 #	UNIT PRICE-		particular purpose
						0.00	nor authorizes as assume for it any
· • • • • • • • • • • • • • • • • • • •		• • • • • • • • • • • • • • • • • • • •			LABOR & PARTS		with the sale of this
# ₃ 2≅01CVZ6K	CUSTOMED BEN	MILE SERVICE	TEC	H(S)::71513		⊋.⊋. 28.32	SHOP N
	LUBRICATED A	ND INSPECTED SUS	SPENSION DRIVE LI	E AND STEE	RING		This figure incorporates your vehicle which include
	CHANGED ENGIN	NE OIL AND FILTE . TOPPED OFF AS	R. INSPECTED AIR I REQUIRED. THOUROUS	FILTER AND HIY INSPEC	TÉN		shop towels, etc. A ful avaitable for your inspect
	ENGINE DRIVE	BELTS AND HOSES	S. ROTATED TIRES L ONGER LIFE. PERFORI	aterally an	Ď		ENVIRONMENTAL (Maintaining and repairing your ca
	VEHICLE INSPI	ECTION.	MOLK EITE. FERTORI	ILU 27 FUIN	'		icals and generation of wastes (a etc.) that must be stored, manage with federal, state and local ar-
4RTSQ	TYFP-NUMBEI	۹	-DESCRIPTION		UNIT PRICE-		help ensure a saler, healthier a with these requisitors increase it
OB # 2 OB # 2	1 0IL 1 25010		Q-STATE FILTER 1.836		11.60 4.00	11.60 4.00	costs simply result in an increase
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1 25020	, ,	11E1EN 1.000	JOB #	2 TOTAL PARTS	15.60	on appropriate service bits because interested to know they are helpin NOT RESPONSIBLE FOR LC
			JOB 🛊	2 TOTAL	LABOR & PARTS	43.92	OR ARTICLES LEFT IN VEHI
#231105CVZ01	CUSTOMED DECI	SIONS INSPECTION	NECTAL TEC	H(S)::71513		<u>№</u> 13 23 750	THE REPAIRED VEHICLE WIL REGULAR SERVICE HOURS
	COMPLETED NO	RTH CAROLINA EMI	ISSIONS INSPECTION	AS REQUEST	ED.		ISTERED OWNER OR PERSON
		PRINT OUT FOR F					
ARTSQ	TYFP-NUMBEI	₹	-DESCRIPTION	.10P #	UNIT PRICE- 3 TOTAL PARTS	0.00	-
			700				
					LABOR & PARTS	23.50	
ISCCO OB#A	DEDES(SHW SHO	CRIPTION P SUPPLIES		· · · · · CONTR	OL NO	5.18	Good Than
IOB # 3		IM INSPECTION		-	TAT11	6.50	
					TOTAL - MISC	11.68	Than
						İ	

TERMS: CASH UNLESS ARRANGEMENTS MADE.

NVOICE NO

TOCK NO.

DELIVERY MILES

PRODUCTION DATE

CVCS81606

MO: 14078

9

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
Maintaining and repairing your car inevitably involves the use of chemicals and generation of westers (solvents, ob, caustics, seed, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with lederal, state and local environmental regulations. We support these regulations and also believe our customen do too because they help ansure a sale, resulting environmental regulations, increase the cost of service. Orderarly, increase costs samply result in an increased hourly labor charge. This desterainphas decided in lesu of raising its lebor rate, to that a compliance charge no appropriate service bills because we believe our customer would be internated 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 REG-ISTERED OWNER OR PERSON AUTHORIZING REPAIRS.





PAGE 1 OF 2



INVOICE DATE

228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

TAG NO.

22889 20339 JOHN TILGHMAN 01/30/07 CVCS81606 G133 LABOR RATE STOCK NO 14.078 LASER BLUE YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 06/CHEVROLET/MALIBU/4DR SDN WILMINGTON, NC VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F SELLING DEALER NO. PRODUCTION DATE F. T. E. NO. ŎĨ/30/07 NO EMAIL RESIDENCE PHONE **BUSINESS PHONE** COMMENTS MO: 14078 TOTALS-----TERMS: CASH UNLESS ARRANGEMENTS MADE. WARRANTY DISCLAIMER TOTAL LABOR.... TOTAL PARTS.... 15.60 TOTAL SUBLET... 0.00 350-1400, or e-mail us at JG.SERVICE@HENDRICKAUTO.COM to * TOTAL G.O.G.... 0.00 TOTAL MISC CHG. TOTAL MISC DISC let us know what we could have done or can do to make your future service visits even better. 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 with the sale of this item/items. From the entire service team at JEFF GORDON CHEVROLET. We thank you for your business and look forward to

ADVISOR

INVOICE NO.

9

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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 fist of these supplies is available for your inspection at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHARGE ENVIRONMENTAL COMPLIANCE CHARGE Manianing and repainty gover as inventably involves the use of losts and generation of westes (solvents, oth, caustics, leed, est est.) that must be stored, meraged and disposed of in sirci come with soloral, state and local environmental regulations. We a these regulations and also believe our customers do too becaus help ensure a assist, healther environment for everyone. Com with these regulations increases the cost of service, Ordinarly, in with these regulations increases the cost of service, Ordinarly, in ested to know they are helping to pay for a cleaner en

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

serving you in the future.

CUSTOMER NO.

DUPLICATE INVOICE



ADVISOR

228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

TAG NO.

36472 MIKE HUTSELL 01/08/07 **FF55** CVCS79376 COLOR STOCK NO 13,879 LASER BLUE YEAR / MAKE / MODEL OF IVERY DATE DELIVERY MILES 06/CHEVROLET/MALIBU/4DR SDN 9 WILMINGTON, NC SELLING DEALER NO. PRODUCTION DATE 1 G 1 Z T 5 1 8 6 6 F NO EMAIL 01/06/07 RESIDENCE PHONE BUSINESS PHONE COMMENTS MO: 13879 LABOR & PARTS..... TERMS: CASH UNLESS ARRANGEMENTS MADE, J#1190GVZ41 BODY SHOP REQUEST A VEHICLE TO BE CLEANED FOR DELIVERY.

COMPLETED VEHICLE CLEAN UP FOR BODY SHOP. WARRANTY DISCLAIMER JOB # 1 TOTAL LABOR & PARTS TOTALS-----******************* ALL OF OUR CUSTOMERS************* TOTAL LABOR.... * 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 * TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00let us know what we could have done or can do to make TOTAL MISC CHG. TOTAL MISC DISC 0.00 with the sale of this item/items. your future service visits even better. 0.00 TOTAL TAX..... 0.00 SHOP MATERIALS This figure incorporates supplies used in servicing **TOTAL INVOICE \$** 0.00 TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400 available for your inspection at the cashier's desk. ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repeting your car inevitably involves the use of chemically and repeting your car inevitably involves the use of chemical care in the care of the care 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 ***************

NVOICE NO

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

your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is

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 REG-ISTERED OWNER OR PERSON AUTHORIZING REPAIRS.





CUSTOMER NO.

22889



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

22889 JOHN TILGHMAN 20339 5330 01/05/07 12,875 LASER BLUE YEAR / MAKE / MODEL DELIVERY DATE 06/CHEVROLET/MALIBU/4DR SDN WILMINGTON, NC VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F ELLING DEALER NO P. O. NO. NO EMAIL 01754/07 RESIDENCE PHONE BUSINESS PHONE COMMENTS LABOR & PARTS-----U# 1200CVZ0072 4 WHEEL (BODYSHOP) TECH(S): 1070 559:95
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-----TOTAL LABOR.... TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... TOTAL MISC CHG. 0.00 let us know what we could have done or can do to make 0.00TOTAL 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

TERMS: CASH UNLESS ARRANGEMENTS MADE.

CVCS79125

9

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

MO: 12876

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

Maintaining and repairing your car inevitably knotwes the use of chemicate and generation of wastes (solvens, ost, caustics, lead, esshestos, ct.), that mast be stand, meneged and disposed of in strict complience with lederal, state and local environmental regulations. We support has required and also believe our customers do too because they halp ensure a safer, heatther environmental for everyone. Complying with these regulations increases the cost of service. Ordinarily, increase costs aimply result in an increased hourly labor charge. This desileration and experimental in sucreased courty labor charge. This desileration has decided in less of results above risk to bits a compliance charge on appropriate service tilts because we believe our customer would be inferested to know they are helping to pay for a desient 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.

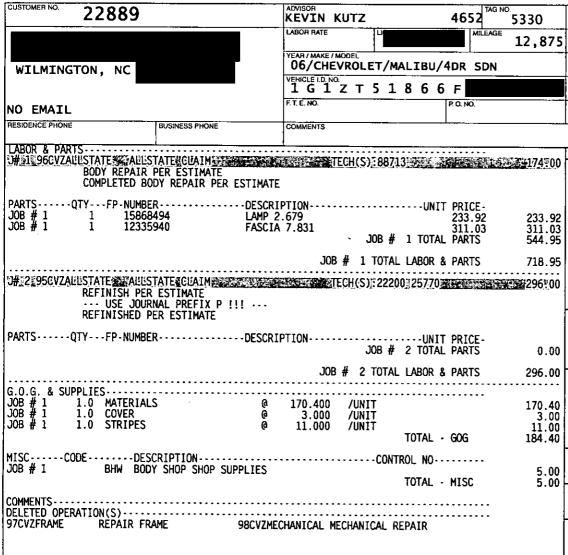
THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.





CUSTOMER NO.





TERMS: CASH UNLESS ARRANGEMENTS MADE.

CVCB78257

9

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

MO: 12875

WARRANTY DISCLAIMER

01/04/07

SELLING DEALER NO.

12726/06

LASER BLUE

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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 (abovairs, use, causics, lead, asbestos, with ledens, it is a second of a sind compliance with ledens, lates and local environmental productions and also believe our customers do loro because they help ensure a saler, healther environment for everyone. Complying with these regulations and also believe our customers do loro because they help ensure a saler, healther environment for everyone. Complying with these regulations increase the cost of services, Ordinarily, increase costs simply result in an increase chourly befor charge. This designably has decided in lieu of raising its labor rate, to list a compliance charge has decided in lieu of raising its labor rate, to list a compliance charge near proprietal service bilb secuse we believe our customer would be interested to know they are helping to pay for a deener 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.





Reynolds and Reynolds Company ERALZRINVE CC209569 () (04/07)



COPY Parto (010) TSEO, 1385

01/04/07

ELLING DEALER NO.

12/26/06

LASER BLUE

228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 950-1385

CUSTOMER NO. 228	89	KEVIN KUTZ	4652 TAG N	5330
		LABOR RATE	MILEAGE	12,875
WILMINGTON, N	ic	YEAR / MAKE / MODEL 06/CHEVROLE	T/MALIBU/4DR SDN	
WILMINGTON, 1		VEHICLE I.D. NO.	5 1 8 6 6 F	
NO EMAIL		F. T. E. NO.	P. O. NO.	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
* let us know what	il us at JG.SERVICE@HEND we could have done or ca ce visits even better. ***********	n do to make * * *************	TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	184.40 5.00 0.00 36.78
TO SIGN UP FOR E VISIT PLEASE	MAIL REMINDERS FOR YOUR GIVE US A CALL AT 910-3	NEXT SERVICE	TOTAL INVOICE \$	1241.13
We thank you for you	vice team at JEFF GORDON ur business and look for you in the future.			
CUSTOMER SIG				

TERMS: CASH UNLESS ARRANGEMENTS MADE.

INVOICE NO. CVCB78257

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

MO: 12875

9

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 wester (solveris, obj. caustics, lead, asbestos etc.) that must be stored, managed and disposed of in strict compliance with lederal, state and local environmental regulations. We support these regulations and also believe our customers do too because the big enature a saler, heatther environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase the cost of service. Ordinarily, increase the cost of service.

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.



noids and Reynolds Company ERALZRINVE CC208589 Q (04/07)





11/10/06

CVCS74314

228 South College Road • Wilmington, NC 28403
Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

35170

в629

GENERAL ADVISOR

CUSTOMER NO.

22889

	ļ.				0, 545	LASEK BLUE	
WITH MITHERON LINE		06/CHEVROL	ET/MALIBU/4D	OR SON		DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		EHICLE I.D. NO.	-			SELLING DEALER NO.	PRODUCTION DATE
			518661	F			
NO EMAIL	1	T. E. NO.	R.C	O. NO.		R.O.DATE 11/10/06	
	NESS PHONE C	OMMENTS				11/10/00	
							MO: 10543
LABOR & PARTS	**************************************	POP TO ENGINEERING THE AND A SALE	Above cons			TERMS: CASH UNLESS A	RRANGEMENTS MADE.
USTOMER PEOUEST	S AN ENGINE OIL AND	OT ETITER C	5):57225。第7章 第 章		達11:37	WARRANTY	DISCLAIMER
COMPLETED REPLAC	ING ENGINE OIL AND (DIL FILTER AS	REQUESTED.			Any warranties on t	the item/items sold
ALSO, LUBRICATED) SUSPENSION AS REOU:	ired. Adjustei) TIRE AIR			hereby are those m	
INDER HOOD FLUTD	D AIR FILTER, BELTS LEVELS TO PROPER LI	AND HOSES AND	FILLED ALL	•		facturer. The seller	
1						disclaims all warran	
PARTS QTY FP - NUMBER			UNIT F			or implied, including ranty of merchantab	• • •
JOB # 1	FILTER 1 0-STATE	1.836		4.00 11.60	4.00 11.60	particular purpose a	.*
"			JOB # 1 TOTAL P	PARTS	15.60	nor authorizes any	
		300 H .				assume for it any lia	
			L TOTAL LABOR & F		26.97	with the sale of this i	tem/items.
U# 2 60CVZ INTERIOR	ATRIMAN	TECH(S	5): 57225 <u>: 128</u>		0:00	SHOP MA	TERIALS
COSTONER STATES	THERE IS A RATTLE II AT TIME OF SERVICE.	N THE FAN AREA	4			This figure incorporates si	
NO CORRECTION MA	DE.					your vehicle which include: shop towels, etc. A full I	
DADTS 0774 ED 4117050	· · · · · · · · · · · · · · · · · · ·					available for your inspection	
PARTSQTYFP-NUMBER	DESCRIP	TION	UNIT P JOB # 2 TOTAL P	RICE-		ENVIRONMENTAL CO Maintaining and repairing your car in	MPLIANCE CHARGE
			JUD # 2 IUIAL P	WK12	0.00	icats and generation of wastes (solvi etc.) that must be stored, managed a with federal, state and local environ	ants não constins lead cohestas
		JOB # 2	? TOTAL LABOR & P	PARTS	0.00	with tederal, state and local envelopments regulations and also believe to help ensure a safer, healthier envi	infriental regulations. We support it customers do too because they improped for macroos. Comparer
MISC CODE DESCRIP	TION		CONTROL NO		• • • • • •	Costs simply result in an increased in	cost of service. Circunatily, increase county labor charge. This dealership
JOB # A SHW SHOP SU	PPLIES .		CONTROL MO		1.14	has decided in lieu of raising its labo on appropriate service bills because	we believe our customer would be
			TOTAL - M	IISC	1.14	interested to know they are helping a NOT RESPONSIBLE FOR LOSS	V-0-0
TOTALS	*****************					OR ARTICLES LEFT IN VEHICL	ES IN CASE OF FIRE, THEFT
						OR ANY OTHER CAUSE BEYON	VD OUH CONTROL.
**************************************	CUSTOMERS*********	******	TOTAL LABOR	ļ	11.37	THE REPAIRED VEHICLE WILL I REGULAR SERVICE HOURS AN	BE RELEASED ONLY DURING
* service visit. Please conta	ct CYNDI MCKFN7IF at	: 1-910- *	TOTAL PARTS TOTAL SUBLE) T	15.60	ISTERED OWNER OR PERSON A	JUTHORIZING REPAIRS.
<pre> * 350-1400, or e-mail us at J</pre>	G.SERVICE@HENDRICKAL	JTO.COM to *	TOTAL G.O.G		0.00		
* let us know what we could h	ave done or can do t	omake 🛧	TOTAL MISC	CHG.	1.14		
* your future service visits	even better. ************	*****	TOTAL MISC TOTAL TAX	DIZC	0.00 1.09		••
						ß	Щ.
TO SIGN UP FOR EMAIL REMIN	DEDS EAD VALID MEYT (EDVICE	TOTAL INVO	DICE \$	29.20		==
VISIT PLEASE GIVE US A	CALL AT 910-350-140	DEKATCE				Goody	vrench
From the entire service team We thank'you for your busines							, <u>, , , , , , , , , , , , , , , , , , </u>
serving you in the		.0				* Ihauk	k You
					-	, , , , , , , , ,	
·					ŀ		
CUSTOMER SIGNATURE		<u>-</u>			ł		
*********	DUPLICATE	INVOIC	E ******	*****	*****	17 at 18 at 1	
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						1	
						1997	76-5
PAGE 1 OF 1	0110701157 777				.	190 CH	EVROLET
FAGETOFT	CUSTOMER COPY		I END OF I	NVOICE 108:3	3am l		

CUSTOMER NO.

22889





228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

48240 07/07/06 MIKE YATES 2071 CVCS61983 LABOR RATE STOCK NO 4.996 LASER BLUE YEAR / MAKE / MODE DELIVERY DATE DELIVERY MILES 06/CHEVROLET/MALIBU/4DR SDN WILMINGTON, NC VEHICLE I.D. NO. 1 G 1 Z T 5 1 8 6 6 F SELLING DEALER NO. PRODUCTION DATE 07/07/06 NO EMAIL RESIDENCE PHONE BUSINESS PHONE MO: 4996 LABOR & PARTS

UM 101CVZ3K

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 BEDEADMED 27 DOINT VEHICLE INSPECTION WARRANTY DISCLAIMER HOSES.PERFORMED 27 POINT VEHICLE INSPECTION. PARTS-----QTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE-25010792 01L **FILTER 1.836** 11.60 11.60 JOB # 1 TOTAL PARTS 15.60 JOB # 1 TOTAL LABOR & PARTS 26.97 SHOP MATERIALS TOTAL - MISC COMMENTS-----CUSTOMER WAITING ***************************

* 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 * TOTAL LABOR.... has decided in seu or rement he more than our custo on appropriate service bits because we believe our custo interested to know they are helping to pay for a cleaner el TOTAL PARTS.... 15.60 TOTAL SUBLET... 0.00 TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES 0.00 let us know what we could have done or can do to make 1.14 your future service visits even better. 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

TERMS: CASH UNLESS ARRANGEMENTS MADE.

9

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.

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.

**InviRONMENTAL COMPLANCE CHARGE Maintaining and repairing your car inevitably involves the use of chemicals and generation of wester (solvents, old, castacts, lead, asbestox, 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 hap creater a safer, healthirs environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly short charge. This depleration has decided in few of relaying its labor rate, to list a compliance charge on appropriate service bilbs because we believe our customer would be

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.





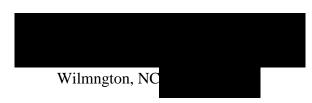
PAGE 1 OF 1

CUSTOMER COPY

DUPLICATE INVOICE

[END OF INVOICE] 08:34am

April 18, 2011



Service Request Number: 71-719148409

Dear

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

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. 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

Wilmington, NC

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 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.



PAGE 1

CUSTOMER TOTAL R/		momat (SERV. DAY	20	4.0	SERIAL NO. 1G	
101AL R/	J'B	IOTAL :	SERV. DA	15 4	49 	MARE C	V CHEVROLET
LN# RO.N	O. RO. DATE	MILES.	ADV/TECH	J#	Т	OPERATION CODE.	DESCRIPTION
1 1585	63 03/25/2009	35320 A	123923				
		Ţ	111095			51CVZ	BODY ELECTRICAL
0 1551	04 00/26/0000	T	111095	2	W	45CVZ01	STEERING/SUSPENS
2 1551	24 02/16/2009	34803 A T		-	~	01 (3772)	3000 NTT B CERTIFIC
		T	17619 17619			01CVZ3K 03CVZ02	3000 MILE SERVIC
		T	17619			51CVZ01	EMISSIONS INSPEC BODY ELECTRICAL
		Ť	17619			90CVZ	DETAIL OPERATION
3 1551	94 02/16/2009			-	_	70042	DETAIL OFERATION
	22, 23, 2322	T	126747	1.	C	90CVZ54	WASH AND VAC
4 1518	83 01/09/2009				_		
		T	26377	1	W	51CVZ01	BODY ELECTRICAL
5 1480	80 12/01/2008	33149 A					·
		T	17619	1	W	51CVZ	BODY ELECTRICAL
		T	17619	2	W	45CVZ	STEERING/SUSPENS
		T	95884				
6 1411	72 09/22/2008						
		T	17619	1	I	40CVZ	BRAKES "
7 1406	49 09/16/2008			_	_		
0 7405	45 00/15/0000	T	8440	1	Ι	90CVZ54	WASH AND VAC
8 1405	45 09/15/2008			-	7.7	45077700	DEDELE GOVERN
		T T	17619 17619			45CVZ08	REPEAT CONCERN
		${f T}$	17619			00CVZ001 00CVZ00111	*LUBE, OIL, FILT 27 POINT INSPECT
		Ť	17619			00CVZ00111	*FRONTBRAKEJOB/R
		Ť	17619			00CVZ013	*REAR PADS AND R
9 1186	07 02/04/2008	_			_	000120101	KEAK FADS AND K
, 1200	0. 02, 01, 2000	T	95733	1	C	90CVZ59	DO NOT USE
		Ī	118355		•	300.003	
		T	118355		С	90CVZ33	SPECIAL REQUEST
10 1183	87 01/31/2008	24960 A	48240				_
		T	119528	1	C	05CVZ001	*LUBE, OIL, FILT
		T	119528	2	C	05CVZ00111	27 POINT INSPECT
•			57225		W	45CVZ	STEERING/SUSPENS
			119528				
	•	T	111095				
		T	***		_	0.00717.00.6	DEDIACE MIC MIDE
		T	119528	4		00CVZ026	REPLACE TWO TIRE
11 1024	05 09/23/2007	20216 7	119340	5	C	03CVZ02	EMISSIONS INSPEC
11 1024	05 08/23/2007	20210 A	119528	7	TAT	45CVZ	STEERING/SUSPENS
12 1012		20706 A	10992	1	N	43044	SIEERING/ SUSPENS
12 1012	10 08/14/2007	20700 A	119528	7	TAJ	45CVZ	STEERING/SUSPENS
	**	T	111095		**	10012	OTHERTIG, DOBEERS
	•	T			W	00CVZ006	2 WHEEL ALIGNMEN
						51CVZ01	BODY ELECTRICAL
13 1001							
		T			С	05CVZ002	*TIRE ROTATION
· · · · · · · · · · · · · · · · · · ·	AD THE STATE						*LUBE, OIL, FILT
		Т					GENERAL MAINTENA



PAGE 2

CUSTOMER NAM	E 22	TOTAL	SERV. DA	YS 49	SERIAL NO. 1G MAKE C	
LN# RO.NO.	RO. DATE			J# T	OPERATION CODE.	DESCRIPTION
14 81606	01/30/2007					
		T	71513		10CVZ	DRIVEABILITY
		T T	71513 71513		! 01CVZ6K ! 05CVZ011	6000 MILE SERVIC
15 79376	01/06/2007	-		3 (. 05002011	EMISSIONS INSPEC
13 /23/6	01/00/2007	T - 13613 A	8440	л т	90CVZ41	BODY SHOP DELIVE
16 79125	01/04/2007	_			3004241	BODI SHOP DELIVE
10 75125	01/04/2007	12070 A	1070	1 (00CVZ0072	4 WHEEL (BODYSHOP
17 78257	12/26/2006				000120072	· ····································
		T	88713	1 (96CVZALLSTATE	ALLSTATE CLAIM
		$ar{ extbf{T}}$	22200		95CVZALLSTATE	ALLSTATE CLAIM
		Ť	25770			
18 74314	11/10/2006	10543 A	=			
	• •	T	57225	1 (9 05CVZ001	*LUBE, OIL, FILT
		T	57225	2 (: 60CVZ	INTERIOR TRIM
19 61983	07/07/2006	4996 A	48240			
		T	129922	1 (O1CVZ3K	3000 MILE SERVIC
20 51518	03/20/2006	9 A	114915			
		T	49807	1]	90CVZ12	NEW VEHICLE DELI
21 63094C	01/12/2006	5 A				
		T	2091		PDICV	
		T		2 1	SI1CV	
22 62760C	01/09/2006					
		Ţ			NVDTCV	
		T	49807	2 3	DPSCV	





22889	DAN PLESS	123923	TAG NO. RO76	03/26/09	CVCS158563
	LABOR RATE	MIL	35,319	COLOR LASER BLUE	STOCK NO.
	YEAR / MAKE / MODEL	- MALTRU /ADD. CI		DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC	VEHICLE I.D. NO. 1 G 1 Z T 5	/MALIBU/4DR SI	ON	SELLING DEALER NO.	PRODUCTION DATE
	T G T Z 1 5	1800 F		R.O.DATE	
NO EMAIL RESIDENCE PHONE I BUSINESS PHONE	COMMENTS			03/25/09	
RESIDENCE PHONE OUSINESS PHONE	COMMENTS				мо: 35320
LABOR & PARTS """ """ CUSTOMER STATES WHEN STARTING FIRS TO GET GEAR SELECTOR INTO GEAR. THE TO GET KEY OUT OF IGNITION AFTER TO SHIFTER STICKING REPLACE FLOOR SHIFT CONTROL ASSEMBLE AND VERIFY PROPER PARK LOCK CABLE	SI IHING IN AM II HEN AFTER THAT IT FURNING OFF ENGINE BLY ADJUST SHIFTER	IS HARD IS HARD	WARRANTY	WARRANTY Any warranties on hereby are those if facturer. The selle disclaims all warrantees	r hereby expressi- nties, either express
PARTSQTYFP-NUMBERDESCRI JOB # 1 1 15858912 CONTRO	IPTION DL 4.004 NER 15.222 JO	UNIT PRICE B # 1 TOTAL PARTS OTAL LABOR & PARTS	WARRANTY WARRANTY 0.00	ranty of merchanta particular purpose a nor authorizes ar	ng any implied war- bility or fitness for a and neither assumes by other person to iability in connection item/items.
STEERING/SUSPENSION S CUSTOMER STATES FRONT SUSPENSION S COULD NOT DUPLICATE INSPECT FRONT END COMPONETS ALL T	TECH(S): SEEMS TO HAVE LOOS	111095 7 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8		This figure incorporates your vehicle which includ	ATERIALS supplies used in servicing es cleaners, special lubes list of these supplies is on at the cashier's desk.
NOISES OR PROBLEMS NOTED VERIFIED PARTSQTYFP-NUMBERDESCR COMMENTS	IPTION JOB # 2 T	UNIT PRICE B # 2 TOTAL PARTS OTAL LABOR & PARTS	0.00	Maintaining and repairing your ca- icals and persection of waster (so- tal). That invest be stored, managed with federal, state and local envitages regulations and also believe help ensure a safer, healther or with these regulations increase and costs simply result in an excession has decided in lead of raising its local on appropriate service citil state.	s cost of service. Ordinarily, increas I hourly labor charge. This desienshis bor rate, to list a compliance charge se we believe our customer would b
TOTALS				OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEY	CLES IN CASE OF FIRE, THEF OND OUR CONTROL
**************************************	***************** D" with each * at 1-910- * KAUTO.COM to * o to make *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00		L BE RELEASED ONLY DURING AND THEN ONLY TO THE REG AUTHORIZING REPAIRS.
TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEX VISIT PLEASE GIVE US A CALL AT 910-350-	T SERVICE 1400	TOTAL INVOICE	\$ 0.00	Good	wrench & You
From the entire service team at JEFF GORDON CH We thank you for your business and look forward serving you in the future.		\mathbb{C}	PY	Than	k You
CUSTOMER SIGNATURE ************************************	E INVOICE	******	**************************************		
				1900	ILVAOLE I



22889	DAN PLESS		123923 TAG NO	R890	02/16/09	CVC5155124
	LABOR RATE	L	MILEAGE	34,803	COLOR	STOCK NO.
WILL MINISTON AND	YEAR / MAKE / MODEL 06/CHEVROL	ET/MALJR	u/4DR SDN	· ·	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC	VEHICLE I.D. NO. 1 G 1 Z T				SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL	F. T. E. NO.		P. O. NO.		02/16/09	
RESIDENCE PHONE BUSINESS PHONE	COMMENTS		<u> </u>			MO: 3480
ABOR & PARTS ##1101GVZ3K CUSTOMER REQUESTS 3000 MILE INTERV. LUBRICATED AND INSPECTED FRONT SUS STEERING. CHANGED ENGINE OIL AND FI PRESSURE. INSPECTED AIR FILTER AND OFF AS REQUIRED. THOROUGHLY INSPECTED HOSES. PERFORMED 27 POINT VEHICLE I	AL SERVICE. PENSION, DRIVE LTER. ADJUSTED FLUID LEVELS. T TED ENGINE DRIV	LINE AND TIRE TOPPED		13.00	WARRANTY Any warranties on hereby are those in facturer. The seiler disclaims all warran or implied, includin	DISCLAIMER the item/items so nade by the man hereby express ties, either expres
PARTSQTYFP-NUMBERDESCRI JOB # 1 1 25010792 FILTER JOB # 1 1 OIL Q-STAT	1.836 E	JOB # 1 TO	4.77 14.00 DTAL PARTS	4.77 14.00 18.77	ranty of merchantat particular purpose a nor authorizes an assume for it any li with the sale of this	pility or fitness for and neither assume y other person ability in connection
##203GVZ02************************************	MISSIONS INSPECTION AS):17619 TION.	· • • • • • • • • • • · ·	23 7/5	SHOP MA This figure incorporates s your vehicle which include shop towels, etc. A full available for your inspection	supplies used in servici es cleaners, special lube list of these supplies on at the cashier's desk.
PARTSQTYFP-NUMBERDESCRI	JOB # 2	JOB # 2 TO TOTAL LABO	OTAL PARTS OR & PARTS	0.00 23.75	ENVIRONMENTAL Co. Maintaining and repairing your car icials and generation of wastes (so text.) that must be stored, marriaged with federal, state and local environmental test and local environmental test and local environmental test and local environmental test and local environmental test and local environmental test and local environmental test and local environmental test and local environmental envi	vents, oils, caustics, lead, abbe and disposed of in strict compli- comental regulations. We sup controlled to be because informent for everyone. Comp cost of service. Ordinarily, incre- nor risks, to list a confilience on or risks, to list a confilience on
#31516VZ01 CUSTOMER STATES HARD TO PUT SHIFTE KEY WON'T COME OUT OF IGNITION KEY LOCK CABLE OUT OF ADJUSTMENT CHECK FOR BULITENS RELATED FOUND D ADJUST PARK LOCK CABLE , R&R CONSO	R IN ANY GEAR & OC~1D #2152392			Matacia ili	Interested to know they are helping NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEYO THE REPAIRED VEHICLE WILL	IS OR DAMAGE TO VEHIC LES IN CASE OF FIRE, TH AND OUR CONTROL BE RELEASED ONLY DUP
PARTSOESCRI	PTION		INIT PRICE-		REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	
		JOB # 3 TO		0.00		
D#24190CVZ DETAILSOPERATIONS CUSTOMER STATED ON NIGHT DROP TO H	Sacrate GH(€	TOTAL LABO		0.00		M
SEND TO DETAIL PARTSQTYFP-NUMBERDESCRI	PTION	J0B # 4 T0	JNÎT PRICE- DTAL PARTS	0.00	Good	wrench & You
		TOTAL LAB	1.	0.00	Thank	e You
MISCCODEDESCRIPTIONJOB # A SHW SHOP SUPPLIES JOB # 2 NCSI NC IM INSPECTION		-control I		3.68 25 25 93		
PAGE 1 OF 2 CUSTOMER COPY		[CONTINUED	ON NEXT PAGE]	08:31am	1900	HEVROLET



22889		DAN PLESS	5	123923 TAG N	o. R890	02/16/09	CVCS15512
		LABOR RATE	U	MILEAGE	34,803	LASER BLUE	STOCK NO.
WILL MINCTON NO		06/CHEVRO		U/4DR SDN		DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		VEHICLE I.D. NO.	т 5 1 8 6			SELLING DEALER NO.	PRODUCTION DATE
O EMAIL		F. T. E. NO.		P. O. NO.		02/16/09	
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS		<u> </u>		, , , , , , ,	MO: 3480
OTALS				• • • • • • • • • • • • • • • • • • • •		TERMS: CASH UNLESS A	<u></u> _
	"COMPLETELY SATISFIED ontact CYNDI MCKENZIE at JG.SERVICE@HENDRICK do have done or can do its even better." MINDERS FOR YOUR NEXT IS A CALL AT 910-350-1	" with each * at 1-910 - * AUTO.COM to * to make * ***********************************	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX INVOICE \$	36.75 18.77 0.00 0.00 9.93 0.00 1.27	WARRANTY Any warranties on hereby are those of facturer. The sellet disclaims all warran or implied, includin ranty of merchantal particular purpose a nor authorizes an assume for it any li with the sale of this	the item/items s nade by the ma hereby expres ties, either exprig any implied woillity or fitness found neither assuring other person ability in connect
com the entire service to thank you for your bus serving you in CUSTOMER SIGNATURE	iness and look forward the future.	to	C E ***	******	*****	SHOP M/ This figure incorporates a your vehicle which include shop towels, etc. A full available for your inspectic ENVIRONMENTAL Commonstration of westes (so tec.) that must be stored, managed with federal, state and local environmental commonstration of the state of the stat	is cleaners, special lu list of these supplie on at the cashier's desi DMPLIANCE CHARGE mentably movemente use of c eems, oils, causton, lead, asb and disposed oil insortic tome, and disposed oil insortic tome, proposed of the cashier of the cashier poor customers do tech because informent for everyone. Com- cost of service. Ordinarty, incondent or rate, to list a compliance of any believe our customers were any believe our customers were
· · · · · · · · · · · · · · · · · · ·		and the second s	Gran en	u finalistan filip i filip		NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEYO THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	LES IN CASE OF FIRE, TO IND OUR CONTROL. BE RELEASED ONLY DU ND THEN ONLY TO THE
and the second s							M wrench & You
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CUSTOMER NO. 22	2889	MIKE HUTSELL	. 36472	R890	02/16/09	CVCS155194
		LABOR RATE	MILEAGE	34,803	COLOR	STOCK NO.
		YEAR / MAKE / MODEL	F/MALIBU/4DR SDN	3.,003	DELIVERY DATE	DELIVERY MILES
WILMINGTON	, NC	VEHICLE I.D. NO.	· · · · ·		SELLING DEALER NO.	PRODUCTION DATE
		1 G 1 Z T 5	1 8 6 6 F		R. O. DATE	<u></u>
NO EMAIL					02/16/09	
LESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 34803
CUS INT COM MISCCODE JOB # A TOTALS	WASH AND VAC STOMER REQUESTS WASH AND VAC TERIOR. MPLETED WASH AND VAC AS REQU DESCRIPTION	. INCLUDES WIPE DOWN ESTED. JOB # 1 T	126747. OF OTAL LABOR & PARTS CONTROL NO TOTAL - MISC	29.95 29.95 3.00 3.00	or implied, includin ranty of merchantal particular purpose a nor authorizes an assume for it any li with the sale of this	DISCLAIMER the itern/items sold nade by the manu r hereby expressly ties, either express g any implied war polity or fitness for a and neither assume y other person to ability in connection
* service visit. * 350-1400, or e * let us know wh * your future se ******************* TO SIGN UP FO VISIT PLE From the entire We thank you for	Please contact CYNDI MCKEN e-mail us at JG.SERVICE@HEND hat we could have done or ca ervice visits even better. OR EMAIL REMINDERS FOR YOUR EASE GIVE US A CALL AT 910-3 service team at JEFF GORDON r your business and look for ing you in the future.	ZIE at 1-910- * RICKAUTO.COM to * n do to make * ***********************************	TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 3.00 0.00 0.00	This figure incorporates a your vehicle which include shop towels, etc. A full available for your inspectic Environmental Cit Maintaining and repeating your care looks and generation of westers (sink etc.) that must be stored, marraged with tolerals, state and local ering these regulations increased the decided in lead or resting its later of the costs amony result in an increased has decided in lead or rasting its later on appropriate service bits because interested to know they are helping. NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC.	supplies used in servicing so cleaners, special lubes list of these supplies is on at the cashier's desk. DMPLIANCE CHARGE Investibly involves the use of chem verst, osis, caustics, lead, solvestoe and disposed of in strict complians convenient regulations. We support our customers do too because the involvent of the compliant cost of service. Ordeniny, increase incomers for everyone. Complying cost of service. Ordeniny, increase nourly labor charge. The osesiership cor rate, to list a compliance charge or believe our customer would be to pay for a cleamer environment. SS OR DAMAGE TO VEHICLES.
CUSTOMER	SIGNATÚRE	ATE INVOICE	*******	*****	OR ANY OTHER CAUSE BEYO THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	. BE RELEASED ONLY DURING ND THEN ONLY TO THE REG
			•••		Good	wrench & You
		<i>;</i> **	COP	Y		

[END OF INVOICE] 08:31am

PAGE 1 OF 1



22889		DAN PLESS	1	.23923	R074	01/09/09	CVCS151
		LABOR RATE	4	MILEAGE		COLOR LASER BLUE	STOCK NO.
		YEAR / MAKE / MODEL			33,370	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		06/CHEVROL VEHICLE I.D. NO.	LET/MALIBU/	4DR SDŅ		SELLING DEALER NO.	PRODUCTION DATE
		1 G 1 Z T	51866	5 F		ELLING DEALER NO.	PRODUCTION DATE
O EMAIL		F. T. E. NO.		P. O. NO.		N.O. DATE 01/09/09	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS					MO: 339
ABOR & PARTS			• • • • • • • • • • • • • • • • • • • •			TERMS: CASH UNLESS	
IGN LOCK CY DIAG AND RE TECH 26377 ARTSQTYFP-NUME	FATES KEY GETS STUCK IN LINDER IS BINDING EPLACED AND CODED IGN L	I IGNITION OCK CYLINDER TH	EN TESTED	T PRICE-	WARRANTY	WARRANTY Any warranties on hereby are those r facturer. The selle disclaims all warrar or implied, includin ranty of merchantal	made by the many of the many o
		"	JOB # 1 TOTA		0.00	particular purpose a	and neither assu
			1 TOTAL LABOR	& PARTS	0.00	nor authorizes an assume for it any li	
.O.G. & SUPPLIES OB # 1 PRICE I	DIFF FROM OT DEALER		• • • • • • • • • • • • • • • • • • • •		1 IADD AND	with the sale of this	
JD # 1 PRICE I	DIFF PROM OF DEALER		TOTAL	- GOG	WARRANTY 0.00	SHOP MA	ATERIALS
OMMENTS						This figure incorporates a your vehicle which include shop towels, etc. A full available for your inspection	es cleaners, special l list of these suppli
OTALS					· · · · · · · · · · · · · · · · · · ·	<u> </u>	OMPLIANCE CHARGE
Our goal is to have you service visit. Please 350-1400, or e-mail us let us know what we concour future service visits.	F OUR CUSTOMERS******* DU "COMPLETELY SATISFIE CONTACT CYNDI MCKENZIE S at JG.SERVICE@HENDRIC DUld have done or can consists even better.	ED" with each * E at 1-910- * CKAUTO.COM to * do to make *	TOTAL LA TOTAL PA TOTAL SU TOTAL G. TOTAL MI TOTAL MI TOTAL TA	RTS BLET O.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00 0.00	cals and generation of wastes (sol etc.) that must be stored, managed with lederal, state and local error these regulations and also believe help ensure a safer, healthier and with these regulations increase the costs simply result in an increased has defined in feu of ranzing its lail on appropriate service bills because interested to know they are helping NOT RESPONSIBLE FOR LOS OR AFTICCLES LEFT IN YEHICO	Ivents, olds, caustics, lead, as whents, olds, caustics, lead, as and disposed of in strict com- promental regulations. We our customers do too becau- vioriment for everyotics. Co- cost of service, Ordinaryly, in- hourly labor charge. This dis- bot rate, to star a complismose we begin the complismose to be serviced to the complismose to be serviced to the complismose to be serviced to the complismose to be serviced to the complismose to be serviced to the complismose to t
TO CTON UP FOR FWATE	DENTANDEDC FOR VOID HE	er cenuser	TOTAL II	VOICE \$	0.00	OR ANY OTHER CAUSE BEYO	
VISIT PLEASE GIVE	REMINDERS FOR YOUR-NE E US A CALL AT 910-350	1400	10 harman and 10 mg -			THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	AND THEN ONLY TO THE
e thank you for your b	team at JEFF GORDON Ch usiness and look forwar in the future.						·
	· · ·					<u>(</u>	M
CUSTOMER SIGNATU		re invol	C E *****	*****	*****	Good	— . wrench
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		٠.) P \	7	Thank	k You
			$\mathcal{S}_{\mathcal{S}}$	ש נו ע			

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PAGE 1 OF 1



COSTOMER NO.	22889	DAN PLESS	<u>123</u> 923	R567	12/05/08	CVCS148080
		LABOR RATE I	MILEAGE	33,140	LASER BLUE	STOCK NO.
WTI MTMC	TON, NC	VEAR / MAKE / MODEL 06/CHEVROLET	/MALIBU/4DR SDN		DELIVERY DATE	DELIVERY MILES
MICHING	TON, NC	VEHICLE T.D. NO. 1 G 1 Z T 5	1 8 6 6 E		ELLING DEALER NO.	PRODUCTION DATE
NO EMAIL		F. T. E. NO.	P.O. NO.		12/01/08	<u> </u>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	<u> </u>		12/01/08	
1 1000 0 010						MO: 33149
0#_1@51GVZ	TS	TECH(S):12 NOT GO IN GEAR AND N	7619 KEY WILL	WARRANTY WARRANTY 0.00	WARRANTY Any warranties on hereby are those if facturer. The selle disclaims all warran or implied, includir	DISCLAIMER the item/items sold made by the manu- er hereby expressly nties, either express ng any implied war- bility or fitness for a
J# 25456VZ	STEERING/SUSPENSION CUSTOMER STATES STEERING SEEMS LOC	JOB # 1 TO	TAL LABOR & PARTS	0.00	nor authorizes an	and neither assumes by other person to liability in connection item/items.
	LIGHT INTERMEDIATE STEERING SHAFT STREETS DOWNTOWN PAVED WITH BRICK REPLACED INTERMEDIATE STEERING SHA TEFLON SLEEVE. ALSO INSTALLED FOAL COOLANT RESIVOUR TANK AS STATED IN	NOISE, NOISE WORSE AFT WITH REVISED ON 1 BETWEEN FIREWALL A	NS ON E WITH		This figure incorporates your vehicle which includ shop towels, etc. A full available for your inspection	
JUB # 2	QTYFP-NUMBERDESCRI 1 25962603 SHAFT	JOB # 2 TO	# 2 TOTAL PARTS TAL LABOR & PARTS	WARRANTY 0.00 0.00	Maintaining and repaining your car icals and generation of wastes (so etc.) that must be stored, managed with federal, sizes and local erw these regulations and also believe help ensure a safer, healthier or with these envisions increases.	COMPLIANCE CHARGE inventably involves the use of chem- tiveness, olds, causaica, leed, asbestos, de and disposed of in strict compliance incommental regulations. We support our customers do too because they wincomment for everyone. Complying e cost of service. Ordinerly, increase in hourly islbor charge. This dealership both or rate, to list a completion charge se we believe our customer would be gli to bely for a cleaner environment.
NITE DROP		•	•			SS OR DAMAGE TO VEHICLES CLES IN CASE OF FIRE, THEFT OND OUR CONTROL.
********** * Our goal * service v * 350-1400. * let us kn	****TO ALL OF OUR CUSTOMERS********* is to have you "COMPLETELY SATISFIED isit. Please contact CYNDI MCKENZIE or e-mail us at JG.SERVICE@HENDRICH ow what we could have done or could ire service visits even better.	************** O" with each * at 1-910 * KAUTO.COM to * o to make * *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00	THE REPAIRED VEHICLE WILL RÉGULAR SERVICE HOURS / ISTERED OWNER OR PERSON	L BE RELEASED ONLY DURING AND THEN ONLY TO THE REG- VAUTHORIZING REPAIRS.
TO SIGN VISI	UP FOR EMAIL REMINDERS FOR YOUR NEX T PLEASE GIVE US A CALL AT 910-350-	T SERVICE	TOTAL INVOICE \$	0.00	Good	wrench
We thank yo	ntire service team at JEFF GORDON CHI ou for your business and look forward serving you in the future.		COP	Y	Than	k You
	OMER SIGNATURE ************************************	E INVOICE	*******	*****	Cath	HEVROLET
PAGE 1 OF 1	CUSTOMER COPY		[END OF INVOICE]	08:32am		



22889		MIKE YATES		48240 TAG N	°. Y709	09/22/08	CVCS1411
		LABOR RATE	LICENSE NO	MILEAGE	30,927	COLOR LASER BLUE	STOCK NO.
		YEAR/MAKE/MODEL 06/CHEVROLE	T/MAL TRU	I/ADR SON	 : :	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		VEHICLE I.D. NO. 1 G 1 Z T	5 1 0 E	6 E		SELLING DEALER NO.	PRODUCTION DATE
O EMAIL		F.T.E.NO.		P.O. NO.		09/22/08	
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS				09/22/08	300
ADOD 8 DADTE						·	MO: 309
#_1_40cvZBI CUSTOMER COMPLETIO CARQUEST RESURFACE PADS GM P.	RAKES RAKES RAKES OF BRAKE JOB ON LAST OF THE PROPERTY OF T	TECH(S)/ TECH(S)/ TECH TECH PROPERLY THEEL, REPLACED CA RIPTION	:17619; SINCE RQUEST	NIT PRICE- TAL PARTS	INTERNAL INTERNAL 0.00 0.00	WARRANTY Any warranties on hereby are those refacturer. The selle disclaims all warranty or implied, including ranty of merchantal particular purpose and assume for it any time.	DISCLAIMER the item/items s nade by the ma r hereby expre- nties, either expr g any implied v billity or fitness fo and neither assur y other person
TSCCODE	DESCRIPTION					with the sale of this	•
08 # 1 SERP	SERVICE POLICY		TOTAL	MISC	INTERNAL 0.00	SHOP MA This figure incorporates s your vehicle which include	supplies used in ser es cleaners, special l
OTALS	OF OUR CUSTOMERS****			_ABOR		shop towels, etc. A full available for your inspection	
service visit. Pleas 350-1400, or e-mail let us know what we your future service	you "COMPLETELY SATISFI e contact CYNDI MCKENZI us at JG.SERVICE@HENDRI could have done or can visits even better.	E at 1-910- * CKAUTO.COM to * do to make * *	TOTAL S TOTAL 6 TOTAL M TOTAL M	PARTS SUBLET G.O.G MISC CHG. MISC DISC MAX	0.00 0.00 0.00 0.00 0.00	Mainstaining and repairing your car- cials and generation of wasses (so) etc.) that must be stored, managed with federal, state and local ervis these regulations and also believe help ensure a safer, heatther on with these regulations increased nosts amply nealut in an increased has decided in levi of maining its late on appropriate service bits becaus- interested to know they are helping	vents, oits, caustics, lead, as and disposed of in strict com- ronmental regulations. We a our customers do too becau infronment for everyone. Col cost of service. Ordinarity, in hourly tabor charge. This door por rate, to list a commission
	L REMINDERS FOR YOUR NE VE US A CALL AT 910-350		TOTAL	INVOICE \$	0.00	NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEYO	LES IN CASE OF FIRE, T
e thank you for your	e team at JEFF GORDON C business and look forwa in the future.		~~			THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	ND THEN ONLY TO THE
CUSTOMER SIGNAT		TE INVOIC	: E ****	*****	*****		<u>M</u>
;			eriodi in le etc.		٠.	Goods Thank	wrenct
	The second secon			- 1		. Thank	k You
			0			. 7 9 8 8	
						Ost f	



CELL: CUSTOMER NO. ADVISOR NVOICE DATE 136948 MIKE HUTSELL 36472 **DF99** 12/29/08 CVCS150649 LICENSE NO. 52.714 GRAY/ P15153 YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 05/CHEVROLET TRUCK/TAHOE/LT 4X4 52,713 HILLSDALE, NY SELLING DEALER NO. PRODUCTION DATE 1 G N E K 1 3 T 2 5 J 12/27/08 BUSINESS PHONE COMMENTS MO: 52714 TERMS: CASH UNLESS ARRANGEMENTS MADE U# 1190CVZ212 ... AUSEDIVEHICUE DETAIL ... TECH(S): 125754 ... LINTERNAL CUSTOMER REQUESTS A USED VEHICLE FULL DETAIL. WARRANTY DISCLAIMER Any warranties on the item/items sold COMPLETED USED VEHICLE FULL DETAIL AS REQUESTED. hereby are those made by the manu-JOB # 1 TOTAL LABOR & PARTS facturer. The seller hereby expressly disclaims all warranties, either express MISC-----CODE------DESCRIPTION-------CONTROL NO-----or implied, including any implied war-INTERNAL SHWD OTHER SUPPLIES DETAIL JOB # 1 ranty of merchantability or fitness for a TOTAL - MISC 0.00 particular purpose and neither assumes TOTALS----nor authorizes any other person to assume for it any liability in connection TOTAL LABOR.... with the sale of this item/items. TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 SHOP MATERIALS 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 * TOTAL G.O.G.... 0.00 This figure incorporates supplies used in servicing TOTAL MISC CHG. 0.00 your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is your future service visits even better. TOTAL MISC DISC 0.00 available for your inspection at the cashier's desk. 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 sted to know they are helping to pay for a cleaner e serving you in the future. 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

CHEVROLET



22889	MIKE YATES	48240 TAG	Y611	09/17/08	CVCS1405
	LABOR RATE U	MILEAGE	30,918	COLOR LASER BLUE	STOCK NO.
WILL MINICIPAL MC	YEAR / MAKE / MODEL 06/CHEVROLET	/MALIBU/4DR SDN		DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC	VEHICLE I.D. NO. 1 G 1 Z T 5	1 8 6 6 F		SELLING DEALER NO.	PRODUCTION DATE
O EMAIL	F. T. E. NO.	P. O. NO.		09/15/08	REPRINT#
ESIDENCE PHONE BUSINESS PH	ONE COMMENTS	•			MO: 309
ABOR & PARTS	Marie de la companya de la companya de la companya de la companya de la companya de la companya de la companya	76100077	SOFTILIATIONALITY	TERMS: CASH UNLESS	ARRANGEMENTS MA
T1745CVZ08 CUSTOMER STATES: STEE GOING OVER BUMPS AND	RING IS MAKING A KNOCKING NOISE SLOW TURNS	AGAIN	MAN WANTED	WARRANTY Any warranties on	DISCLAIMER the item/items s
INTERMIDIATE STEERING REPLACE STEERING I SH	SHAFT LUBE MIGRATION			hereby are those refacturer. The selle	•
ARTSQTYFP-NUMBER		INIT PRICE.		disclaims all warrar	nties, either expr
OB # 1 1 22687711	SHAFT KIT 6.526	# 1 TOTAL PARTS	WARRANTY 0.00	or implied, includir ranty of merchanta	
				particular purpose a	and neither assu
#*************************************		TAL LABOR & PARTS	0.00	nor authorizes an assume for it any li	
#: 2: 00GVZ001;*LUBE FOTLESF CUSTOMER REQUESTS AN	ENGINE OIL AND OIL FILTER CHANG	E.	500 E T3 500	with the sale of this	item/items.
ALSO, LUBRICATED SUSF	NGINE OIL AND OIL FILTER AS REC PENSION AS REQUIRED, ADJUSTED T	RE AIR		SHOP M. This figure incorporates	ATERIALS supplies used in ser
PRESSURE. CHECKED AIR UNDER HOOD FLUID LEVE	R FILTER, BELTS AND HOSES AND FI ELS TO PROPER LEVELS.	LLED ALL		your vehicle which includ shop towels, etc. A full	
ARTSQTYFP-NUMBER	····-DESCRIPTION	UNIT PRICE-		available for your inspecti	on at the cashier's de
OB # 2 1 25010792 OB # 2 1 OIL	FILTER 1.836 0-STATE	4.77 14.00	4.77 14.00	Maintaining and repeaning your car loads and generation of wastes (so etc.) that must be stored, managed	Ments, ods, caustics, lead, as I and disposed of in strict corr
		# 2 TOTAL PARTS	18.77	with federal, state and local envi- these regulations and elso believe help ensure a safer, healther en	our customers do too becau
	JOB # 2 TO	TAL LABOR & PARTS	31.77	with these regulations increase the costs simply result in an increased has decided in feu of raising its la on appropriate service bills because	hourly labor charge. This dea bor rate, to list a compliance
#I3E00GVZ00111EEEE27EROINTEINSF	PECTION TECH(S)	76198	<u> </u>	NOT RESPONSIBLE FOR LO	to pay for a cleaner environ
TIRES WERE ALL UNDER	REE 27 POINT INSPECTION. INFLATED SET TO 30, BRAKES NEED	ED		OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEY	LES IN CASE OF FIRE,
FRONT AND REAR, AIR F COMPLETED A FREE 27 F	POINT INSPECTION AS REQUESTED. S	EE		THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS	
ATTACHED SHEET FOR IN		. ,		ISTERED OWNER OR PERSON	
ARTSQTYFP-NUMBER		# 3 TOTAL PARTS	0.00		
	JOB # 3 TO	TAL LABOR & PARTS	0.00		2 BA
# 4+00CVZ015)B/RESURE TECH(S):	7619	90100		
REPLACED FRONT BRAKE	ONT BRAKE PAD REPLACEMENT PADS, RESURFACED ROTORS, LUBED	CALLIPER		Good	wrench
SLIDES, TOPPED OFF BI	RAKE FLUID. TEST DROVE TO VARIF	REPAIR.			
ARTSOTYFP-NUMBER OB # 4 1 BCD1028	PADS 10522	UNIT PRICE- 66.66	66.66	Goods Than	k Uou
OB # 4 1 88862650	CLEANER 8.800	6.90 8 # 4 TOTAL PARTS	6.90 73.56		
		OTAL LABOR & PARTS	163.56		
# TANCOTATO TO THE TANCOTATION OF THE PARTY				3311	
#5±00CVZ0181 ***********************************	R BRAKE PAD REPLACEMENT AND ROT	R NOTAL TOTAL	<u> </u>		
RESURFACE			\mathbb{N}	3	
•			_ U	12/2	HEVROLET



48240

Y611

MIKE YATES

22889

22003		WIKE INIES		402	40	AOTT	03/1//00	CVC2T40
		LABOR RATE	LICENSE NO		MILEAGE	30,918	LASER BLUE	STOCK NO.
WILMINGTON, NC		96/CHEVROLE			SDN		DELIVERY DATE	DELIVERY MILES
nzzaznarom, me		VEHICLE I.D. NO.	5 1 8 (SELLING DEALER NO.	PRODUCTION DATE
O EMAIL		F. T. E. NO.		P. O.	NO.		^າ ດິ9ິ/ີ 15/08	REPRINT:
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS						мо: 309
	EAR BRAKE PADS, RESURFAC						TERMS: CASH UNLESS	ARRANGEMENTS M
SLIDES, TO	PPED OFF BRAKE FLUID, TE	ST DROVE TO VERI	FY REPAIR				WARRANTY	DISCLAIMER
ARTSFP.NIIM	BERDESCRI	PTTON		IINTT PR	ICF.		Any warranties on	the item/items
	1033 PADS 10	0522		6	7.11	67.11	hereby are those r	made by the m
		J	10B # 5 T	OTAL PA	RTS	67.11		
		JOB # 5	TOTAL LAB	OR & PA	RTS	157.11	disclaims all warrar or implied, including	
TSC	ESCRIPTION		CONTROL	NO	·		ranty of merchantal	
	HOP SUPPLIES		-CONTROL	10		19.30	particular purpose a	and neither assu
			TOT	AL - MI	SC	19.30	nor authorizes an	y other perso
							assume for it any li	iability in connec
CLETED ODEDATION(S)					• • • • •		with the sale of this	item/items.
OCVZ54 WASH AN	D VAC						SHOP M	ATERIALS
							This figure incorporates :	
OTALS		• • • • • • • • • • • • • • • • • • • •		• • • • • • •			your vehicle which include	
********************************	F OUR CUSTOMERS******	*****	TOTAL	LABOR.		193.00	shop towels, etc. A full available for your inspection	
Our goal is to have v	ou "COMPLETELY SATISFIED	" with each *		PARTS.		159.44	ENVIRONMENTAL C	OMPLIANCE CHARGE
'service visit. Please	contact CYNDI MCKENZIE	at 1-910- *		SUBLET		0.00	Maintaining and repairing your car icals and generation of wastes (sol	inovitably involves the use (ivents, oils, caustics, lead, a
350-1400, or e-mail u	s at JG.SERVICE@HENDRICK	AUTO.COM to *		G.O.G.		0.00	etc.) that must be stored, managed with federal, state and local envi these regulations and also believe	and disposed of in strict cor ironmental regulations. We
Tet us know what we c Tyour future service v	ould have done or can do	to make *	TOTAL	MISC C MISC D	114. 150	19.30 0.00	i help ensure a sater, healthier err	vironment for everyone, Co
**********	15165 even better.	*****		TAX		10.76	with these regulations increase the costs simply result in an increased has decided in fieu of raising its lat	hourly labor charge. This de
							on appropriate service bits because interested to know they are helping	le we believe our customer to to pay for a cleaner environ
	2511112525 500 VOUS NEVE	CERUTOE	TOTAL	INVOI	CE \$	382.50	NOT RESPONSIBLE FOR LOS	
VISIT DIFASE GIV	. REMINDERS FOR YOUR NEXT 'E US A CALL AT 910-350-1	SEKAICE					OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEYO	LES IN CASE OF FIRE.
							OH ANT OTHER CAUSE BER	JAN OUR CONTROL
<i>l</i> e thank you for your b	team at JEFF GORDON CHE usiness and look forward	vrolet.		tymegar arv	· · ·	sec . , , ,	THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	AND THEN ONLY TO THE
serving you	in the future.	•					,	
				•		٠.	,	
OUCTOUED COMME	Inc.					_	_	_
CUSTOMER SIGNATU		E INVOIC	E. ***	***	*****	****		<u>am</u>
	I		4).			,= tt., -,	·	
					12.		Good	wrench

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CVCS140545

09/17/08

PAGE 2 OF 2



MIKE HUTSELL

LABOR PATE

CUSTOMER NO.

PAGE 1 OF 1

CUSTOMER COPY

22889

36472 TAG NO.

[END OF INVOICE] 08:32am

Y384

INVOICE NO. CVSS118607

02/05/08

24,959 COLOR BLUE

					27,333	EASER BEGE	.] .
WILMINGTON, NC		YEAR / MAKE / MODEL 06/CHEVROL	ET/MALIBU/4	DR SDN		DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		VEHICLE I.D. NO.	5 1 8 6 6			SELLING DEALER NO.	PRODUCTION DATE
		ETE.NO.		P. O. NO.		R.C.DATE	
O EMAIL		17.12.10.		1.0.110.		02/04/08	
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS					MO: 249
ABOR & PARTS	NATION TO COMPANY				V2751142500	TERMS: CASH UNLESS	ARRANGEMENTS MA
FEISOUCVZ59	DOINOT USE REQUESTS FULL DETAIL	FOR CAR OR SMALL TR)[: 1183222#32\23]		ELAU OU	WARRANTY	DISCLAIMER
	D FULL DETAIL FOR CAR		ook.			Any warranties on	
		10p # 1	TOTAL LABOR 9	DADTC	140.00	hereby are those i	
			TOTAL LABOR &		140.00	facturer. The selle disclaims all warrar	
72190GVZ38	SPECIAL REQUEST	TECH(S) <u>:</u> 118355	學之之中的	40.100	or implied, including	
NEW OR US REMOVE A	SED VEHICLE DEPARTMENT LL WINDOW TINT	HAS SPECIAL REQUES	١.			ranty of merchanta	
COMPLETE	D SPECIAL REQUEST FOR	NEW OR USED VEHICLE	DEPARTMENT			particular purpose a	
		100 # 2	TOTAL LADOD R	DARTE	40.00	nor authorizes an	7
	••••••		TOTAL LABOR &	<i></i>	40.00	assume for it any i	•
	-DESCRIPTION		CONTROL NO		40.00	with the sale of this	
B#A SHW	SHOP SUPPLIES		TOTAL -	MISC	18.00 18.00	SHOP M. This figure incorporates	ATERIALS
					10.00	your vehicle which includ	es cleaners, special li
TALS	•••••		• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • •		shop towels, etc. A full available for your inspecti-	
*****************************	OF OUR CUSTOMERS****	*****	TOTAL LAB	DR	180,00		OMPLIANCE CHARGE
Our goal is to have	vou "COMPLETELY SATIS	FIED" with each *	TOTAL PAR	TS	0.00	Maintaining and repairing your car icals and peneration of wastes (so	inevitably involves the use of vents, pile, causees, lead, set
service visit. Plea	se contact CYNDI MCKEN us at JG.SERVICE@HENE	ZIE at 1-910· *	TOTAL SUBS TOTAL G.O		0.00 0.00	etc.) that must be stored, managed with federal, state and local envithese regulations and also believe	and disposed of in stact compronmental regulations. We s
let us know what we	could have done or ca	in do to make *	TOTAL MIS		18.00	help ensure a sater, healthier en with these regulations increase the costs simply result in an increased has decided in lieu of raising its la	experience of service of services.
your future service	visits even better.	· *	TOTAL MISS		0.00	costs simply result in an increased has decided in lieu of raising its la on appropriate service bills because	hourly labor charge. This dea bor rate, to list a compliance
**********	********	******	TOTAL TAX		0.00	interested to know they are helping	to pay for a cleaner environr
TO 0701 HD 500 514	TI DENTHERE COD VOUS	UEVE CERUZOE	TOTAL INV	OICE \$	198.00	NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC	LES IN CASE OF FIRE, T
VISIT PLEASE G	IL REMINDERS FOR YOUR IVE US A CALL AT 910-3	NEXT SERVICE 350-1400				OR ANY OTHER CAUSE BEY	OND OUR CONTROL
om the entire comui	ce team at JEFF GORDON		4. t. + 1	* ****** *.	T-1.	THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS	AND THEN ONLY TO THE
	business and look for		· •			ISTERED OWNER OR PERSON	AUTHORIZING REPAIRS.
serving yo	u in the future.						
OUSTONED STONE	mine // //						GM.
CUSTOMER SIGNA	NUKE	ATE. INVOIC	F. *****	*****	*****	· •	
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CUSTOMER NO.	22889	ADVISOR MIKE YATES	48240 TAG N	Y384	02/05/08
			MILEAGE		LASER BLUE
WITH MINIC	TON NC	YEAR / MAKE / MODEL 06/CHEVROLE	T/MALIBU/4DR SDN		DELIVERY DATE
MITWING	TON, NC	VEHICLE I.D. NO.	5 1 8 6 6 F		SELLING DEALER NO.
		F.T.E.NO.	P.O.NO.		R.O. DATE 01/31/08
NO EMAIL RESIDENCE PHONE		COMMENTS			01/31/08
HESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
LABOR & PAR	TS				TERMS: CASH UNLESS
U#FISUSUVZU	OIS CUSTOMER REQUESTS AN ENG	- R (A TOTAL AND OIL FILTER CHAN	Ш9528————————————————————————————————————	/د. الله	WARRANTY
	COMPLETED REPLACING ENGI	NE OIL AND OIL FILTER AS RE	QUESTED.		Any warranties on
	PRESSURE CHECKED AUR ET	ION AS REQUIRED. ADJUSTED 1 LTER, BELTS AND HOSES AND F	IRE AIR		hereby are those facturer. The selle
	UNDER HOOD FLUID LEVELS	TO PROPER LEVELS.	TELEB MEL		disclaims all warra
DADTS	QTYFP-NUMBER	DESCRIPTION	UNIT DRICE		or implied, includi
JOB # 1	1 89017524 1 0IL	FILTER 1.836	4.27	4.27	ranty of merchanta
JOB # 1	1 OIL	Q-STATE	11.60	11.60	particular purpose
		J	DB # 1 TOTAL PARTS	15.87	nor authorizes a assume for it any
		JOB # 1	TOTAL LABOR & PARTS	27.24	with the sale of this
J#32205CVZ0	OTOLE 22 27 POINT INSPECT	10N: 2: 3: 3: 3: 3: 3: 4E0H(65))	D19528	0.00	SHOP N
 	CUSTOMER REQUEST A FREE	27 POINT INSPECTION.			This figure incorporates
	PLEASE CHECK ALL TIRES A COMPLETED A FREE 27 POIN	T INSPECTION AS REQUESTED.	SEE		your vehicle which include shop towels, etc. A full
	ATTACHED SHEET FOR INSPE	CTION DETAILS.			available for your inspect
PARTS	OTYFP.NIMBFR	DESCRIPTION	UNIT PRICE.		ENVIRONMENTAL (Maintaining and repairing your or
.,	QTYFP-NUMBER	J	DB # 2 TOTAL PARTS	0.00	icals and generation of wastes (sett.) that must be stored, manage with federal, state and local en
İ		108 # 2 1	TOTAL LABOR & PARTS	0.00	these regulations and also believe help ensure a saler, healthier a with these regulations increase the
					costs simply result in an increase has decided in heal of raising its l
3##3 245 GVZ	STEERING/SUSPENS CUSTOMER STATES: POWER S	TONE TENTING AGAIN	101952815/225	WARRANTIY	on appropriate service bills becau interested to know they are helps
	STEERING GEAR BINDS WHEN	TURNING.			NOT RESPONSIBLE FOR LO
	REPLACE STEERING GEAR AN NOISE WHEN TURNING RESET	D RS OUTER TIE ROD END TO (CORRECT		OR ANY OTHER CAUSE BEY
	NOISE WHEN TURNING RESET	10E			THE REPAIRED VEHICLE WI
PARTS	QTYFP-NUMBER	DESCRIPTION	UNIT PRICE-	LIADDANITY	REGULAR SERVICE HOURS ISTERED OWNER OR PERSO
JOB # 3	1 15944072 1 25902150	GEAR 6.508		WARRANTY WARRANTY	
JOB # 3	1 15944072 1 25902150 1 25902150 1 15944090	CORE RETURN		WARRANTY	
JOB # 3	1 15944090	ROD K11 6.230	DB # 3 TOTAL PARTS	WARRANTY 0.00	
		. A	**.		
 		~ JOB # 3:-1	TOTAL LABOR & PARTS	0.00	
J#£4±00CVZ0	26) REPLACE TWO TITLE	S. & ' = & ' C ' Z	1119528	23.97	Good
	CUSTOMER REQUESTS REPLAC	E TWO TIRES.			
	REPLACED AND BALANCED TW				7/-
PARTS JOB # 4	QTYFP-NUMBER	DESCRIPTION		104.00	inan
JOB # 4	2 89016781	B2156016 5.880	92.00 DB # 4 TOTAL PARTS	184.00 184.00	
_			•		
		JOB # 4	TOTAL LABOR & PARTS	207.97	
J#25+03CVZ0	12 EMISSIONS INSPEC	THION TO THE CHICK!	119528	23.75	,2,3,1,1
	CUSTOMER REQUESTS NORTH	CAROLINA EMISSIONS INSPECT	ION.		7,3,3
	SEE ATTACHED PRINT OUT F	LEMISSIONS INSPECTION AS RI OR RESULTS.	בעטבטובט.	- n -	
	SEE WINDHED INTHI OUT I			$\mathbb{P} \ \mathbb{W}$	() de
				U	400
PAGE 1 OF 2	CUSTO	MER COPY [CONTINUED ON NEXT PAGE	08:32am	
		•	•		•

CUSTOMES NO.

ERMS: CASH UNLESS ARRANGEMENTS MADE.

NVOICE NO.

TOCK NO.

DELIVERY MILES

PRODUCTION DATE

CVCS118387

MO: 24960

9

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

Mantaning and repositing your car inevestely involves the use of observational and repositing your car inevestely involves the use of observations and interestion of waster (solvents, oils, caustics, lead absettos, etc.) that must be stored, managed and disposed of in sinct compliance with federal, state and locis environmental regulations. We support these regulations and also believe our customers do too because trey help ensure a saler, healthner environment for everyone. Complying with these regulations increase the cost of service, Ordinarily, increase costs samply result in an increased houry tibor charge. This dealership has decided in lead or risking its labor risk. To list a compliance charge has decided in lead or risking its labor risk. To list a compliance charge has decided in lead or risking its labor risk.

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 REG-STERED OWNER OR PERSON AUTHORIZING REPAIRS.







CUSTOMER NO. 22889		ADVISOR MIKE YATES	4	8240 TAG NO	Y384	INVOICE DATE 02/05/	′08	INVOICE NO. CVCS1183
		LABOR RATE	ĬĹ	MILEAGE	24,959	LASER	BLUE	STOCK NO.
WILMINGTON, NC		YEAR / MAKE / MODEL 06/CHEVROLE				DELIVERY DATE		DELIVERY MILES
WILLIAM ON , INC		VEHICLE I.D. NO.	5 1 8 6 6	F		SELLING DEALE		PRODUCTION DATE
NO EMAIL		F. T. E. NO.		P. O. NO.		[†] 01751/	′08	
RESIDENCE PHONE BU	SINESS PHONE	COMMENTS						MO: 2490
PARTSQTYFP-NUMBER	DESCRIF		OB # 5 TOTAL		0.00	· · · · · · · · · · · · · · · · · · ·		ARRANGEMENTS MAI DISCLAIMER
		JOB # 5	TOTAL LABOR &	PARTS	23.75	Any warra	anties on	the item/items s
JOB # 4 TIREFEE TIRE C	REIGHT		TOTALCONTROL NO TOTAL -		WARRANTY 0.00 5.91 3.68 6.25 15.84	facturer. disclaims or implied ranty of m particular nor autho assume for	The seller all warrand, including perchantal purpose a prizes and rit any liter.	nade by the main r hereby expresintes, either expresing g any implied woility or fitness found neither assuming y other personability in connect item/items.
TOTALS* ******************************	OMPLETELY SATISFIED' act CYNDI MCKENZIE a	' with each * at 1-910- *	TOTAL LABO TOTAL PART TOTAL SUBI	rs .et	59.09 199.87 0.00	your vehicle shop towels,	which include , etc. A full	ATERIALS supplies used in serving as cleaners, special ful- list of these supplies on at the cashier's desk
* 350-1400, or e-mail us at * let us know what we could * your future service visits ************************************	have done or can do	to make *	TOTAL G.O. TOTAL MISO TOTAL MISO TOTAL TAX	C CHG. C DISC	0.00 15.84 0.00 13.49	Maintaining and richis and generati etc.) that must be with lederal, stail these regulations help ensure a si with these regulati	epairing your car- ion of wastes (soli stored, managed e and local envi- and also believe and solitor en- tions increase the bons increase the	OMPLIANCE CHARGE inevitably involves the use of cents, olia, caustics, lead, asbo and disposed of in strict compliance in strict compliance in strict compliance in strict compliance in strict compliance in strict compliance in strict compliance in strict compliance in strict compliance in strict compliance in strict count of service. Ordinarily, incident of services, Ordinarily, incident of services, Ordinarily, incident of services.
TO SIGN UP FOR EMAIL REMI	NDERS FOR YOUR NEXT	SERVICE	TOTAL INV	OICE \$	288.29	has decided in lie on appropriate se	ru of raising its lat rivice bills because	hourly labor charge. This deale for rate, to list a compliance of e we believe our customer wou to pay for a cleaner environme
From the entire service team We thank you for your busine	at JEFF GORDON CHE	ROLET.				OR ARTICLES OR ANY OTHE	LEFT IN VEHIC R CAUSE BEYO	SS OR DAMAGE TO VEHIC LES IN CASE OF-RIRE, TH OND OUR CONTROL.
serving you in to	ne:future.			•		REGULAR SER	MICE HOURS A	IND THEN ONLY TO THE I AUTHORIZING REPAIRS.
CUSTOMER SIGNATURE								
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PAGE 2 OF 2

CUSTOMER COPY

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22889		BRETT LEE		1099Z	G392	08/23/07	CVCS1024
		LABOR RATE		MILEAGE	20,214	LASER BLUE	STOCK NO.
_		YEAR / MAKE / MODEL	LET/MALIBU/	ADR SON		DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		VEHICLE I.D. NO.	•			SELLING DEALER NO.	PRODUCTION DATE
_		F.T.E.NO.	51866) F		R O DATE	
D EMAIL				17. O. MO.		[©] 08/23/07	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS					мо: 202
BOR & PARTS						TERMS: CASH UNLESS	ARRANGEMENTS M
STEERING W	TATES THERE IS A LOUD HEN TURNING.	MOANING NOISE FRO	OM THE		₩ARKAN IY	Any warranties on	
INTERNAL BI PARTS WARRA	JSHING NOISE FROM INSI ANTY FROM RO #101210	DE STEERING GEAR	•			hereby are those r facturer. The selle	•
vrtsOtyFP-NUM		CRIPTION	INT	T PRICE.		disclaims all warrar	
B # 1 1 158	58368 GEAR	6.508	0.11	TRICE	WARRANTY	or implied, including ranty of merchantal	
B # 1 ·1 158	58368 CORE	RETURN	JOB # 1 TOTA	L PARTS	WARRANTY 0.00	particular purpose a	•
		10R #	1 TOTAL LABOR		0.00	nor authorizes an	- '
	· · · · · · · · · · · · · · · · · · ·		1 TOTAL LABOR	3 FAILIS		assume for it any fi with the sale of this	
TALS						SHOP M	ATERIALS
**************************************	F OUR CUSTOMERS****** ou "COMPLETELY SATISFI	(ED" with oach *	TOTAL LA TOTAL PA		0.00 0.00	This figure incorporates a your vehicle which include	
service visit. Please	contact CYNDI MCKENZI	[E at 1-910- *	TOTAL SU	BLÉT	0.00	shop towels, etc. A full	list of these supp
350-1400, or e-mail u let us know what we c			TOTAL G.		0.00 0.00	available for your inspection	ON At the cashier's de
your future service v	isits even better.	*	TOTAL MI	SC DISC	0.00	Maintaining and repairing your car icals and generation of wastes (sol etc.) that must be stored, managed	inevitably involves the use vents, Oils, caustics, lead, a
***********	*********	***********	TOTAL TA		0.00	with federal, state and local envi- these regulations and also believe help ensure a sater, healthier on	ronmental regulations. We our customers do too beca
TO SIGN UP FOR EMAIL	REMINDERS FOR YOUR NE E US A CALL AT 910-350	EXT SERVICE)-1400	TOTAL IN	IVOICE \$	0.00	with these regulations increases the costs simply result in an increased has decided in Seu of razing its laid on appropriate service bits because interested to know they are helping	cost of service. Ordinanty, hourly labor charge. This di bor rate, to list a compliance we believe our customer.
VISIT PLEASE GIV		•				NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC	
rom the entire service e thank you for your b	usiness and look forwa					OR ANY OTHER CAUSE BEY	
rom the entire service thank you for your b			e twitted		•		OND OUR CONTROL. BE RELEASED ONLY TO THEN ONLY TO THE
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PAGE 1 OF 1



CUSTOMER NO. 22889	ADVISOR BRETT LEE	10992 TAG NO. 392G	08/23/07	INVOICE NO. CVCS101210
	LABOR RATE LICENSE NO.	LMILEAGE 20,7	COLOR	STOCK NO.
WILL MINISTON INC	YEAR / MAKE / MODEL 06/CHEVROLET/MALI	BU/4DR SDN	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC	VEHICLE I.D. NO. 1 G 1 8	6 6 F	SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL	F. T. E. NO.	P. O. NO.	08/14/07	REPRINT# 1
RESIDENCE PHONE BUSINESS PHONE	COMMENTS	l		MO: 20706
LABOR & PARTS		TH OF 20 THE RESERVE AND A	TERMS: CASH UNLESS	ARRANGEMENTS MADE.
END WHILE TURNING HARD. CUSTOMER RODE WITH DAN TOZOL HAS A MOANING NOISE WHEN TUF TURN. HAVE TRIED TO SPRAY SI BOOT. NOISE STILL THERE. REF STILL THERE. FRONT END SUSPE OR SOUND LIKE COMING FROM RA TRANSFER THOUGH STEERING COL CALLED UP TECH LINE, CASE NI THERE WILL ALWAYS BE SOME NO STEERING WHEEL LOCK TO LOCK AND LUBE STEERING GEAR AROU STILL THERE. AFTER THAT WAS RACK. REPLACED RACK NOISE WI REPLACED STEERING COLUMN, ST TURN. AGAIN TRIED TO LUBE DO REC ORDERED STEERING RACK. AFTER TALKING TO TECHLINE.	LOUD MOANING NOISE FROM THE FROUR. RRING STEERING WHEEL TURN TO UPER LUBE AROUND STERING SHAFT PLACED STEERING SHAFT. NOISE ENSION TIGHT. DOES NOT FEEL ACK. POSSIBLE NOISE BEING LUMN. LUMN. LUMBER 9816103. WAS TOLD DOISE FROM TURNING THE . TECHLINE THEN SAID TO TRY NO THE DUST BOOT. SLIGHT NOISE SUGGESTED TO REPLACE STEERING ENT AWAY. ILL HEAR NOISE FROM TURN TO DOWN STEERING SHAFT. NO GOOD. REPLACED STEERING GEAR. -DESCRIPTION	-UNIT PRICE - INTER WARRA WARRA TOTAL PARTS 0	Any warranties on hereby are those in facturer. The selled disclaims all warranties or implied, including ranty of merchantal particular purpose and assume for it any light with the sale of this strength with the sale of this shop towels, etc. A full available for your inspective with faderal, state and locate with these regulations and repositing your carbonal states on appropriate service bills are regulations and also believe with federal, state and locate with these regulations and stop towels, etc. A full available for your inspective states and generation of wastes (see etc.) that must be stored, managed with federal, state and locate with these regulations increase the control increase the control increase the control of ratising its to on appropriate service bills because increases the store whey are helpion NOT RESPONSIBLE FOR LO	ATERIALS Supplies used in servicing les cleaners, special lubes, list of these supplies is on at the cashier's desk. OMPLIANCE CHARGE intertable intertably involves the use of cheminertably involves the use of cheminertably involves the use of cheminertable involves the use of cheminertable involves the use of cheminertable involves the use of cheminertable involves the use of charge involves in the use of the use
THE STANCE TO STANCE STANCE OF THE PROPERTY OF THE STANCE	JOB # 1 TOTAL LA		. UU OR ANY OTHER CAUSE BEY	
U# 21000VZ006 2 WHEEL ALIGNMENT CUSTOMER REQUESTS TWO WHEEL SEE JOB 1 ALIGNED VEHICLE TO SPEC, AT PERFORMED 4WHEEL ALIGN REAR	ALIGNMENT TACHED ALIGNMENT PRINT OUT.	WARKA	THE REPAIRED VEHICLE WILL STERED OWNER OR PERSON	L BE RELEASED ONLY DURING AND THEN ONLY TO THE REG- NAUTHORIZING REPAIRS.
PARTSQTYFP-NUMBER	-DESCRIPTIONJOB # 2	-UNIT PRICE- TOTAL PARTS 0	.00	<u>GM</u>
The second of th	JOB # 2 TOTAL LA	BOR & PARTS 0	Good	wrench
9#13751GVZ015 BODY EUEGRICAL	TECH(S):119528 IGHTS ARE STAYING ON ALL THE	WARRA	NITY	wrench k You
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JOB # 3 1 22666955	-DESCRIPTION	TOTAL PARTS 0	NTY .00 .00	
PAGE 1 OF 2 CUSTOMER	R COPY [CONTINU	ED ON NEXT PAGE] 08:32am	Cotto	HEVROLËT



22889		ADVISOR BRETT LEE	10992	g NO. 392G	08/23/07	CVCS10121
	·····	LABOR RATE	UCENSE NO MILEA		COLOR	STOCK NO.
		YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
VILMINGTON, NC		06/CHEVROL VEHICLE I.D. NO.	ET/MALIBU/4DR SDI		SELLING DEALER NO.	PRODUCTION DATE
_		1 G 1 Z T	5 1 8 6 6 F		SELLING DEALER NO.	PRODUCTION DATE
EMAIL		F, T, E. NO.	P. O. NO.		08/14/07	REPRINT#
SIDENCE PHONE	BUSINESS PHONE	COMMENTS			1	MO: 2070
MENTS					TERMS: CASH UNLESS	ARRANGEMENTS MA
Our goal is to have y service visit. Please 350-1400, or e-mail u let us know what we c your future service v	F OUR CUSTOMERS************* ou "COMPLETELY SATISFIED" contact CYNDI MCKENZIE a s at JG.SERVICE@HENDRICK ould have done or can do isits even better.	'with each * at 1-910- * AUTO.COM to * to make * ***********************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE	0.00 0.00 0.00 0.00 0.00 0.00 0.00	Any warranties on hereby are those in facturer. The selle disclaims all warrant or implied, includir ranty of merchanta particular purpose and assume for it any it with the sale of this	made by the ma er hereby expres nties, either expring any implied with bility or fitness for and neither assuring other person iability in connecti
VISIT PLEASE GIV om the entire service	E US A CALL AT 910-350-1 team at JEFF GORDON CHE usiness and look forward	400 VROLET.			SHOP M This figure incorporates your vehicle which includ shop towels, etc. A full available for your inspecti	les cleaners, special lu I list of these supplie
3 3 •					ENVIRONMENTAL C Maintaining and repairing your car	r inevitably involves the use of o
CUSTOMER SIGNATU	IRE	E IN-VOIC	E **********	*****	Maintaining and repairing your cas- icals and generation of wastes (so stc.) that must be stored, managed with indears, state and local erw these regulations and also believe help ensure a saler, healthier ar- with these regulations increased with these regulations increased has decided in feu of raising as la on appropriate service bilds becaus- interested to know they are helping	ir inevitably involves thruse of whents, olis, causincs, lead, asbit and disposed of in strict comp frommental regulations. We as our customers do too because wirdonnent for everyone. Come e cost of service. Ordinanty, ind in lourly labor charge. This deal abor rats, to fist a complance or se we believe our customer wo g to pay for a cleaner environmer g to pay for a cleaner environmer.
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CUSTOMER SIGNATU	IRE	E IN-VOIC	E ************************************	**************************************	Maintaining and repairing your cast class and generation of wastes (so stc.) that must be stored, managed with indexis, state and local error these regulations and also believe help ensure a safer, heatther as with these regulations increased must be a state of resisting and con appropriate service bilds because interested to know they are helping MOT RESPONSIBLE FOR LO OR ARTICLES LEFT IN VEHICLES.	ir inevitably involves the ruse of inventor, size, sustaints, lead, as and disposed of in strict complicements and an expeditions. We are our customers do too because information or everyone, come oost of service. Ordinarily, in flourly labor charge. This desired subtor rate, to fast a compliance see we believe our customer wig to pay for a cleaner environment. SS OR DAMAGE TO VEHICLES IN CASE OF FIRE. TOND OUR CONTROL. L. BE RELEASED CNLY, DI. AND THEN ONLY, TO THE
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CUSTOMER SIGNATU	RE DUPLICAT	E IN-VOIC		******	Maintaining and repairing your class and generation of waster (so stock) that must be stored, managed with federal, state and local envithese regulations and also believe help ensure a safer, heatther are with these regulations and also believe help ensure a safer, heatther are with these regulations and established and in the cops simply result in an increased has decided in feel of rassing as laten experience service bilds because interested to know they are helping. NOT RESPONSIBLE FOR LOO OR ARTICLES LEFT IN VEHILL OR ANY OTHER CAUSE BEY. THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS. ISTERED OWNER OR PERSON.	ir inevitably involves the ruse of invents, size, sustices, lead, as it and disposed of in strict com victormental registrons. We are of the rust of t
CUSTOMER SIGNATU	RE THE DUPLICATION THE	E IN-VOIC		*****	Maintaining and repairing your class and generation of waster (so stock) that must be stored, managed with federal, state and local envithese regulations and also believe help ensure a safer, heatther are with these regulations and also believe help ensure a safer, heatther are with these regulations and established and in the cops simply result in an increased has decided in feel of rassing as laten experience service bilds because interested to know they are helping. NOT RESPONSIBLE FOR LOO OR ARTICLES LEFT IN VEHILL OR ANY OTHER CAUSE BEY. THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS. ISTERED OWNER OR PERSON.	ir inevitably involves the ruse of invents, size, sustices, lead, as it and disposed of in strict com victormental registrons. We are of the rust of t
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	RE THE DUPLICATION THE	E IN-VOIC		****	Maintaining and repairing your class and generation of waster (so stock that must be stored, managed with federal, state and local envithese regulations and also believe help ensure a safer, heatther are with these regulations and also believe help ensure a safer, heatther are with these regulations and established and in the cops simply result in an increased has decided in feel of rassing as larn experience service bilds because interested to know they are helping. NOT RESPONSIBLE FOR LOO OR ARTICLES LEFT IN VEHILL OR ANY OTHER CAUSE BEY. THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS. ISTERED OWNER OR PERSON.	ir inevitably involved theruse of inventors, vice, suchtsch, seed, self and disposed of in strict comprisonments of the compression of the compres



CUSTOMER NO. 22889		ADVISOR JOHN TI	LGHMAN	20339	G1.16	08/02/07	CVCS10012
		LABOR RATE	FICENCE	MILEA		COLOR	STOCK NO.
		YEAR / MAKE / N		IBU/4DR SDN	·	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		VEHICLE LO NO				SELLING DEALER NO.	PRODUCTION DATE
		1 G 1	Z T 5 1 8	1 6 6 F	_	0.0.04	
O EMAIL		F. 1. E. NO.		P.O. NO.		08/02/07	
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS		•		•	MO: 2021
ABOR & PARTS						TERMS: CASH UNLESS	ARRANGEMENTS MA
# 1_05CVZ002	TIRE ROTATION REQUESTS A TIRE ROTAT		ECH(S): 95884	**************************************	16-95	WARRANTY	DISCLAIMER
COMPLETED	TIRE ROTATION AS REQ		NFLATED TIRES	5		Any warranties on	
TO CORRECT	T PRESSURE.					hereby are those refacturer. The selle	*
ARTSQTYFP-NU	MBERDE	SCRIPTION				disclaims all warra	
			JOB # 1	1 TOTAL PARTS	0.00	or implied, includir	-
		JOB	# 1 TOTAL	LABOR & PARTS	16.95	ranty of merchanta	•
# 2_05CVZ001*	BIRES OUR ENTERACE	S PRESENTATION	FCH(S)=95884		11.37	particular purpose a nor authorizes an	
CUSTOMER	REQUESTS AN ENGINE OI	L AND OIL FILT	ER CHANGE.			assume for it any li	•
	REPLACING ENGINE OIL RICATED SUSPENSION AS					with the sale of this	item/items.
PRESSURE.	CHECKED AIR FILTER.	Belts and Hose	S AND FILLED	ÄLL		1	ATERIALS
UNDER HOO	D FLUID LEVELS TO PRO	PER LEVELS.				This figure incorporates your vehicle which includ	
ARTSQTY FP-NU					4 00	shop towels, etc. A full available for your inspecti-	
00B # 2 1 25 00B # 2 1 0I		LTER 1.836 STATE		4.00 11.60	4.00 11.60	ENVIRONMENTAL C	OMPLIANCE CHARGE
, _ , _ , _ , _ , _ , _ , _ , _ , _ , _	•		JOB #	2 TOTAL PARTS	15.60	Maintaining and repairing your car loats and generation of wastes (so etc.) that must be stored, managed	hents oils caustics land ash
		JOB	# 2 TOTAL	LABOR & PARTS	26.97	these regulations and also believe	ironmental regulations. We si our customers do too becaus
J# 3 05€VZ <u> </u>	THE TARE HATHER AND THE				0.00	help ensure a safer, healthier en with these regulations increase the costs simply result in an increased	cost of service. Ordinarily, inc hourly labor charge. This deal
CUSTOMER	REQUEST THAT WE CHECK	BRAKES.			0.00	has decided in lieu of raising its la on appropriate service bills because interested to know they are helping	sé we believe our customer wo
	KES ARE APPROX 50% WC -40% WORN.	rn rear brakes	ARE			NOT RESPONSIBLE FOR LO	SS OR DAMAGE TO VEHIC
						OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEY	
PARTSQTYFP-NU	MBERDE	SCRIPTION	JOB #	UNIT PRICE- 3:TOTAL PARTS -	w. · 0.00	THE REPAIRED VEHICLE WILL	L BE RELEASED ONLY DU
			345 II	•	•	REGULAR SERVICE HOURS STERED OWNER OR PERSON	
				LABOR & PARTS	0.00		•
MISCCODE			CONTR	OL NO	2 02		
JOB # A SHW	SHOP SUPPLIES		-	TOTAL - MISC	2.83 . 2.83		GM
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						1 del	- Balan

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PAGE 1 OF 2



22889		JOHN TILGH	MAN 20339 TAG N	G116	08/02/07	CVCS1001
		LABOR RATE	MILEAGE	20,212	LASER BLUE	STOCK NO.
WILMINGTON, N		YEAR/MAKE/MODEL 06/CHEVROL	ET/MALIBU/4DR SDN	••••	DELIVERY DATE	DELIVERY MILES
minimized ON, I		VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
O EMAIL		F. T. E. NO.	P.O. NO.		*08/02/07	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS			, , , , , ,	MO: 202
TALS					TERMS: CASH UNLESS	
Our goal is to ha service visit. Pl 350-1400, or e-ma let us know what your future servi	LL OF OUR CUSTOMERS****** IVE you "COMPLETELY SATISF ease contact CYNDI MCKENZ I'l us at JG.SERVICE@HENDR We could have done or can ce visits even better. ***********************************	IED" with each * IE at 1-910- * ICKAUTO.COM to * do to make * ***********************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	28.32 15.60 0.00 0.00 2.83 0.00 1.05	Any warranties on hereby are those r facturer. The selle disclaims all warrar or implied, includin ranty of merchantal particular purpose a nor authorizes an assume for it any li	made by the ma r hereby expres nties, either expr g any implied w pility or fitness fo and neither assun y other person ability in connect
thank you for yo	rvice team at JEFF GORDON pur business and look forw you in the future.				with the sale of this SHOP M. This figure incorporates syour vehicle which include shop towels, etc. A full available for your inspection.	ATERIALS supplies used in services cleaners, special lu- list of these supplie
CUSTOMER SIG		TE INVOIC	E *************	*****	Maintaning and repairing your car loals and generation of wastes (sol- etc.) that must be stored, manegad with federal, state and local error trease regulations and also believe helb ensure a astier, heatther or with these regulations increased the COSES samply result in an increased has decided in less of missing its last on appropriate service bills becaus interested to know they are helping	wents, oils, caustics, feed, asis, and disposed of in sartic tomp nonmental regulations. We support the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same state of the same same state of the same same state of the same same same same same same same sam
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CUSTOMER NO.	ADVIS	OR			TAG NO		INVOICE DATE	INVOICE NO.	
22889	1	IN TILG	HAN LICENSE NO	203	39 MILEAGE	G133	01/30/07	CVCS8160)6
			CIC FINSE NO		MILEAGE	14,078	LASER BLUE	STOCK NO.	
	YEAR 06	/MAKE / MODEL	LET/MALI	BU/4DR	SDN		DELIVERY DATE	DELIVERY MILES	9
WILMINGTON, NC	VEHIC	LE I.D. NO.	5 1 8				ELLING DEALER NO.	PRODUCTION DATE	<u>-</u>
	F.T.E.		3 T O	P.O. N	0.		R. O. DATE	1.	
NO EMAIL							01/30/07		
RESIDENCE PHONE BU	SINESS PHONE COMM	MENTS						MO: 140)78
LABOR & PARTS						VTIAGOAUI	TERMS: CASH UNLESS	ARRANGEMENTS MA	ADE.
AT ONLY AT 25 F LOOSE PLASTIC O TEST DROVE TO V D PLASTIC COWL TAPE TO UPPER E CORRECTION, NO PARTS	S THERE IS A NOISE LIKE A PLUS MILES PER HOUR NOT S COWL VERIFY COMPLAINT, FOUND (CLEANED IT AND WINDSHIE EDGE, REINSTALLED AND TE: FURTHER NOISES CAN BE HI	A LEAF IN SITTING ST GM DOC.189 LD AND ADD ST DROVE T EARD AT TH N JOB # TECHGE ERVICE. RIVE LINE	THE AC OR FILL 1671, REMOVED 2 SIDED O VERIFY IS TIME JOB # 1 1 1 TOTAL LAB	E UNIT PRI OTAL PAR OR & PAR	ICE - RTS	0.00	Any warranties on hereby are those in facturer. The selle disclaims all warrandor implied, includir ranty of merchanta particular purpose a nor authorizes and assume for it any light with the sale of this SHOP M. This figure incorporates your vehicle which includ shop towels, etc. A full	made by the mar hereby exprenties, either exprendies, either exprendied with the second and neither assuring other personability in connectitern/items. ATERIALS supplies used in serves cleaners, special list of these supplies of the supplies of t	anu- essly ress war or a mes n to ction vicing ubes es i:
ENGINE DRIVE BE ADJUSTED AIR PE VEHICLE INSPECTOR PARTS	DESCRIPTIO Q-STATE 2 FILTER 1.8	TIRES LATE PERFORMED N	JOB # 2 TOTAL LAR	UNIT PRI 11 4 OTAL PAR	1.60 1.00 RTS	11.60 4.00 15.60 43.92	available for your inspecti ENVIRONMENTAL C. BANTARON and receiving your car case and persention of westers (or case and persention of westers (or case). Ther must be stored, marraged with secend, state and local error these regulations or and also believe help ensure a safet, healthier or with these regulations increase he onsure a safet, healthier or with these regulations increase he on surprise service Dilla because normanisments to how they are health increased to how they are health increased to how they are health NOT RESPONSIBLE FOR LO OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEYN	OMPLIANCE CHARGE inevitably involves the use of vents, oils, casists, lead, as when, oils, casists, lead, as and disposed of in thrict commonments are our customers do too because woments for everyone, con cost of service. Ordinary, in hourly stoor charge. This deep our rate, to let a compliance so the believe our customer with the properties of the compliance of the properties of the pr	f cher besto suppo se the mphy charg ould b ment.
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	er ifg Hange	J0B #	3 TOTAL LA	OR & PAR	RTS	23.50		<u>GM</u> .	
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gradus and regimes company es			C		? ⁽	Ý		HEVROLET.	フ
PAGE 1 OF 2	CUSTOMER COPY		(CONTINUE	D ON NEX	T PAGE]	08:33am	1400	LVKOLE	



22889		JOHN TILGHMAN	20339	G133	01/30/07	CVCS81606
		LABOR RATE LICEN YEAR / MAKE / MODEL	SE MO MILEAGE	14,078	COLOR LASER BLUE DELIVERY DATE	STOCK NO. DELIVERY MILES
WILMINGTON, NC		06/CHEVROLET/M	ALIBU/4DR SDN		DELIVERY DATE	9
112111111111111111111111111111111111111		VEHICLE I.D. NO.	866F		SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL		F. T. E. NO.	P. O. NO.	•	01/30/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 14078
TOTALS					TERMS: CASH UNLESS	ARRANGEMENTS MADE
VISIT PLEASE GIVE From the entire service	u "COMPLETELY SATISFIED contact CYNDI MCKENZIE at JG.SERVICE@HENDRICK all have done or can do sits even better. REMINDERS FOR YOUR NEXT US A CALL AT 910-350-1 team at JEFF GORDON CHE	T with each * at 1-910- * AUTO.COM to * o to make * * * * * * * * * * * * * * * * * * *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX DTAL INVOICE \$	51.82 15.60 0.00 0.00 11.68 0.00 1.05	Any warranties on hereby are those refacturer. The selledisclaims all warrar or implied, including ranty of merchantal particular purpose an assume for it any limits with the sale of this	made by the manual relation hereby expressly ties, either expressly any implied war bility or fitness for a sand neither assumed by other person to ability in connection item/items.
We thank you for your bu serving you i	isiness and look forward n the future.	I to 			SHOP M/ This figure incorporates s your vehicle which include shop towels, etc. A full available for your inspection	es cleaners, special lubes list of these supplies i
CUSTOMER SIGNATUR		EINVOICE	*****	******	Marcanning and repeating your care Marcanning and repeating your care sells, that make structure and sells, that makes a structure and with federal, state and tocal erns these regulations and also celeve help ensure a state, heatmer on with these regulations increase the coess simply result in an increased has decided in less of nasing its lat on appropriate service bits because interesses to know they are helping	vents, olis, caustics, lead, asthesition and disposed of in shrift compliano ronnential regulations. We support our customers do too because the wronners for everyone. Complying cost of service. Ordinarily, increase hours, but seems to feel the configuration of
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PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 08:33am



220	89	MIKE HUTSELL	36472 TAG NO	FF55	01/08/07	CVCS79376
		LABOR RATE	MILEAGE	13,879	LASER BLUE	STOCK NO.
		YEAR / MAKE / MODEL 06/CHEVROLET/M	ALTRU/ADD SON		DELIVERY DATE	DELIVERY MILES
WILMINGTON, N	IC	VEHICLE I.D. NO.			ELLING DEALER NO.	PRODUCTION DATE
		1 G 1 Z T 5 1	P.O.NO.		R. O. DATE	<u> </u>
O EMAIL SIDENCE PHONE	BUSINESS PHONE	COMMENTS			01/06/07	
SIDENCE PRONE	BUSINESS PHONE	COMMENTS				MO: 1387
ABOR & PARTS·····		######################################		STRUFRNAL	TERMS: CASH UNLESS	
BODY S	HOP REQUEST A VEHICLE TO	BE CLEANED FOR DELIVERY	•	ETH : CIUWE	WARRANTY Any warranties on	DISCLAIMER the item/items so
COMPLE	TED VEHICLE CLEAN UP FOR	BUDY SHUP.			hereby are those	
		JOB # 1 TOTA	L LABOR & PARTS	0.00	facturer. The selle	
0TALS				• • • • • • • • • • • • • • • • • • • •	disclaims all warra or implied, includir	•
**********	LL OF OUR CUSTOMERS****	******	TOTAL LABOR	0.00	ranty of merchanta	bility or fitness for
Our goal is to ha	ve you "COMPLETELY SATIS	FIED" with each *	TOTAL PARTS TOTAL SUBLET	0.00 0.00	particular purpose a nor authorizes ar	
350-1400. or e-ma	ease contact CYNDI MCKEN il us at JG.SERVICE@HEND	RICKAUTO.COM to *	TOTAL G.O.G	0.00	assume for it any l	•
ilet us know what Vour future servi	we could have done or ca ce visits even better.	n do to make *	TOTAL MISC CHG. TOTAL MISC DISC	0.00 0.00	with the sale of this	item/items.
************	*********	*****	TOTAL TAX	0.00	SHOP M This figure incorporates	IATERIALS
		т.	OTAL INVOICE \$	0.00	your vehicle which include	tes cleaners, special lub
TO SIGN UP FOR E	MAIL REMINDERS FOR YOUR GIVE US A CALL AT 910-3	NEXT SERVICE 50-1400			shop towels, etc. A full available for your inspect	
We thank you for yo serving	vice team at JEFF GORDON ur business and look for you in the future.				Mamtaining and replaining your cal- casts and generation of westers (co- ecc) main must be stored, maneges with federal, states and local: em- hese regulations and also believe help ensure a state, healther or with these regulations increase the costs simply result in an increases the state of the control of the con- traction of the control of the con- traction of the control of the con- traction of the control of the con- traction of the control of the con- traction of the control of the con- traction of the control of the con- traction of the control of the con- traction of the control of the con- traction of the control of the con- traction of the control of the con- trol of the control of the con- trol of the control of the con- trol of the control of the con- trol of the control of the con- trol of the control of the con- trol of the control of the con- trol of the control of the con- trol of the control of the con- trol of the control of the con- trol of the control of the con- trol of th	olvents, ods. caustics, lead, asbee is and disposed of in strict compilal informmental regulations. We sup- e our customers do too because it invironment for everyone. Comply et outly labor of service. Oranianly, locre to outly labor charge. This dealer abor rate, to list a compilance che serve believe our customer would.
CUSTOMER SIG		ATE INVOICE	*****	*****	NOT RESPONSIBLE FOR LO OR ARTICLES LEFT IN VEHI	ISS OR DAMAGE TO VEHICL
				,	OR ANY OTHER CAUSE BET	OND OUR CONTROL
		Same of the second second		nger gran i type	THE-REPAIRED VEHICLE WIL REGULAR SERVICE HOURS ISTERED OWNER OR PERSON	OND OUR CONTROL 1. BE RELEASED ONLY DURING AND THEN ONLY TO THE RE
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			30P1		THE REPAIRED VEHICLE WIL REGULAR SERVICE HOURS ISTERED OWNER OR PERSON	I. BE RELEASED ONLY DUR AND THEN ONLY TO THE RE NAUTHORIZING REPAIRS.
			30P1	7	THE REPAIRED VEHICLE WIL REGULAR SERVICE HOURS ISTERED OWNER OR PERSON	I. BE RELEASED ONLY DUR AND THEN ONLY TO THE RI NAUTHORIZING REPAIRS.

[END OF INVOICE] 08:33am

PAGE 1 OF 1



CUSTOMER NO. 22889		JOHN T	"ILGHMAN		20339 TAG NO	5330	01/05/07	INVOICE NO. CVCS79125
		LABOR RATE			MILEAGE	12,875	COLOR	STOCK NO.
		YEAR/MAKE	/MODEL EVROLET/N	4A1 TRII/	ADP SDN	,	DELIVERY DATE	DELIVERY MILES
WILMINGTON, NC		VEHICLE I.D. I					SELLING DEALER NO.	PRODUCTION DATE
NO EMATI		F. T. E. NO.	. 2 1 3 1	. 0 0 0	P. O. NO.		01/04/07	
NO EMAIL RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					01/04/07	12076
LABOR & PARTS		<u> </u>					TERMS CASHLIAN ESS	MO: 12876
J# 1500CVZ0072 3 3 3 24 1	WHEEL (BODYSHOP)		TECH(S)::107	07. J. 19		. 59:.95	TERMS: CASH UNLESS A WARRANTY	DISCLAIMER
ALIGNED AL	REQUESTS 4 WHEEL ALIGNME L FOR WHEELS TO SPECS. S		ED PRINT OU	ΙΤ			Any warranties on	
FOR SPECS.							hereby are those r facturer. The selle	
		JO)B # 1 TOTA	AL LABOR A	& PARTS	59.95	disclaims all warrar	nties, either express
TOTALS							or implied, includin ranty of merchantal	• •
**************************************	F OUR CUSTOMERS*******	****	****	TOTAL LA		59.95	particular purpose a	and neither assumes
* service visit. Please	ou "COMPLETELY SATISFIED contact CYNDI MCKENZIE	at 1-910-	. *	TOTAL PAI TOTAL SUI		0.00 0.00	nor authorizes an assume for it any li	
* 350-1400, or e-mail u * let us know what we c	s at JG.SERVICE@HENDRICK ould have done or can do	AUTO.COM		TOTAL G.		0.00 0.00	with the sale of this	
* vour future service v	isits even better.		*	TOTAL MISTOTAL TA	SC DISC	0.00	SHOP MA This figure incorporates s	ATERIALS
							your vehicle which include	es cleaners, special lubes
	REMINDERS FOR YOUR NEXT		10	JIAL IN	VOICE \$	59.95	shop towels, etc. A full available for your inspection	
VISIT PLEASE GIV	E US A CALL AT 910-350-1	.400					ENVIRONMENTAL CO Maintaining and repairing your car loats and generation of wastes (so)	OMPLIANCE CHARGE inevitably involves the use of cherr health oils causting land, exhauts
	team at JEFF GORDON CHE usiness and look forward						etc.) that must be stored, managed with federal, state and local envi- these regulations and also believe	and disposed of in strict compliand ronmental regulations. We support
serving you	in the future.						help ensure a safer, healthier em with these regulations increase the costs simply result in an increased.	vironment for everyone, Complyin cost of service, Ordinarily, increas hourly labor charge, This dealershi
			- •	•			has decided in lieu of raising its lat on appropriate service bills becaus interested to know they are helping	bor rate, to list a compliance charg se we believe our customer would b
CUSTOMER SIGNATU		E INV	OICE	*****	******	*****	NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC OR ANY OTHER CAUSE BEYO	LES IN CASE OF FIRE, THEF
		·- ·			ener.		THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS A	
							ISTERED OWNER OR PERSON	
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PAGE 1 OF 1



CUSTOMER NO. 22889		KEVIN			5330	01/04/07	CVCB78257	
		LABOR RATE	Ĺ	-	MILEAGE	12,875		STOCK NO.
WILMINGTON, NO		YEAR/MAKE/	VROLET/M	ALIBU/	4DR SDN		DELIVERY DATE	DELIVERY MILES
,			°z т 5 1	8 6 6			SELLING DEALER NO.	PRODUCTION DATE
NO EMAIL		F. T. E. NO.			P. O. NO.		12/26/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS						MO: 1287
LABOR & PARTS	AULSTATE GUAIM		TECH(\$)::8871	31 00000			TERMS: CASH UNLESS	
BODY Ri	EPAIR PER ESTIMATE		; EC: (3); . 00%	فينفسنون والمراد		17.00		DISCLAIMER
COMPLE	TED BODY REPAIR PER ES	STIMATE					Any warranties on hereby are those r	
	-NUMBER	DESCRIPTION		UNI			facturer. The selle	r hereby expressi
JOB # 1 1 JOB # 1 1	15868494 12335940	LAMP 2.679 FASCIA 7.831			233.92 311.03	233.92 311.03	disclaims all warrar	
JOB # 1 1	12333340	7.001	JOB #	1 TOTA		544.95	or implied, including	
		n.	D Д 1 ТОТАI	LADOD	OADTC	718.95	ranty of merchantal particular purpose a	
			B # 1 TOTAL				nor authorizes an	
	EAULSTATE CLAIME.		TECH(S); 2220	0_25770	*****	296:00	assume for it any li	
	SH PER ESTIMATE E JOURNAL PREFIX P !!	!					with the sale of this	item/items.
REFINI	SHED PER ESTIMATE	•					SHOP M	
PARTSOTYFP	-NUMBER	-DESCRIPTION		UNT	T PRICE-		This figure incorporates a your vehicle which include	
indo qui ti	NO IDEN	DESCRIPTION	JOB #	2 TOTA	L PARTS	0.00	shop towels, etc. A full	list of these supplies
		30	B # 2 TOTAL	LAROR	2 DARTS	296.00	available for your inspection	on at the cashier's desk.
						2,0.00	Maintaining and repairing your car loats and generation of wastes (so	inevitably involves the use of cher vents, oils, caustics, lead, asbest
G.O.G. & SUPPLIES JOB # 1 1.0 MA	TEDIAL C	@ 170.400	/UNIT	• • • • • • •		170.40	etc.) that must be stored, managed with federal, state and local envi	momental consistence life incom-
JOB # 1 1.0 CO		@ 3.000	/UNIT			3.00	these regulations and also believe help ensure a safer, healthier en with these regulations increase the	vironment for everyone. Complys cost of service. Ordinarily, increa
JOB # 1 1.0 ST	RIPES	@ 11.000	/UNIT	TOTAL	coc	11.00	heal decided in lieu of raising its tal	nouny rezor charge. I his desierer oor rete, to list a compliance char
	•			TOTAL		184.40	on appropriate service tills becaus interested to know they are helping	
MISC CODE	DESCRIPTION		CON	TROL NO-		г 00	NOT RESPONSIBLE FOR LOS OR ARTICLES LEFT IN VEHIC	LES IN CASE OF FIRE, THE
JOB # 1 BH	W BODY SHOP SHOP SUP	PETE2		TOTAL	- MISC	5.00 5.00	OR ANY OTHER CAUSE BEY	OND OUR CONTROL
p 1 mm a	the plant of the control of the cont	ÇEL PONÇES CONTRACTOR			W 44		THE REPAIRED VEHICLE WILL REGULAR SERVICE HOURS /	
COMMENTS	· · · · · · · · · · · · · · · · · · ·						ISTERED OWNER OR PERSON	
97CVZFRAME REP	AIR FRAME	98CVZMECHANICAL	MECHANICAL I	REPAIR				
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PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:33am



22889		KEVIN KUTZ	4652 TAG N	5330	INVOICE DATE 01/04/07	CVCB78257
		LABOR RATE	MILEAGE	12,875	COLOR LASER BLUE	STOCK NO.
WILMINGTON, NC		YEAR/MAKE/MODEL 06/CHEVROLE	T/MALIBU/4DR SDN	,	DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO.	5 1 8 6 6 F		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O. NO.		R.O.DATE 12/26/06	-
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			12/20/00	MO: 12875
TOTALS					TERMS: CASH UNLESS	
our goal is to have you goal is to have you service visit. Please of 350-1400, or e-mail us let us know what we cous your future service visually.	COMPLETELY SATISFIES contact CYNDI MCKENZIE at JG.SERVICE@HENDRICS and the contact of the contact contact in the contact of the contact contact of the conta	D" with each * at 1-910- * KAUTO.COM to * o to make * *************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	470.00 544.95 0.00 184.40 5.00 0.00 36.78	Any warranties on hereby are those r facturer. The selle disclaims all warrar or implied, includin ranty of merchantal	nade by the mant r hereby express nties, either expres g any implied wa bility or fitness for
TO SIGN UP FOR EMAIL F VISIT PLEASE GIVE From the entire service t	US A CALL AT 910-350-	T SERVICE 1400	TOTAL INVOICE \$	1241.13	particular purpose a nor authorizes an assume for it any li with the sale of this	y other person t ability in connectio
de thank you for your bus serving you in	siness and look forward			·	SHOP M. This figure incorporates syour vehicle which include shop towels, etc. A full available for your inspection	es cleaners, special lube list of these supplies
CUSTOMER SIGNATURE		EINVOIC	E ************************************	*****	ENVIRONMENTAL C. Mammaring your car loats and generation of wastes (so etc.) that must be stored, managed with federal, state and local envi- tress regulations and also believe help ensure a safer, hearthier en- with these regulations acreases the costs simply result in an increased has decided in leu of rasing its lat- on appropriate service bits because	vents, oils, caustics, lead, asheat and disposed of in strict complian frommental regulations. We supp our customers do too because the kinoment for evenyone. Complyi cost of service. Ordinarily, increas hourly labor change. This dealerst por rate, to list a compliance char e we believe our customer would
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	en en en en en en en en en en en en en e				Good	Mrench
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	Simple Service Services				Than	wrench & You
-	and the second second					
PAGE 2 OF 2	CUSTOMER COPY		[END OF INVOICE]	08:33am	147/CI	HEVROLET



			1=-			
CUSTOMER NO. 22889	GENERAL	ADVISOR	35170 TAG N	а. В629	11/10/06	CVCS74314
	LABOR RATE	ĺ	EAGE		COLOR LASER BLUE	STOCK NO.
	YEAR/MAKE/MO				DELIVERY DATE	DELIVERY MILES
WILMINGTON, NO	VEHICLE I.D. NO.		BU/4DR SDN		ELLING DEALER NO.	PRODUCTION DATE
	1 G 1 Z	т 5 1 8	6 6 F		n: O. DATE	
NO EMAIL					11/10/06	<u> </u>
RESIDENCE PHONE BUSINESS PHONE	COMMENTS					MO: 10543
LABOR & PARTS		11/CVZ E7/0C2***			TERMS: CASH UNLESS	ARRANGEMENTS MADE.
O# 17.05CVZ001 A*EUBE OIF FILTER CUSTOMER REQUESTS AN ENGINE OIL A COMPLETED REPLACING ENGINE OIL A ALSO, LUBRICATED SUSPENSION AS RI PRESSURE. CHECKED AIR FILTER, BE UNDER HOOD FLUID LEVELS TO PROPEI PARTS	AND OIL FILTEND OIL FILTEND OIL FILTER EQUIRED, ADJUINTS AND HOSES R LEVELS. RIPTION ER 1.836	R CHANGE. AS REQUESTED STED TIRE AIR AND FILLED A	t.	4.00 11.60 15.60	Any warranties on hereby are those r facturer. The selle disclaims all warrar or implied, includir ranty of merchanta particular purpose a	DISCLAIMER the item/items sold made by the manu- r hereby expressly nties, either express and any implied war- billity or fitness for a and neither assumes by other person to
	.10B :	# 1 TOTAL LA	ROR & PARTS	26.97	1	iability in connection
	<i></i>	<i></i>			with the sale of this	
U# 2:60CV/ INTERIOR TRIM CUSTOMER STATES THERE IS A RATTL NOISE NOT HEARD AT TIME OF SERVI NO CORRECTION MADE.	E IN THE FAN A			<u>*******</u> 0**00	This figure incorporates your vehicle which include	ATERIALS supplies used in servicing es cleaners, special lubes, list of these supplies is on at the cashier's desk.
PARTSQTYFP-NUMBERDESC			TOTAL PARTS	0.00 0.00	Maintaining and repairing your car icals and generation of wastes (so etc.) that must be stored, managed with federal, state and local envi- trese regulations and also believe help ensure a safer, healther en	Nents, oils, caustics, lead, astestos, and disposed of in strict compliance ironmental regulations. We support our customers do too because they wironizent for evenyons. Complying
MISCODEDESCRIPTION		CONTROL	. NO		with these regulations increase the costs simply result in an increased has decided in lieu of raising its la.	cost of service. Ordinarily, increase hourly labor charge. This dealership bor rate, to list a compliance charge.
JOB # A SHW SHOP SUPPLIES		TO	TAL - MISC	1.14 1.14	interested to know they are helping	•
TOTALS					NOT RESPONSIBLE FOR LO	SS OR DAMAGE TO VEHICLES CLES IN CASE OF FIRE, THEFT OND OUR CONTROL
**************************************	ED" with each E at 1-910- CKAUTO.COM to do to make	* TOTA * TOTA * TOTA * TOTA * TOTA	AL LABOR AL PARTS AL SUBLET AL G.O.G AL MISC CHG. AL MISC DISC AL TAX	11.37 15.60 0.00 0.00 1.14 0.00	REGULAR SERVICE HOURS /	L BE RELEASED ONLY DURING AND THEN ONLY TO THE REG- AUTHORIZING REPAIRS.
		• •	L INVOICE \$	29.20		<u>iW</u>
TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NE VISIT PLEASE GIVE US A CALL AT 910-350	XT SERVICE -1400 :	1014		29.20	Good	wrench
From the entire service team at JEFF GORDON C We thank you for your business and look forwa serving you in the future.	rd to			7	Than	k You
CUSTOMER SIGNATURE ************************************	TE INVO	ICE **	******	******		HEVROLET
CUSTOMER SIGNATURE ************************************	Y	[6	END OF INVOICE	08:33am		



CUSTOMER NO.		ADVISOR	TAG	NO.	INVOICE DATE	INVOICE NO.	
COSTOMEN NO. 2288	39	MIKE YATES	48240	2071	07/07/06	CVCS61983	
		LABOR RATE	MILEAG	4,996	LASER BLUE	STOCK NO.	
WILL WINGTON M		YEAR / MAKE / MODEL 06/CHEVROLET	/MALIBU/4DR SDN		DELIVERY DATE	DELIVERY MILES	
WILMINGTON, N	C	VEHICLE I.D. NO. 1 G 1 Z T 5			SELLING DEALER NO.	PRODUCTION DATE	
NO EMAIL		F.T. E. NO.	P. O. NO.		¹ 07/07/06		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	· · · · · · · · · · · · · · · · · · ·			MO: 4996	
LABOR & PARTS		***************************************			TERMS: CASH UNLESS A	ARRANGEMENTS MADE.	
	3000 MILE SERVICE		129922	11:37	WARRANTY	DISCLAIMER	
	R REQUESTS 3000 MILE IN ATED AND INSPECTED FRONT		NE AND		ľ	the item/items sold	
STEERIN	IG.CHANGED ENGINE OIL AN	d filter. Adjusted tii	ŔĔ	hereby are those made by the manu-			
PRESSUR	RE.INSPECTED AIR FILTER	AND FLUID LEVELS. TOP	PED	facturer. The seller hereby expressly disclaims all warranties, either express			
OFF AS	REQUIRED. THOROUGHLY IN	SPECTED ENGINE DRIVE	BELTS AND				
HUSES.F	PERFORMED 27 POINT VEHIC	LE INSPECTION.		or implied, including any implied war-			
PARTSOTYFP-	NUMBER DE	SCRIPTION	UNIT PRICE-		1 '	bility or fitness for a	
JOB # 1 1	25010792 FI	LTER 1.836	4.00	4.00		and neither assumes	
JOB # 1 1	OIL Q-	STATE	11.60 B # 1 TOTAL PARTS	11.60		y other person to	
		30	D# I IUIAL PARIS	15.60	,	ability in connection	
		JOB # 1 T	OTAL LABOR & PARTS	26.97	with the sale of this	item/items.	
urce cope	DECORTETION		CONTROL NO			ATERIALS	
MISCCODEDESCRIPTION JOB # A SHW SHOP SUPPLIES			1.14			This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes,	
			TOTAL - MISC	1.14	4 shop towels, etc. A full list of these supplies is		
					available for your inspection	on at the cashier's desk.	
			• • • • • • • • • • • • • • • • • • • •		* ENVIRONMENTAL CO Maintaining and repairing your car	OMPLIANCE CHARGE	
CUSTOMER WAITING	•				icals and generation of wastes (sof etc.) that must be stored, managed	vents, cits, caustics, lead, asbestos, and disposed of in strict compliance	
TOTALS					these regulations and also believe	ronmental regulations. We support our customers do too because they vironment for everyone. Complying	
	. OF OUR OUTTOUTS CHARLES		TOTAL LABOR	11 07	with these regulations increase the	cost of service. Ordinarily, increase hourly labor charge. This designation	
* Our goal is to have	LL OF OUR CUSTOMERS***** Ve you "COMPLETELY SATIS	ETER with each *	TOTAL LABOR TOTAL PARTS	11.37 15.60	has decided in Seu of raising its fall on appropriate service bills because	bor rate, to tist a compliance charge a we believe our customer would be	
l* service visit. Ple	ease contact CYNDI MCKEN	IZIE at 1·910- *	TOTAL SUBLET	0.00	interested to know they are helping		
* 350-1400, or e-mai	il us at JG.SERVICE@HEND	RICKAUTO.COM to *	TOTAL G.O.G	0.00	OR ARTICLES LEFT IN VEHIC	SS OR DAMAGE TO VEHICLES ILES IN CASE OF FIRE, THEFT	
* let us know what w	we could have done or ca	n do to make *	TOTAL MISC CHG. TOTAL MISC DISC	1.14 0.00	OR ANY OTHER CAUSE BEYO	OND OUR CONTROL	
* your future service	ce visits even better. ***********	*********** .* ;	TOTAL TAX:	1:09	THE REPAIRED VEHICLE WILL	BE RELEASED ONLY DURING	
		·			REGULAR SERVICE HOURS A ISTERED OWNER OR PERSON	AND THEN ONLY TO THE REG-	
TO SIGN UP FOR EN	MAIL REMINDERS FOR YOUR GIVE US A CALL AT 910-3	NEXT SERVICE 350-1400	TOTAL INVOICE \$	29.20	· -	· .	
		•					
From the entire serv	vice team at JEFF GORDON ur business and look for	CHEVROLEI.		•	(SM.	
. ممند ممند	you in the future.		•	٠.	, to _	 ,	
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CUSTOMER SIGNATURE

DUPLICATE, INVOICE

COPY



The Reynolds and Reynolds Company ERALZRINVE CC209569 O (040

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 08:34am

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 SIII this Stay SULVEYOUT, I got A few + A LES, CALLS from 6m, +hA+ I DIDN+ ANSWer, I WASTRY ling to give Chaig Miller (Service MANGer) time to SIX My CAY, He WANTE me to give A good RoPortiHe boes NT KNOW What the ProBlem 18, So & HAVE To write this Letter THEON Chevey MAIIBU [Love it) Till I STAFFED to HAVE ProBlem 5. I took it to Bobfisher, pott SVIllapk ROADING, BA. BOCAUSE, IWAS Driving NOrMHI AND All of A Sudlew, My Steering Wheel WANTED GO ANOTHER WAY, THAN I WAS Steering, It was A Straight Rd. ALSO MY Traction Lite wo outow. Road Contitu were good. I Also HAG H Studded Snows HIRSON, Which F HAL ON EVER SINCE It got mm CAT (wintertine) in Dec 06, I dALLed Sisher UP Next morning, He SAId I Should Bring it over. I was thek J-16-04 12 Hour, Craig Miller, Came out & Stild Thy 4 studied Snowtines were over

INGLATED, SO He took AIL OUT. SAID It would Brok. Steer ing WAS SAME DID not Doi't ALL the time, BUT Still DID it Like Before Traction was n

Q) Second +1me 2 -19-09 Craig Road tested & BAIANBIO Something to the Steering Sencor.
He SAId that Should Do it, He St. 11
thought the SNowthers what Someta to do with it. 3, + hird +1 me - 3-02 -09 # took it in for my traction Lite & My Stoering. He took off my BACK Suow + IFES. MY Steering was SAME OFE 4 DN & MY THACTION LITE WAS ON doff. Sometime's my Litowas not on When my Steering Acted UP. + Sometime's My Sterley WASOK When MYLITOWASON, ove time & Started my CAr, + my Steering went CHAZY, I WASN'T BACR LFORTH, I Shut my CAroff + then Restarted it + 1+ WAS OR. @forth time 3-9 thur 3-10-09 I to le them I wanted my front Snow thesate off, & I wanted my CArfived this time. ALSO my gas gauge Lite Started to dome on when the traction Lite. He SAId. ONELITE WAS BULNED OUT. HE GAVE ME

pg 2

A LOANEL CAL. He Drove My CAV 64 MIles - SAId It DID It-for Him. He Put An intermediate Steering ShAF+ IN . He SAID THAE Should Be Sing when I Picked it UP It Seemed five, F Drove Homp. Next Marning, or MYWAY to WOLK, MY LITES WE'VE on Right AWAY. Steering WAS five. When I got out of work, on my way.
Home, Lite were out is But Steering WAS NOT, I AM AFRAID Someting WIIIRAIL BLEAK & CAUSE AN Accident - # CALLed Chaig Miller Agrin, He SAId He doen'T Know what to Do, or what it is, Has SAId He would HAVE to Drive it AGAIN. HAPUT 64Miles ON MYCAL, It Diditfor Him, It 15 the same thing; 1715 Dowg, I HAVE OVER 29,000 Mis OWMy CAL, MY WALKEN TY, 15 36000 MI, I Don't weed Help Putting Milliesor my CAm. I DONTKNOW WHAFTO SO, I CANTKOCK Running over thone, I WAS there 4 times for the SAME thing &i+ 15 Still Not Sixed, & Very Dody F tell, tellime to check lotothe Lenon LAW. I REALLY LIKE

MY CARA ALL 7 WANT 15 it for it to Be Lixeb' Phulle 11/11 Oley, PA

Octobral Mestors Corporations Business Resource Center PO Box 33174 Detroit, MI 48232-5326

VIA FAX ONLY

June 25, 2009

Craig Miller BOB FISHER CHEVROLET INC 4111 POTTSVILLE PIKE READING, PA 19605-1203

RE:

Service Request: 71-719922307 2007 Chevrolet Malibu

Vehicle Identification Number: IG1ZS58F77F

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 * Member, DE Bar

Member, NY Bar Member, MA Bar

Member, MD Bar * Member, OH Bar § Member, MI Bar

"Member, NH Bar *Member, CT Bar



JACQUELINE C. HERRITT' ROBERT A. RAPKIN[†] MELISSA K. FIALA^{+*} MELISSA K. FIALA
ANGELA K. TROCCOLI (***)
FRED DAVIS**
AMY L. BENNECOFF*
CHRISTINA GILL ROSEMAN***
RICHARD A. SCHOLER**
KATE G. SHUMAKER***

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

June 24, 2009

VIA EMAIL ONLY gmerinfo@gmexpert.com

General Motors Corporation - PA 30007 Van Dyke Avenue Warren, MI 48090-9065

> Re: v. General Motors Corporation

Vehicle: 2007 Chevrolet Malibu Date of Purchase: 12/01/2006

Place of Purchase: Mente Chevrolet, Kutztown

VIN: 1G1ZS58F77F

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

Octobral Metors Corporations Business Resource Center PO Box 33174 Detroit, MI 48232-5336

Finance agreement

Repair Orders

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: IG1ZS58F77F.

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

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.

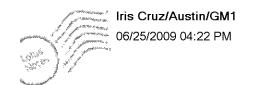
Sincerely, General Motors Corporation

RELEASE OF LIEN INFORMATION

I	,	
(Client's Name)		
hereby authorize		
(Lien h	older Name)	
(Lien holder Address)	(Lien holder Phone Number)	
to release any and all informatio	on regarding my loan account #(Account Number)	
	(Account Number)	
with	nme)	
(Lien holder Na	nine)	
to General Motors Corporation, loan payoff amount, and per die	including but not limited to a complete payment history of my accomining information.	uut, a
Date	<u></u> .	
	VEHICLE INFORMATION	
The current vehicle mileage is _	Date mileage read:	
Signature	Signature	
- Caractico	Signatio .	
V08013008 L30006		







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 the customer's vehicle is a 2007 Chevrolet Malibu with 30976 miles. The VIN is 1G1ZS58F77F 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

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RCMPR028 VEHICLE EVENT SELECTION 02
PROCESSING SOURCE: CHEVROLET 13
PAGE: 02/09/08 13:03:51

VIN: 1G1ZS58F7 7F SELLG SCE: 13 MDL YR: 07 ORD NO: KDXF8K VIN TYPE: N

2007 MALIBU SEDAN LS 75U DARK GRAY METALLIC 83B TITANIUM ORDER NO. KDXF8K/TRE STOCK NO. VIN 1G1 ZS58 F7 7F

MODEL & FACTORY OPTIONS

1ZS69 MALIBU SEDAN LS
FE9 50-STATE EMISSIONS
L61 2.2L 4 CYL ENGINE

MN5 4-SPEED AUTO TRANSMISSION

/L4G

N/C

CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER DETROIT MI 48243-1114

VEHICLE INVOICE 1AD90291476

MSRP INV AMT RETAIL - STOCK 16990.00 16055.55 INVOICE 06/22/06 N/C SHIPPED 06/22/06 N/C EXP I/T 07/05/06 N/C 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 16195.85 650.00 650.00 H/B 261 509.70 DESTINATION CHARGE LAM DEALER CONTRIBUTION 169.90 ADV 261 169.90 169.90 EXP 65A 169.90 LAM GROUP CONTRIBUTION

TOTAL 17640.00 17045.35 PAY 310 17045.35

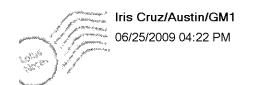
MEMO: TOTAL LESS HOLDBACK AND

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.

REMIT TO GMAC NO. 020 VIN 1G1ZS58F77F \$ 17045.35 INV 1AD90291476 DUE 07/05/06 DEALER 15-421



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 The customer's vehicle is a 2007 Chevrolet Malibu with 30976 miles. The VIN is **1G1ZS58F77F** 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.**

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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

то:	Tris Cru	<u>3</u>	DATE: <u>6</u>	1.25.09) ~
FAX#:		**************************************			
SUBJECT:_	Ro	Request	7	1-71992	2 3 67
MESSAGE:_			7100	···	<u>-</u>
					magranga

trivoice #: 144662

DIPLICATE 1



OLEY, PA Home B Cell: Ema	us: Gostanter #:687 ril: mae	775 Service Advisor	3747 CRAIG MI	LLER	Dif fortifile Pik (11 fg) From (616) 921-038 Amerikasing arrivedition	Tealing 3A 12605-1263 Far (040) 521-2202 Far (040) 521-2202
COLOR	MAKE/MODEL			THE RIVERS	MEENCE IN	MERACE OUT
GRAY 07	CHEVROLET MALIBU	1G1ZS58F77	F		28436	28436
DEL DATE PRODEBATE	WARR FOR THE PROMISED	PO NO.	PAYMENT	INV. DATE	R.O. OPENED	READY
18DFC06	12:00 11MAR09	<u> </u>	BSS	11MAR09	10MAR09	11 MAR09
DPHOIS: ENG. 2.2 Lier MR. DOHC						
	TIME ADCODE MECH MUCH NO	TID C				44 5300 - 5 2 12/25/2007 5 J

LINE OPCODE TECH TYPE HOURS LIST men 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 14647 W 0.50 38, 05 38, 05 I-----ICE M PART#: COUNT 0 CLAIM TYPE: AUTH CODE: 28436 CK FOR DTS CODES HOLE COVER DASH FIRSTECT, 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 TRUSTELL TUBRICATION IN STEERING SHADE E1700 INTERMEDIATE STEERING SHAFT REPLACEMENT 4647 W 0.50 1 25962603 SHAFT KIT 38.05 38, 05 122.47 PARTH 25962603 Š€LÁLN-TYPE: =AUTH €ODE: ∌ NM 12247 TPARTS 8748 1000 3895 THABOR 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: R

YOU MAY RESERVE A CUSTOMER SATISFACTION SURVEY FROM CHEWROLET IN THE NEXT FEW MERCS. IF KIR ANY REASON YOU CANNOT GRADE IS YOMPLETELY SATISFIED! WITH YOUR SERVICE EXPELIENCE, PLEASE CONTACT YOUR CONSTITANT (STE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER DATEDLATELY, YOUR 'CONFIETE SATISFACTION' IS DUR NUMBER 1 COMPARN, THANK TOLL

PACTS DESIGNATED WITH A W DAOKATES LIFETIME GUALANTEZ APPLIES FOR CLUTTHER PAY REPARS.

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DEALER, GENERAL MANAGER OR AUTHORIZED TEASON

STATEMENT OF DISCLAIMER The forture supposes renditates all of भीत की के दिस्ता विशेष ध्वेताराज्य के संक्रियां हिन्दियां व स्वयुक्त संक्रिया प्रम क्षित्रेची स्थापको वर्ग अन्यवेदकोतीहरू Armers for a particular purpose. Soller क्योंक्र अञ्चल का अधिवर्तक वस्त्र other person to assess for it any indiction connection with the sale this itemáteras. (DATE)

PARTS AMOUNT GAS, OIL LURE SUBJET AMOUNT MISC. CHARGES TOTAL CHARGES ADJUSTMENTS SALES TAX PLEASE PAY THIS AMOUNT

LABOR AMOUNT

APPOINTMENTS: 610-921-0261

WARRANTY

Invoice # 144662

DUPLICATE 1

тае #: ТЅ

Home	Bu Vine	(s. (K.	Customer #	68775 Servici	e Advisor. 3	747 CRAIG M	itler	MIL Potentie Air (A. 7) Phone (Alah 721-140) Presil service(Al Waye bolida) kealing PA 19605-1303 Par 18109-721-7302 saleschenterrone recleration
CDAV	TEÁR	emano	KEZMONDEL	- 100 (21 7 5 5 R F 7 / E		THE NST	28436	28436
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LINE OPCODE TECH TYPE HOURS

NET LIST

TOTAL

0.00

0.00

W 0.00 3747 FC: 98 PART#: COUNT: D CLAIM TYPE: G

AUTH CODE:

TPARTS TLABOR

SUBL FISHER LEASE UNIT # 4828

-標環像:

74.00 74.00

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.

YOU WAY RECEIVE A CUSTOMER SATISFACTION STILLYEY FROM DESTROILET IN THE NEXT FEW WEEKS, IF FOR ANY PEASON YOU CANNOT GRADE US 'COMPLETELY SATISFIED' WITE YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSTITUTION (SEE ASSISTED BOX ABOVE) OR YOUR SERVICE. TRANSCER DAMEDIATELY, YOUR YOUNTETE SATISFACTION IS OUR MUNICIPAL LOONGEN, THANK YOU

PARTS DESIGNATED WITH A W DESIGNATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

STATEMENT OF DESCLAIMER ON ECHALS DESCRIPTIONS TEALER, I RESILES CENTES THAT THE INFORMATION CONTAINED FEW KIND IS ANY TEATE THE ESS OTHERWISE SHOWN SELVED BESTATED WERE VERY MEDICAL AT NO CHARGE TO DUME. THESE WAS NO INCACEN FROM THE APPRAIANCE OF THE VEHICLE OR CHRESTORS, THAT ANY PART ESPANISH OR REPLACED DRUGS, THE CLAIM, HAD EFEN COMMETTED IN ANY WAY WITH ANY ACCIDENT, NEGLEBRICE OR NEGGE RECORDS SUPPOKING THE CLAIM ARE AVAILABLE HER (1) YEAR FROM THE DATE OF PAYMENT MOTERCATION AT THE SECURING DEALER FOR INSPECTION BY MAKEACTURES. TERESHINIAL RE

DEALER, GENERAL MANAGER OR AUTHORIZED TERSON

either express or implied, including any implied marrowy of nearths with they liters for a patienter purpose. Nation náho premos no rediocies any ether person to assume for it sur-liability in connection with the sale of

of this item Alberta. The Selber Member

lin ins ferm (DATE)

76.10 122,47 TARTS AMOUNT 0.00 GAS, DIL, LUER 74.00 SUBLET AMOUNT MISC. CHARGES 0.00 272.57 TOTAL CHARGES ADJUSTMENTS 0.000.00SALES TAX PLEASE PAY THIS AMOUNT

LABOR AMOUNT

APPOINTMENTS: 610-921-0261

OLEY. PA

Invoice # 144250

Tat # TSH2



Mer (612) 921-0261

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GRAY	07	CHEVROLET MALIBU	1G1ZS58F77	Fi .	_	28193	28195
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Service / Body Shop / Parts Department Hours Monday to Thursday 7:30am - 7:00pm Friday 7:30am ~ 5:00 pm Saturday

8:00am - 12:00pm

Body Shop Closed

OLEY: PA

Hame

TIME OPCODE TECH TYPE HOURS

A TRACTION LIGHT ON & OFF MISC ROAD TEST, CHECKED FOR CODES -NONE

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Customer #:68775

ta .•? OTHER:

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LI ST

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- 0.00

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28195 CHECKED CODES NONE PROVE LIGHTS NEVER CAME ON

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(COSTOMER SUPPLIED)
2860 C D; UP

14.95 14.95 4.00

PARTS:

Bus

0.00 LABOR:

14.95 OTHER:

4_00

TOTAL LINE B:

LABOR AMOUNT

4.00 18.95

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 time customer owns the vehicle.

YOU MAY RECEIVE A CLISTONER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REAGON YOU CANNOT GRADE US 'COMPLETELY SATISFIED' WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER THE SELECTION YOUR COMPLETE SATISFACTION IS OUR NUMBER 1 CONCERN, THANK TOU

PARTS DESIGNATED WITH A "W" INDICATES LIFETIME CHARANTEE APPLIES FOR CUSTOMER FAY REPAIRS.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED TERSON STATEMENT OF DISCLAIMER fiet liestory were neg considere all of the marrantee with respect to the sale. of this hemyleus. The Seller besely teifentram for unfolgen either expens or inchief, including any signed warranty of membershill by t Romans der a gentäckeler gruppiese. Seller न्त्रीन शक्ष्यका प्रतासीकाञ्च वर्ष other person to assume for it may behilly in connection with the sale of des irra Arras. (DATE)

	_ 1373	1 T. 7 J
PARTS AMOUNT		0.00
GAS, OIL, LUBE		_0.00
SUBLET AMOUNT	8	0.00
MASC. CHARGES		4.00
TOTAL CHARGES		18.95
ADJUSTMENTS		0.00
SALES TAX		1.14
PLEASE PAY THIS AMOUNT		20.09

88

APPOINTMENTS: 610-921-0261

Page 1 of 1

THANK YOU!

Invoice #: 143762

TAR # 64436



Those (6:0) 421 (6:0) 22 (6:0) 921 2202

Customer #:68775 Home: Bus: Service Advisor 3747 CRAIG MILLER Cell Firmanik. www.bobislender.com BOTOS SECTION 1 aranda fundarinistri MUSAGE IN * MILEAGE OUT YEAR." GRAY CHEVROLET, MALIBU 1G1ZS58F7 27809 27811 DBL DATE PROD. DATE WARR TXP. BATE R.O. OPENBO READY PROMISED PAYMENT PO:NO INV. DATE 77.00 18DEC06 17:00 19FEB09 CASH 19FFB09 19FEB09 OPHONS ENGLY LIET MIT DOM

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		
E8432 REPROGRAM ELECTRONIC POWER STEERING CONTROL		
3840 W 0.80	60.87	60.87
1. 東京海紅 PART#: COWNT 0 電流		
CLAIN TYPE:		
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VEHICLE WAS ALIGNED RECENTLY IT WOULD EXPLAIN WHY THE PSCH LOST	_	
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PARTS DESIGNATED WITH A W INDICATES LIGHTING GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

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DEALER, GENERAL MANAGER OR AUTHORIZED TERSON

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(DATE)

STATEMENT OF DISCLAIMER

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THIS AMOUNT

APPOINTMENTS: 610-921-0261

OLEY, PA

75.87

CHEVROLET MALIBU R DD PROMESIO

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Email:

YKAR

PROD DATE

Invoice #: 143762

ти # 64436

Customer #:68775

Service Advisor: 3747 CRAIG MILLER

CASH

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77.00



Pinte (612) 921-0261 Per (610) 921-2202

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LINE OPCODE TECH TYPE HOURS

17:00 19FEB09

LIST

JNV DATE:

19FEB09

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 we we will be supported.

YOU MAY RESERVE A CLETCHER SATISFACTION SURVEY FROM CHEVROLET IN THE MELT FEW WEEKS IF FOR ANY REASON YOU CANNOT GRADE US 'COMPLETELY SATISFIED' MITH YOUR SERVICE EXPERENCE, PLEASE CONTACT YOUR
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DEALER, GEMERAL MANAGER DR AUTHORIZED FERSON

STATEMENT OF DISCLAIMER de eemetes with respect to the safe of this leavines. The Seliet Meadm greaty disclaims all reprocess Since for a particular purpose. Selle wifes assessed and authorises am other person to essence for it am debility is consection with the (DATE)

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LABOR AMOUNT

APPOINTMENTS: 610-921-0261

OLEY, PA Hrune:

Cell

COLOR

GRAY

DRI, DATE

18DEC06

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GM Vehicle Inquiry System Summary

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

Help

T		
VIN:	2G1WH52K2394	

VEHICLE INFORMATION

Merchandising Model :	1	1WH19 -2003 IMPALA LS SEDAN Warranty Start Date:					08/30/200)3	
BARS Order Type :	7	70 - RETAIL - STOCK							
Delivering Dealer :		BOB FISHER CHEVROLET INC			Selling Source :			13 - CHEVROLET	
		4111 POTTSVILLE PIKE READING, PA 19605-1203			Site Code :			15196	
	(4	(610) 921-0261			Business Associate Code:		113874		
Service Contract :	No	Branded Title :	No	War	ranty Block :	No	PDI	Status :	Paid

REQUIRED FIELD ACTIONS

Туре	Number	Description	Posted Date	Status
RC	<u>09047</u>	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

RO Date	R.O Number	Туре	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

NO.017

P.8 Page 2 of 2

06/05/2003 A41713 I Z7000 - PRE-DELIVERY INSPECTION - BASE TIME

0 miles

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Invoice # 143559

Tao # TSAH

OLEY PA Home Bus:

Customer #:68775



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Service / Body Shop / Parts Department Hours Monday to Thursday 7:30am - 7:00 bm Fridev 7:30am - 5:00pmSaturday 8:00am - 12:00pm

Rody Shop Closed

LINE OPCODE TECH TYPE BOURS

INVOICE

A CK FOR BAD LOOSENESS FELT IN STEERING . TURNING TO PARK. ONE TIME AFTER STARTING CAR, STEERING WEEEL WAS TURNING BY ITSELF WHILE

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(N/C) 0.00

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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.

YOU MAY RELEIVE A CRETOMER SAMEPACTION SURVEY FROM CHEVROLET IN THE NEXT YEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US CONDICTELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISUR BOX AGOVE) OR YOUR SERVICE MANAGER IMMEDIATELY, YOUR COMPLETE SATISFACTION IS OUR HUMBER I CONCERN, THANK TOU

PARTS DESIGNATED WITH A "W" INDICATES LIFETIME GUARANTEE APPEES FOR CUSTONER PAY REPAIRS.

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DEALER, CENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER The factory warrancy constitutes aftic the narrantee with respect to the sale of this item Uterry. The Seder Teacher द्याकृतकों प्रीतिकार की स्थानकों implied warranty of members, being âlticus for a particelar purpose. Seller esiler assuues mir authorizes am Our person to assume for it any llis itenáteus. (DATE)

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APPOINTMENTS: 610-921-0261

Tav # T173

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STATEMENT OF DISCLAIMER

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YOU MAY RECEIVE A CLISTOMER SATISFACTION SURVEY FROM CHEWROLET IN THE NEXT YEW WEEKS, IF FOR ANY REASON TOU CARROT CRADE US 'COMPLETELY SATISFIED' WITH YOUR BERVICE EXPERIENCE, MEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ASOVE) OR YOUR SERVICE MANAGER DAMEDIATELY, YO'R COMPLETE SATISFACTION IS OUR MUMBER I CONCERN, THANK YOU

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APPOINTMENTS: 610-921-0261

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OLEY, PA

68775

129930

INVOICE



4111 Portsville Pike (Rr. 61) Reading, PA 19605-1203 Phone (610) 921-0261 Pax (610) 921-2202

OLEY, PA	BUS:	PAGE	1	Émail; Þ	obfisherchov@lu bobfisherchev.co	sa. com
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(SIGNED) PRAIER, GENERAL MANAGER OR AUTHORIZED PERSON (DATECUSE OF	MER SIGNATURE PLEASE PAY THIS AMOUNT	72.19

68775

129930

INVOICE



4111 Potraville Pika (Rt. 61) · Reading, PA 19605-1209 Phone (610) 921-0261 · Pax (610) 921-2202

OLEY, PA		- Divo-		P	AGE 1	Ema	il: bobfisharchev@ www.bobfisharchev@	Pax (610) 921-2202
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GRAY	07 CHE	VROLET MA	LIBU	1G1ZS58	F77F		18439/	18440 T10
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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 APPLARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPARED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM FARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	STATEMENT OF DISCLAIMER The firefery ways fity conditions all of the ways and a with respect to the min of the teachylamine. The Salley hereby expensed disclaims all traypytics gither any implied the plant of the	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC, CHARGES TOTAL CHARGES	70TAIS 47.88 15.02 0.00 0.00 5.20
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (D	ATECUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	92 19













HUMMER

General Motors Business Resource Center

FAX

FKOID :

Rick Yanac

Company: Fax:

6105625495

Phone:

Iris Cruz 70:

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

10 records or less

20 minutes 60 minutes

11 to 50 200 or more

One day

06/26/2009 07:38:31

SUMMARY HISTORY DISPLAY

3062 PAGE 1

CUSTOMER NAM	CUSTOMER NAME SERIAL NO. 1G1ZS58F77F: COTAL R/O'S 5 TOTAL SERV. DAYS 7 MAKE CV CHEVROLET								
LN# RO.NO.	RO. DATE		DV/TECH	J#	т	OPERATION CODE.	DESCRIPTION		
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CHEVY TRUCKS

1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com



24759

OLEY, PA

RICK

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04/21/09

BUCS122529

MO: 29879

29,879 GRAY/

07/CHEVROLET/MALIBU/4DR SDN LS

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04/21/09

JOB# 1 CHARGES-----LABOR -----ROAD TEST, OPEN CIRCUIT INTERNAL @ TIMES IN CONTROL TAC 10823300 REPLACED POWER STEERING MOTOR/CONTROLLER PARTS-----QTY---FP-NUMBER--------DESCRIPTION-------UNIT PRICE-1 25805894 MOTOR 6.605 WARRANTY TOTAL - PARTS 0.00JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00 LABOR - - - - -J# 2 51BUZ HEALTH BODY: ELECTRICAL HEALTH SEARCH SECHOLOGY TECH(S): 13 MARKET SECHOLOGY TO THE SECHOLO CUSTOMER STATES AT TIMES TRAC LIGHT COMES ON LOW FUEL LAMP ON ALSO SYSTEM CHECK, TAC 10823259, BCM INTERNAL ERROR ORDERED BODY CONTROL MODULE 25861370 ` MODULE 2,560 WARRANTY 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 LAROR - - - - -J# 3 01BUZMPVI MULTI POINT INSPECTI 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···· 1 ABOR - - - -J# 4+02BUZ05A 89.95 TECH(S):13 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

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PAGE 1 OF 2

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 07:38am









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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 LABOR 89.95 JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 89.95 COMMENTS-----WAITER **************** TOTAL LABOR.... 89.95 Payment Method TOTAL PARTS....
TOTAL SUBLET... 0.00 0.00 [] Cash] Check #..... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 [] Visa 1 MC ſ] Discover 0.00 TOTAL TAX..... 5.40 [] A/R Γ] Gift Certificate **TOTAL INVOICE \$** 95.35 Payment received by[initials] BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT

CUSTOMER SIGNATURE

www.outtencars.com

DUPLICATE INVOICE

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Oldsmobile



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OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ 02BUZ04 02BUZ06 02BUZTB 02BUZLOFT	SAFETY CHECK COUPON ROTATE TIRES CABIN AIR FILTER THROTTLE BODY SER. OIL CHANGE TRUCK	MI MI MI MI		03BUZ027 02BUZ05A 02BUZLOF 02BUZGSS 02BUZLOFD	27000 MILE SERVICE 4 WHEEL ALIGNMENT LUBE, OIL AND FILTER GAS SAVER SPECIAL OIL CHANGE DRW	MI MI MI MI	

02BUZTB 02BUZLOFT	THROTTLE BODY SER. OIL CHANGE TRUCK	MI MI MI	02BUZCOF 02BUZGSS 02BUZLOFD	GAS SAVER SPE OIL CHANGE D	CIAL	MI MI MI	
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		7/CHEVROLET/MALIE CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER N	NO. R.O.DATE
		COLOR		NTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	04/21/09 TAG NO.
DIL	2200	TURBO M/MC	AIR COND. P. S. TRANS		ADVISOR NO.	ADVISOR	
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LINE	INITIAL CON		00.00	either express or implie or fitness for a particu authorizes any other pe	⊪ar purpose, and erson to assume fo	the collar solthe	or accument mail
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PAGE 1 OF 1

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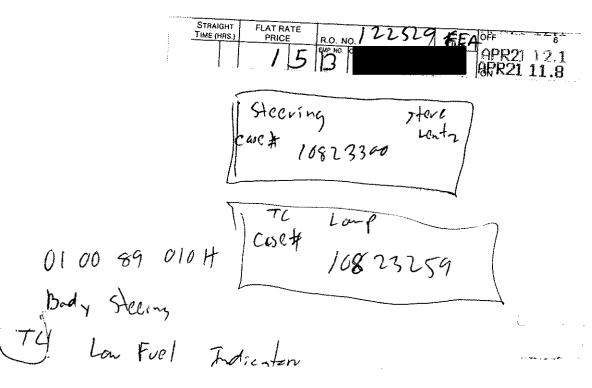
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#13 Perforn PEA



Steering whee) off cental aliqument







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24759

RICK

34

05/01/09

BUCS122923

30,435 GRAY/

OLEY, PA

07/CHEVROLET/MALIBU/4DR SDN LS

1 G 1 Z S 5 8 F 7 7 F

05/01/09

MO: 30435 LABOR-----J# 1 45BUZ STEERING/SUSPENSION TECH(S):3 WARRANTY CS AT TIMES TRAC LITE COMES ON SOP #13 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 WARRANTY TOTAL - PARTS 0.00MISC-----CODE------DESCRIPTION-------CONTROL NO-----DIAGSPOL DIAGNOSIS BILLED 2 SPOL WARRANTY TOTAL - MISC 0.00 JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00 JOB# 2 CHARGES-----LABOR-----J# 2+02BUZLOF LUBE OIL AND FILTER
PERFORM OIL & FILTER CHANGE
CHANGED OIL & FILTER, ADJUST TIRE PRESSURES,
CHECK ALL FLUID LEVELS
PERFORM ALL FLUID LEVELS RESET OIL LIFE MONITOR AS NECESSARY PARTS-----QTY---FP-NUMBER-------DESCRIPTION------UNIT PRICE-PK457G OIL & FILTER 14.76 14.76 12605566 FILTER 1.836 **** OIL MOTOR OIL **** **** TOTAL - PARTS 14.76

JOB# 2 TOTALS....

LABOR

20.19

14.76

34.95

PARTS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL

WAITER

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Oldsmobile

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	OPERATION	OPERATION DESCRIPTION	MO/MI	• TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
03 02 02	BUZ BUZ039 BUZ06 BUZLOF BUZGSS	SAFETY CHECK COUPON 39000 MILE SERVICE CABIN AIR FILTER LUBE, OIL AND FILTER GAS SAVER SPECIAL	MI MI MI MI		03BUZ036 02BUZ04 02BUZFUI 02BUZTB 02BUZLOFT	36000 MILE SERVICE ROTATE TIRES FUEL INDUCTION SER. THROTTLE BODY SER. OIL CHANGE TRUCK	MI MI MI MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/21/09	122529	29879	34	13 13	W	1 2 LROZ	STEERING/SUSPENSION BODY ELECTRICAL
				13 13	C	01BUZMPVI	MULTI-POINT INSPECTI 4 WHEEL ALIGNMENT

AIR COND.

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SERVICE YEAR/MAKE/MODEL PRODUCTION DATE STOCK NO. R.O.NO. 07/CHEVROLET/MALIBU/4DR SDN LS DELIVERY DATE DELIVERY MILES SELLING DEALER 05/01/09 COLOR EXPIRATION AULES

OLEY, PA

GRAY/ N BUZZ ADVISOR NO. ADVISOR

09:29am | 01/01/10 08:30pm I hereby authorize the repair work therein set forth to be o 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

APPOINTMENT Yes No

Re-order TRI-STATE BUSINESS FORMS (888) 579.3636

PAGE 1 OF 1

COMMENTS:

WAITER

* 45BUZ STEERING/SUSPENSION

ØS AT TIMES TRAC LITE COMES ON SOP #13

1G1ZS58F77F

N4800,7

WARRANTY PART RETURNED



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

AUTHORIZE THE ABOVE REPAIRS UP TO

DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTI-PIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$

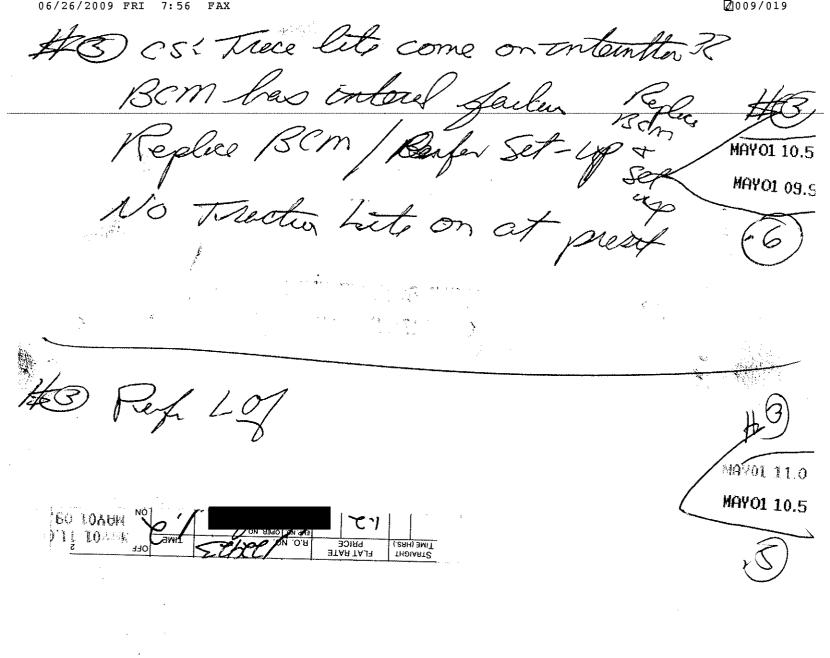
The factory warranty constitutes all of the warranties with respect to the sale of this item/tems. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fittpess for a particular purpose, and the seller neither assumes nor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

TIRE WEAR REMAINING	LF.	RF	ŁPi	RR
BRAKE LINING/DISC. REMAINING	LF	AF	LR	AA

122923

INITIAL

YOUR CHOICE



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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-----J# 1 51BUZ BODY ELECTRICAL TECH(S):25 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 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00 COMMENTS - -WAITER DELETED OPERATION(S).... 23BUZ00 PICK UP & DELIVER *************** TOTAL LABOR.... 0.00 TOTAL PARTS....
TOTAL SUBLET... Payment Method 0.00] Check #..... [] Cash TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 [] Visa 1 MC [] Discover 0.00 TOTAL TAX..... 0.00 [] A/R] Gift Certificate **TOTAL INVOICE \$** 0.00 Payment received by[initials] BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT www.outtencars.com

CUSTOMER SIGNATURE

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122967

CHEVROLET

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OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ 03BUZ030 02BUZ04 02BUZFUI 02BUZGSS	SAFETY CHECK COUPON 30000 MILE SERVICE ROTATE TIRES FUEL INDUCTION SER. GAS SAVER SPECIAL	<u> </u>		03BUZ027 03BUZ030A 02BUZ06 02BUZTB 02BUZLOFT	27000 MILE SERVICE OLDER 30K SERVICE CABIN AIR FILTER THROTTLE BODY SER. OIL CHANGE TRUCK	MI MI MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/09	122923	30435	34	3	W	45BUZ	STEERING/SUSPENSION
04/21/09	122520	20070	3.4	3	C.	02BUZLOF	LUBE, OIL AND FILTER
04/21/09	122529	29879	34	13	W	45BUZ 51BUZ	STEERING/SUSPENSION
POSSESSES AND A SECOND SECOND	was kalisas a sa as		andreis, etc.	13	i		BODY ELECTRICAL MULTI-POINT INSPECTI
		6.73 (4.96) (5.06)		13	C	02BUZ05A	4 WHEEL ALIGNMENT

SALESPER	RSON NO.		S	E	R	VI	. C	E					
	1G12S58F77F	YEARMAKEMOD 07/CHEV		/MAL	_IBU/	4DR S	DN LS	 S	•••••	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O.NO.
			CUSTO		759		E CONT	RACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
	OLEY, PA		GR	RAY/	,				CONT	RACT NO. 3068 ⊈	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
			TURBO N	BU:		R COND.	P.S.	/ TR	ANS A	MILEAGE 30,435	ADVISOR NO.	ADVISOR RICK	
	TIME RECEIVED DATE/TIME PROMISE 06:29am 01/01/10		for such reason; responsi mechani	repair, a that you ible for lo ic's lien i	and agre neither oss or da is hereb;	e: that you assume or mage to the acknowle	i are not authorize ie above dged on t	respons a any oti vehicle, the abov	ible for her per or artic e vehic	any delays caused by u son to assume for you ar les left therein; in case o le to secure the amount	navailability or detayon y liability in connecti fire, theft or other ca of repairs thereto; tha	of the necessary parts and availability of parts or r on with such repair; that y luse beyond your control; I your employees may op	material for any rou shall not be that an express
APPOINTMENT LXYes \(\text{\text{\$\mathbb{\chi}}}\) No		LABOR BATE	vehicle o	n streets	s, highqva	ys or elsev	where for t	the g urp	ose of t	esting and/or inspecting s	ruch whitele.		
JOB	ac .			منتريباة العمر		1.4.				aga sagara sasa sa 🕠			

COMMENTS: WAITER

C * 51BUZ BODY ELECTRICAL

CUST STATES WHEN AUTO LAMPS COME ON, TRAC AND LOW FUEL WARNING LIGHTS ON DASH ALSO COME ON

C 23BUZ00 PICK UP & DELIVER PICK UP AND DELIVER CUSTOMERS VEHICLE

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE POLICY NO.

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I

EXP. DATE

AUTHORIZED ADDITIONS

INITIAL

YOUR

CHOICE

WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE ORIGINAL AUTHORIZATION

INS. CO.

\$	INITIAL HERE	s	
DATE	TIME		***************************************
AUTHORIZED 8Y			
EMPLOYER		***************************************	
[] I AUTHORIZE YOU TO	COMPLETE THE ABOVE	······································	***************************************

CUSTOMER ACCEPTANCE

REPAIRS I AUTHORIZE THE ABOVE REPAIRS UP TO

DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTI-FIED 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 sell of this item/items. the sale of this item/items.

TIRE WEAR REMAINING	LF	RF	เก	RA
BRAKE LINING/DISC. REMAINING	냰	RF	LR	38

PAGE 1 OF 1

SERVICE COPY

122967

STRAIGHT TIME (HRS.)

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B 1370 06 B1001

B1001 Udli3

03 B1305







CS123274

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24759

OLEY, PA

LEWIS

2459

05/14/09

BUCS123274

MO: 30977

30,976 GRAY/

07/CHEVROLET/MALIBU/4DR SDN LS

1 G 1 Z S 5 8 F 7 7 F

05/12/09

JOB# 1 CHARGES-----TRAC AND LOW FUEL LIGHTS COME ON WHEN AUTO HEADLIGHTS COME TRACE CONCERN TO CLUSTER INTERNAL PROBLEM REPLACE AND TEST OK PARTS-----QTY---FP-NUMBER----------DESCRIPTION-------UNIT PRICE-15904973 1 CLUSTER 9.735 WARRANTY MODEL EXCHANGE INV #518177C TOTAL - PARTS 0.00 JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00 JOB# 2 CHARGES 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 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------SHUTTLE SHUTTLE SERVICE WARRANTY TOTAL - MISC 0.00 JOB# 3 TOTALS-----JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00 COMMENTS WAITER

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Oldsmobile

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OPERATION 1	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ 03BUZ030 02BUZ04 02BUZFUI 02BUZGSS	SAFETY CHECK COUPON 30000 MILE SERVICE ROTATE TIRES FUEL INDUCTION SER. GAS SAVER SPECIAL	MI MI MI MI		03BUZ027 03BUZ030A 02BUZ06 02BUZTB 02BUZLOFT	27000 MILE SERVICE OLDER 30K SERVICE CABIN AIR FILTER THROTTLE BODY SER. OIL CHANGE TRUCK	MI MI MI MI MI	

SERVICE HISTORY DATE TECHNICIAN TYPE REPAIR ORDER ADVISOR MILEAGE - OPERATION **OPERATION DESCRIPTION** 51BUZ

05/04/09 05/01/09 122967 122923 30435 30435 BODY ELECTRICAL STEERING/SUSPENSION LUBE, OIL AND FILTER STEERING/SUSPENSION 34 34 25 3 45BUZ 3 02BUZLOF 04/21/09 122529 29879 34 13 W 45BUZ 13 51BUZ **BODY ELECTRICAL** 13 01BUZMPVI MULTI-POINT INSPECTI SALESPERSON NO. SE R

PRODUCTION DATE STOCK NO. 1G1ZS58F77F LICENSE NO. R.O.NO. 07/CHEVROLET/MALIBU/4DR SDN LS 23274 CUSTOMER NO. 24759 DELIVERY DATE DELIVERY MILES 05/12/09 GRAY/ EXPIRATION DATE EXPIRATION MILES TAG NO. OLEY, PA MILEAGE N BUZZ 2459 LEWIS 30976.

08:20am | 05/12/09 08:30pm

Thereby 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 reason, they you hearer assume on authorize any other person to assume on you any adomn an other cause beyond your cohiror; that an express mechanic's lien is hereby acknowledged on the above vehicle, or articles left therein; in case of fire, little other cause beyond your cohiror; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs the reto; that your employees may operate the above

APPOINTMENT XYes □ No

COMMENTS: WAITER

MIL C.* 51BUZ BODY ELECTRICAL TRAC AND LOW FUEL LIGHTS COME ON WHEN AUTO HEADLIGHTS COME

R0144662

GOODWRENCH MULTIPOINT VEHICLE INSPECTION

PILL UP FOUL.

× 42992 866-790:5700



PAGE 1 OF 1 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

AUTHORIZATION	ACCEPTANCE	AUTHORIZED ADDITIONS
\$	INITIAL HERE	\$
DATE	TIME	* *************************************
AUTHORIZED BY		

I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

AUTHORIZE THE ABOVE REPAIRS UP TO

DO NOT PERFORM ANY REPAIRS UNTEL! AM NOTI-FIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES

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.

the date of this neithbrens.				
TIRE WEAR REMAINING	LF	AF	LR	RR
BRAKE LINING/DISC. REMAINING	LF	RF	LR	RR

15234610

123274

INITIAL

YOUR

CHOICE

Re-order TRI-STATE BUSINESS FORMS (888) 579-3636

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 12337/	IME OFF 4 10.6	#25	
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			30988	Concerns	
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890 HISTORY OF CLUSTER REPLACEMENT
OTHER DEALER DID MOT USKIRY CLUSTER
REPAÍREO CUSTOMBES COUCARU.









CHEVROLET



CHEVY TRUCKS

1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com



JOB# 1 CHARGES-----

24759

LEWIS

2459

06/22/09

BUCS124775

32,633 GRAY/

OLEY, PA

07/CHEVROLET/MALIBU/4DR SDN LS

1 G 1 Z S 5 8 F 7 7 F

06/22/09

REPRINT# 1

MO: 32634

ONE FREE STATE IT PASS OR FAIL STICKER # BRAKES:L/F>>>R/F;	SPECTION TECH(S):25 NSPECTION PER VEHICLE PER YEAR >>>L/R>>>R/R""TIRES:L/F>>>R/F>>>L/R>>>	sD /D	24.9 5				
MISCDESCRIP	TIONCON	•					
		TOTAL - MISC	2.00 2.00				
JUB# 1 101ALS	***************************************	LABOR MISC	24.95 2.00				
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX BUCS	JOB# 1 TOTAL	26.95				
J# 2 02BUZEI EMISSION PERFORM PA EMISSI	INSPECTION TECH(S):25 ION INSPECTION LVANIA EMISSION INSPECTION	an an an an an an an an an an an an an a	≈3 37.:5 5				
1 103/2246	DESCRIPTIONCAP 3.028	19.11 TOTAL - PARTS	19.11 19.11				
MISCCODEDESCRIPT MCI MCI FEE	rioncon	TROL NO	2.40				
JOB# 2 TOTALS		TOTAL - MISC	2.40				
		LABOR PARTS MISC	37.55 19.11 2.40				
JOB# 3 CHARGES	JOB# 2 JOURNAL PREFIX BUCS	JOB# 2 TOTAL	59.06				
LABOR: J# 3 51BUZ01 BODY ELECT CONCERN 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.

PAGE 1 OF 3

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 07:39am

BUICK PONTIAC

CHEVROLET

Oldsmobile

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 03BUZ030A 02BUZ04 02BUZFUI 02BUZTB	SAFETY CHECK COUPON OLDER 30K SERVICE ROTATE TIRES FUEL INDUCTION SER. THROTTLE BODY SER.	MI MI MI MI MI		03BUZ030 03BUZ033 02BUZ06 02BUZLOF 02BUZGSS	30000 MILE SERVICE 33000 MILE SERVICE CABIN AIR FILTER LUBE, OIL AND FILTER GAS SAVER SPECIAL	MI MI MI MI 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	1	01BUZMPVI	MULTI-POINT INSPECTI
05/04/09	122967	30435	34	2459 25	W	23BUZ00	PICK UP & DELIVER
05/01/09	122923	30435	34	3	w	51BUZ 45BUZ	BODY ELECTRICAL STEERING/SUSPENSION
				3	Ċ	[소문화학 전투 전투 문항 전 시시 시시 시 시 시 시 시 시 시 시 시 시 시 시 시 시 시	LUBE, OIL AND FILTER

SALESPERSON NO.

C.F	COOK NO.	SERVICE	
	1G1ZS58F77F	PRODUCTION DATE STOCK NO. LICENSE NO. 18.0 NO. 247	-
		CUSTOMER NO. SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. R.O. DA 24759	ATE
	OLEY, PA	GRAY/ CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO.	
	RESIDENCE PHONE RUSINESS PHONE	N BUZZ Y Y A 3633. 0 2459 LEWIS	
	TIME RECEIVED DATE/TIME PROMISED 08:30pm PRIORITY	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 ext mechanic's flen is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may prevate the a	or any not be
ĮT,	LABOR RATE	vehicle on streets, highways or elsewhere for the ournose of lesting and/or inspecting such vehicle.	

COMMENTS:

WAIT

APPOINTMENT Yes No JOB

> C * 02BUZFSI FREE STATE INSPECT ONE FREE STATE INSPECTION PER VEHICLE PER YEAR

PASS OR FAIL

C * 02BUZEI EMISSION INSPECTION

PERFORM PA EMISSION INSPECTION

Imq432/461

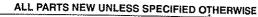
W * 51BUZ01 BODY ELECT CONCERN TRAC AND GAS GAUGE LIGHT ON AGAIN WHEN DARK

HARRANTY PART RETURNED



PAGE 1 OF 2

SERVICE COPY



POLICY NO.

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

AUTHORIZATION	ACCEPTANCE	UTHORIZED ADDITIONS
\$	INITIAL HERE	\$
DATE	TIME	 13
AUTHORIZED BY		

LAUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

- AUTHORIZE THE ABOVE REPAIRS UP TO
- DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTI-FIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES

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 filness 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	1 7	RF 4	LR G	^{RA} -7
BRAKE LINING/DISC. REMAINING	VƏB	"I∂B	48	RR

[CONTINUED ON NEXT PAGE]

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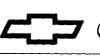
YOUR

CHOICE

TRI-STATE BUSINESS FORMS (888) 579-3636











BUICK PONTIAC

LABOR RATE

Χ.

CHEVROLET Oldsmobile SACARILL AALEST

1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com

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

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/12/09	123274	30976	2459	29	W	51BUZ	BODY ELECTRICAL
				29 2459	W		MULTI-POINT INSPECTI PICK UP & DELIVER
05/04/09 05/01/09	122967 122923	30435 30435	34 34	25	l W	51BUZ	BODY ELECTRICAL
				3	č	45BUZ 02BUZLOF	STEERING/SUSPENSION LUBE, OIL AND FILTER

SALESPERSON NO.

APPOINTMENT

Yes

JOB

SERVICE YEAR/MAKE/MODEL PRODUCTION DATE LICENSE NO B. O. NO. 1G1ZS58F77F 07/CHEVROLET/MALIBU/4DR SDN LS DELIVERY DATE DELIVERY MILES 06/22/09 CONTRACT NO EXPIRATION MILES EXPIRATION DATE GRAY/ OLEY, PA TRANS ADVISOR NO ADVISOR 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 07:34am | 06/22/09 08:30pm

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 vahicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

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	GOODWRENCH MULTIPOINT VEHICLE INSPECTION

C * 51BUZ BODY ELECTRICAL CUSTOMER STATES TRAC LIGHT IS ON

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 NITIAL HERE DATE TIME AUTHORIZED BY

EMPLOYER

LAUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

I AUTHORIZE THE ABOVE REPAIRS UP TO

DO NOT PERFORM ANY REPAIRS UNTIL ! AM NOTI-FIED 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 selfer 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/fems. the sale of this item/items.

TIRE WEAR REMAINING BRAKE LINING/DISC. REMAINING



PAGE 2 OF 2

SERVICE COPY

124775

INITIAL

YOUR

CHOICE

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Kee) - Front Broker

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RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

02/09/08 13:03:34

PA

PROCESSING SOURCE: CHEVROLET PAGE:

SELLG SCE: 13 MDL YR: 07 ORD NO: KDXF8K VIN: 1G1ZS58F7 7F

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:

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PROCESS TYPE: 001 CHECK NO: SSN:

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POLICY PYMT CMNT: ACTV TYPE: A

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POLICY PYMT CMNT: ACTV TYPE: 6

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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

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 Shuitz Legal Assistant



Service of Process **Transmittal**

09/25/2009

CT Log Number 515481299

Rosemarie Williams TO:

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

Pltf. 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 Fiked 9/14/09 Case # 090900836

NATURE OF ACTIONS

Product Liability Litigation - Lemon Law - Failure to correct and/or repair defects on 2007 Chevrolet Malibu, VIN: 1G1ZS58F77F

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(8) / SENDER(5):

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, Rosemarle Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS: CT Corporation System Sabra Dudding 116 Pine Street 3rd Floor, Suite 320 Harrisburg, PA 17101 717-234-6004

TELEPHONE:

Non-ER Tamera Shuttz

Kantrowitzt Phillippi

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.

Octobral Mestors Corporations Business Resource Center PO Box 33174 Detroit, MI 48232-5326

&.....

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

				by. III3 GIUZ State. I A						
Customer N Only cust		ast name t	to be reco	Service Request: 71-719 orded	922307 GM Legal	File No.: n/a				
Vehicle ID No.: 1G1ZS58F77F In Year, Make & Model: 2007 Chevrolet Malibu				Service Date: 12/18/2006	Vehicle is: New Vehicle Purchased I odometer n/a	BAC Code: 113891 Used on: n/a at				
Lien holder:	GMAC	Other::	not availab	le	DVM requests	Purchase Price of				
Was TAC co	ntacted fo	r this vehicle	(Y/N)?:		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.									
10823259.	- replaced	ed, what did BCM internal ntacted, why	error	? TAC 10823300. replaced pov	wer steering motor/o	ontroller, TAC case:				
		V	'EHICI	E REPAIR HIS	TORY					
☐ <u>Brakes</u>										
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and	d Repair Performed:	<u>:</u>				
2/15/08	135398	*	21788	*cust Paid Front brakes pulsating. – cau vibration from ft rotors. – col						
☐ Steerin	<u>ıg</u>									
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and	d Repair Performed:	<u>:</u>				
2/16/09	143559	1	27688	Check for looseness felt in st starting car, steering wheel v cause no DTC. Adjust to corr suppose to be at 30PSI. set a	was turning by itself ect tire pressure. Th	while sitting in park. – ney were at 40 PSI were				
0/10/00	4.407.40	4	07000	Decided for add feel to the		and a set of the section of the set				

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. All 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.
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.

\boxtimes Electrical

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/02/09	144250	*	28193	Install 2 customers tires



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:

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 begining. 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

FERTINENT FACTS FROM FREVIOUS SRS WITHOUT RELATE TO TOOK 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 Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

^{*} SES light is to be captured under affected component above.



Circum Motors Lumbration Business Resource Confer PO Box 20170 Detroit, NE 48232-5170

&.....

VIA FAX ONLY

September 29, 2009.

Steven Kantrowitz, Esq. Kantrowitz & Phillippi 1880 John F Kennedy Blvd Ste 1101 Philadelphia, PA 19103

RE:

Service Request: 71-719922307 GM Legal Staff Case: 678870 2007 Chevrolet Malibu

Vehicle Identification Number: IG1ZS58F77F.

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

SAN ANTONIO TX 782 MAP

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JAN U 7 2000.

Rembursement Department P.O. BOX 33170

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

Detroit, MI 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): 1 G22G5281.54
Mileage at Time of Repair: 41103 Date of Repair: 7/13/07
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>Lvalde</u> State: <u>Tx</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 15.500
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).





UVALDE

TX 78801

COPP

REGENCY

B25 E. Main Street UVALDE, TEXAS 78801 Phone 830-278-4144 1-800-750-4143 Fax: 830-278-4149

	CUST	COMER	COPY	PAGE	1
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DATE	YEAR	MAK	E	WODEL	٧١ / ر	N :	TK/CUS	MILES IN N	AILES OUT T	4G
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SERVICE DATE	NC	TIFIED	SVC ADV	PROMISED	DATE/TIME	LICENSE	RATE	PAYMENT	INV. DAT	R
03/17/06	07,	/18/07	13		00:00			01	07/18/0	7
R.O. NUMBER		TA	X ID	HON	Æ PHONE	BUSINESS PI	HONE			
105850								WHIT		3

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

116.42

GM

15858368

-GEAR

ELECTION OF THE PROPERTY OF TH

Total Labor

272.35

Total Parts 272.35

MISCELLANEOUS:

FRANKLINGS SET TOE

Bill Code - C PO Number - 009270

55.00

Total Misc 55.00

Total Line

443.77

KNOCKING NOISE IN STEERING WHILE TURNING

Bill Code - C

REPLACE INTERMITTIATE SHAFT

01 M A

43.66

22687711

Total Labor

Total Line

164.97

GM 2268

-SHAFT K

Total Parts

164.97 208.63

Payment Type - 01 CASH SALES

688.48

C

A DO

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	STATEMENT OF DISCLAIMER	LABOR AMOUNT	160.08
INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE	PARTS AMOUNT	437.32
NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART	ALTO THE TEATTER THE SELECT SE	MISC. SALES	55.00
REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR		MATERIALS	
MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE	NOTES ASSESSED BY THE RESIDENCE AND THE CONTROL OF	TOTAL CHARGE	652.40
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		DEDUCTIBLE	
REF NESSER TO THE		SALES TAX	36.08
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	OTHER PAY	
	>	CUSTOMER PAY	688.48

FIRST STATE	ERNE OF OF OF WALE	m.7/18/07 15/15/2000	441 ***********************************
\$155.0	00 07/19/2007		

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February 18, 2011



Service Request: 71-597316523

Customer Relationship Specialist: Wine Summers

Dear

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



Dear

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

REMDING PA 196 23 APR 2003 PM 1 T



04-27-09A08:24 RCVD

Reimburgment Department PO Box 33170 Detroit MI 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 4/22/2609
17-Digit Vehicle Identification Number (VIN): 1622 H 528 454
Mileage at Time of Repair: 82147 Date of Repair: 4/17/2009
Claimant Name (please print):
Street Address or PO Box Number:
City: West lawn State: 1/4 ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
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:

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 Service GENTER

CHEVROLET · CADILLAC · ISUZU

SAAB

PONTIAC

801 Lancaster Ave. • Reading, PA 19607 610-777-6521 1133 Lancaster Ave. • Reading, PA 19607 610-777-8930 2526 Centre Ave. • Reading, PA 19605 610-921-9121

WE SERVICE ALL MAKES AND MODELS

123722		ADVISOR BRIAN MEITZLE	R 1143	TAG NO.	04/17/09	INVOICE NO. P1CS38167
2-07-6-		LABOR PATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
				82,747	ELEC_BLUE_M	
		YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
WEST .AWN, PA		05/PONTIAC/G6	<u>/SDN</u>		_12/31/04	
		VEHICLE I.D. NO.) Q A E A		SELLING DEALER NO.	PRODUCTION RATE
•		1 G 2 Z H 5		P.O. NO.	R.O. RATE	
•		Calleles (1967).	[]		04/16/09	REPRINT# 3
ESIDENCE BHONE	BUSINESS PHONE	COMMENTS			01, 20, 00	•
		MILEAGE OUT				MO: 82747
JOB# 1 CHARGES	• • • • • • • • • • • • • • • • • • • •					
CUST. STATES CAME ON DRIV V/C FOUND CO	RING/SUSPENSION HOUR WRENCH LIGHT CAME ON . INFO CENTER DE C0460 INTERNAL PRO	I AND CHECK POWER STE OBLEM IN STEERING SEN	ERING SOR	342.00	The only warrantic	F WARRANTIES es, if any, applying
PARTSQTYFP-NUMBE 1 15926	RDESCF	RIPTION IN 6,518	UNIT PRI 409 TOTAL - PAR	0.26 409.26	those offered by The selling dealer disclaims all w expressed or imp	r hereby expressly varranties, either
00B# 1 TOTALS	••••		LABOR PARTS	342.00 409.26	implied warranties or fitness for a p	of merchantability particular purpose
		•	FARIS	403.20	and neither assu	
	JOB# 1	JOURNAL PREFIX P1C	S JOB# 1 TOT	AL 751.26	any other person	
**************************************					any liability in co	
COMMENTS Drop		En l			sale of this part(
				1	Buyer shall not be	
TOTALS	Per a li	E202			from the selling of	
CASH [] CHECK []	CREDIT CARD	CHARGE []	TOTAL LABOR		quential damage property, damage	es for loss of use
	基础的企业信息		TOTAL SUBLET.	0.00	loss of time, lo	
	をおいうのは問題		TOTAL G.O.G	0.00	income, or any	other incidenta
TXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	######################################	RXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	TOTAL MISC CH	IG 0.00	damages.	
LL PARTS MARKED WITH A * TIME WARRANTY	ABUVE ARE COVERED E	MATERIE	TOTAL MISC DI	SC 0.00 45.08		•
DID YOU KNOW YOU CAN MAKE	YOUR NEXT APBOINTMEN	NOTE ONLINE?	OTAL INVOIC		·	
JUST E-MAIL YOUR NAME, LA NUMBER, HOME PHONE NUMBER NELL AS THE DAY AND TIME	ST 6 OF THE VEHICLE? THE WORK YOU WOULD YOU PREPER AND YOUR	DENTIFICATION LIKE-DONE AS DVISOR WILL	,			
CONFIRM YOUR APPOINTMENT rianmeitzler@awgolden.co Æ APPRECIATE YOUR BUSINE	m OR/leokozloski@awo	polden.com				
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PAGE 1 OF 1	CUSTOMER COPY		I END OF IN	/OICE 1,03:59pm		

AN BOLDEN-PONTIAC SERVICE 2526 CENTEE AVE READING, PA 19605 610-921-9121

DATE 94/17/89

ITEM: 664 UPC SALE

OP: 66

EXP XXXX 3

RESP: AUTH/TKT 000530

IW: 381671

ORDA:

TOTAL

\$796.34

I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MENCHANT AGREEMENT IF CREDIT VOUCHER)

TOP COPY-HERCHANT EXTTON COPY-CUSTORES

siloder to deepoils to bemoised siloges efelamones erant, fuel, oll or lubilcants. nance or use of wrong fluids, refrig-. Damage due to the lack of mainteof the vehicle or other economic loss. Loss of firme, inconvenience, loss of use racing or other competition. car fleets and other for-hire vehicles), (e.9) police (e.9)

Les princhaser owns the GM pos-(08-01 29hazı ... ent so gnot os tos tos in niomer et - jucinding labor, This warranty will tiee of charge to the original purchasremanufactured genuine GM part(s). Dealer will be made with a new or ment of the covered port(s) by the

Vd alos to atob ant months from \$1 - 15 - 15 - 15

Terrer retailed - 12 months or 12,000 miles, whichever occurs first (No Dov oue vo vdo idao) 11-21-92

eut of the covered portics, in such of the covered portics, by the ent cases, richal and new of the second portics, by the ent cases, richal and new to the covered portics, by the covered portics, by the covered portics, by the covered portics, by the control of the covered portion of the covered

123722	BRIAN MEITZLER	114202	· .	K CATE DATE	***COCE *CE
	LABORATE C	L1438Z MEMSEKO. MERAS		<u>10/21/08</u>	<u> </u>
	YEAR / MAKE / MODEL		73,473	ELEC BLUE M	
WEST LAWN, PA	05/PONTIAC/G6/S	DN		12/31/04	三 一
	1 G 2 Z H 5 2	8 4 5 4		SELENG DEALER NE.	FORTE TO PARE
	F.T.E. NO.	P.O. NO.		R.O. RATE	
BUSINESS PHONE	Comment			10/21/08	
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LABOR			• • • • • • • • • • • • • • • • • • • •		
		8	(WARRANTY	DISCLAIMER OF	
PARTSQTYFP-NUMBER	···DESCRIPTION	UNIT PRICE-		The only warranties to the part(s) and	d/or service are
JOB# 1 TOTALS		TOTAL - PARTS	WARRANTY 0.00	those offered by the selling dealer lidisclaims all was	hereby expressly
JOB# 2 CHARGES			0.00	expressed or implied implied warranties or	d, including any
LABOR J# 2+30PNZ03 TRANSMISSION SERVI PERFORMED BG TRANSMISSION	ICE House		82.79	or fitness for a par and neither assume any other person t	es or authorizes or assume for it
PARTSQTYFP-NUMBER	DESCRIPTION		1	any liability in conf	nection with the
16 TRANS	FLUID	28.52 1.99 OTAL - PARTS	28.52 31.84 60.36	sale of this part(s) Buyer shall not be er from the selling de quential damages,	ntitled to recover
ISCCODEDESCRIPTIONGMLOY GM LOYALTY CARD	CONTRO	L NO		property, damages	for loss of use
DB# 2 TOTALS	F3.3	OTAL MECO	-73.33 -73.33	loss of time, loss income, or any o	Of profits or
	i P/ Mi	ABOR ARTS ISC	82.79 60.36 -73.33	damages.	
OB# 3 CHARGES	JOB# 2 JOURNAL PREFIX PICS JO	B# 2 TOTAL	69.82		\
ABOR					$0 \sim 1$
3+51PNZBAT FREE BATTERY TEST FREE BATTERY TEST FREE BATTERY TEST OK	HOURS: 0.30 TECH(S):44	***********	12.00		
ISCCODEDESCRIPTION D2 EXTW COUPON	····;········CONTROL	NO			
B# 3 TOTALS		TAL - MISC	-12.00 -12.00		
1	LAF MIS	SC	12.00 -12.00		
	DB# 3 JOURNAL PREFIX P1CS JOE	# 3 TOTAL	0.00		
GE 1 OF 2 . CUSTOMER	COPY	ON NEXT PAGE] 01:0			



CHEVROLET · CADILLAC · ISUZU

SAAB

PONTIAC

801 Lancaster Ave. • Reading, PA 19607 610-777-6521

1133 Lancaster Ave. • Reading, PA 19607 610-777-8930

2526 Centre Ave. • Reading, PA 19605 610-921-9121

WE SERVICE ALL MAKES AND MODELS

CUSTOMER NO. 13373		ADVISOR		TAG NO.	S ADMICOS OFTE	
123722		LEO KOZLOSKI	7424	65 ;	02/02/08	P1CS354559
	•	LABOR RATE	LICENSE NO.	MILEAGE 66.189	ELEC BLUE M	STOCK NO.
		YEAR/MAKE/MODEL	/sp.:	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	DELIVERY DATE	DELIVERY MILES
WEST LAWN, PA		05/PONTIAC/G6, VEHICLE I.D. NO.	•		12/31/04 SELLING DEALER NO.	PRODUCTION RATE
		1 G 2 Z H 5 Z			OCCUMO BEACET NO.	PRODUCTION HATE
		F.T.E. NO.	f	RO. NO.	02/01/08	REPRINT# 1
	BUSINESS PHONE	COMMENTS MILEAGE OUT				
JOB# 3 TOTALS						мо: 66189
			SUBLET	120.00		
n	J0B# 3 J	OURNAL PREFIX P1CS	JOB# 3 TOT	AL 120.00	DISCLAIMER O	F WARRANTIES
JOB# 4 CHARGES	***************************************			120.00	DIOCEAINIEN C	WAINTAINIES
LABOR · · · · · · · · · · · · · · · · · · ·					The only warrantic	es, if any, applying
J# 4+51PNZ07 MARK	ER LIGHTS HOURS: DEMARKER BULBS IN-OP	TECH(S):44		29.90	to the part(s) a	nd/or service are
REPLACED RF	AND LF MARKER BULBS				those offered by	the manufacturer.
JOB# 4 TOTALS					The selling dealer	r hereby expressly
			LABOR	29.90		varranties, either lied, including any
	J0B# 4 J	OURNAL PREFIX P1CS	J08# 4 T0T/	AL 29.90		of merchantability
JOB# 5 CHARGES		***			or fitness for a p	articular purpose,
LABORJ# 5+46PNZNITRO NITRO			• • • • • • • • • • • • • • • • • • • •			mes or authorizes
PERFORMED NI		0.30 TECH(S):44		19.95		to assume for it onnection with the
COMPLETED			_		sale of this part	s) and/or service.
JOB# 5 TOTALS				1	Buyer shall not be	entitled to recover
	in the second		LABOR	19.95		dealer any conse-
to.	JOB# 5 J	DURNAL PREFIX P1CS	J0B# 5 T0T/	AL 19.95		es, damages for s for loss of use,
COMMENTS	and the second second	MANAGEMENT OF STREET			loss of time. Io	s of profits or
WAIT DELETED OPERATION(S)					income, or any	other incidental
45PNZ STEERING/S	SUSPENSION SOLUTION	111 42			damages	
TOTALS		- K				
CASH [7 CHECK [1	CDEDIT CARD	4 ^h				
CASH [] CHECK []	CREDIT CARD	ARGE []	FOTAL LABOR FOTAL PARTS	87.80 36.93		
•			TOTAL SUBLET FOTAL G.O.G	. 120.00	(=	
***********	******	******	TOTAL MISC CHG	0.00		1
ALL PARTS MARKED WITH A * TIME WARRANTY		7	TOTAL MISC DIS TOTAL TAX	C -24.95 . 13.19	(()) ⁽²⁾	
STD VOIL PARTY VOIL CAN MAKE	VOUD NEVT ADDOLUTER (*****				
DID YOU KNOW YOU CAN MAKE JUST E-MAIL YOUR NAME, LAS	CT A OF THE VEHICLE INC.	ITTETCATION	TAL INVOICE	E \$ 232.97	• !	1//
NUMBER, HOME PHONE NUMBER, WELL AS THE DAY AND TIME Y	, THE WORK YOU WOULD LII YOU PREFER AND YOUR ADVI	Æ DONE, AS			\	~ /
CONFIRM YOUR APPOINIMENT V	/IA E-MAIL!!! .			1		
brianmeitzler@awgolden.com WE APPRECIATE YOUR BUSINES	⊓ OR leokozloski@awgolo SS!	len.com				
				ļ		
						
CUSTOMER SIGNATURE						
PAGE 2 OF 2	CHETOMER CORY					
	CUSTOMER COPY		[END OF INVO	ICE] 09:37am		

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,











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













CENERAL MOTORS BUSINESS RESOURCE CENTER

April 29, 2009

Brad Hoover WALLY EDGAR CHEVROLET-BUICK, INC. PO BOX 98 LAKE ORION, MI 48361-0098

Re:

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

Leasing comp	-uiiy		
VEHICLE INDENTIFICATI Lienholder/Leasing Comp			
ease complete the missi	ng information in the b	ox below and on p	page 2.
ist night it failed on the exi f the side. Quiet frankly, I	t ramp of I-75. I lost co	•	•
CTION 3: DESIRED OUTC just want to feel safe in my oblem when I brought it in	car. The dealership wa	s unable to duplica	te the
escription of damage:			
as the vehicle been in an accid	ent/had body damage?	yes 🗵 no	Date of accident:
ow often is the vehicle used r business purposes (percenta	Number	of vehicles owned I by the business:	Transmission type: X Automatic Manual
rst repair attempt date: 02/13		lileage at purchase/le First repair attempt mi	_
equired as \square new \square used urchase/lease date: 02/09/0		s the vehicle in your p	·
rimary Servicing dealer/city/			
elling dealer/city/state: , , N			
ame(s) that appears on the ve			
ake: Pontiac/GMC	Model: G6	Year: 2006	Current mileage: 40700
CTION 2: VEHICLE INFO	RMATION		
ax:	E-mail address:		
ay phone:	Evening phone:		Cell phone:
ty: Lake Orion		State: MI	Zip code
ailing address:			
tled owner:			

Case Number: PGM0937057 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes Clunking with 1 yes turning-replaced steering column Complete loss of power 1 yes steering

Total days out of service for all problems:		
Signature of Titled Owner(s)	Date	
Printed Name of Titled Owner(s)		

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

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

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







General Motors Business Resource Center

FΔX

Brad Hoover

248-391-0189

TO



Elizabeth Montoya

866-357-5546

CC:

7 Pages W/Cover

NOTES:

71-720762675

We are not selling dealer NO TAC CASE

> BRAD HOOVER Director

Invoice #: 326381 Page 1 of 2 3805 Lepeer Rd P.O. Box 98 Teg # 5413 Lake Orion, MI 48361 Customer # 482 LK ORION MI (248) 391-9900 HOME: CONT:N/A CELL Deale: Rec. #F129188 Service Chevrolet-Bulck-Chevy Truck EMAIL Advisor: 229 JAMES ROBLIN COLOR MAKE/MODEL **WIN** LICENSE MILEAGE IN MILEAGE OUT BURGANDY 06 PONTIAC G6 1G2ZG578564 30512 30513 PROD DATE DEL DATE WARR FYR PROMISED PONO RATE PAYMENT INV. DATE R.O. OPENED READY 17AUG05 09:30 OBJULOS CASH OBJULOS 18:07 07JUL08 10:26 08JUL08 OPTIONS: OPCODE TECH TYPE HOURS HST NET TOTAL PASSENGER FRONT WINDOW IN JOP FROM DRIVERS CONTROL CAUSE: ERRATIC N2145 SWITCH DOOR WINDOW LEFT FRONT REPLACE 214 STEELAND.DAN LIC#: WC 0.60 hrs. 51.97 51.97 22626530 SWITCH 71.27 49.90 49.90 Warranty Copy FC: 6D PART#: 22626530 COUNT: 1 CLAIM TYPE: AUTH CODE: 25000 X 214 STEELAND.DAN LIC#: I WC 0.00 hrs. 0.000.00DPU **IMPORTANT** 3.56 3.56 3.56 FC: 95 You may receive a customer PART#: 22626530 satisfaction survey from the COUNT: 1 manulacturer in the next few CLAIM TYPE: weeks. If for any reason you cannot AUTH CODE: grade us COMPLETELY SATISFIED MD Please context our service 3564 5346 **TPARTS** Director immediately 1380 5197 TLABOR Thurk You! 30512 ERRATIC CHK OPERATION OF POWER WINDOWS, FOUND ALL OPERATING Bred Hoover NORMAL AT THIS TIME, NEC TO REPLACE LT FRT DOOR WINDOW SWITCH AS MOST 248-391-9900 POSSIBLE CAUSE - CERTIFICATION -LABOR AMOUNT STATEMENT OF DISCLAIMER SERVICE HOURS: PARTS AMOUNT The factory warranty constitutes all of the ALL REPAIRS AND PARTS HAVE BEEN warranties with respect to the sale of this COMPLETED PROPERLY AND IN MONDAY & THURSDAY GAS, OIL, LUBE item/items. The Seller hereby expressly disclaims COMPLIANCE WITH THE MICHIGAN all warranties either express or implied, including SUBLET AMOUNT 7:30 AM - 7:00 PM AUTO REPAIR ACT (PA300) any implied warranty or merchantability or fitness MISCADEDUCTIBLE CHARGES TUESDAY, WEDNESDAY, FRIDAY for a particular purpose. Seller neither assumes TOTAL CHARGES nor authorizes any other person to assume for it 7:30 AM - 6:00 PM any liability in connection with the sale of this CHARGE/DISCOUNTS ilem/kems. SALES TAX CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT IF CHARGE ACCT, SEE CHARGE COLUMN I K OR ON MI

HOME:

Invoice # 326381

Tan # 5413

3805 Laneer Rd. P.O. Box 98 Lake Orion: MI 48361 (248) 391-9900

Dealer Reg. #F129188

NET

10.56

Customer #: 482

Service

Chevrolet-Bulck-Chevy Truck

Advisor:		

EMAILM	化石油 化连续存储 经保险股份 化二氯化二氯化二氯化二氯	Curting Comme	ALMINED LIAMAN			
COLOR YEAR	MAKE/MODEL	VIN	And the second second	LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY 06	PONTIAC G6	1G2ZG57856	4		30512	30513
OF DATE PROD. DATE		ONO RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05	09:30 08JUL08		CASH	08JUL08	18:07 07JUL08	10:26 08JUL0B
1			그리고 있는 사람들이 다른다.	회 경찰 존 시험하였다		현리 10년 10년 10년 12년

OPCODE LINE

CONT:N/A

TECH TYPE HOURS

LIST

13.24

TOTAL

10.56

95 28

CLUNK WHEN TURNING

CAUSE: CLUNK E7700 LUBE I-SHAFT

CELL:

178 SITERLET, JOSEPH LIC#: WC

0.50 hrs.

43.31 43.31

26098237 LUBE KIT

FC: 2N PART#: 26098237 COUNT: 1 CLAIM TYPE: AUTH CODE: NE

> 1056 **TPARTS** 754 1000 4331 TLABOR

30512 CLUNK NEC TO LUBE I-SHAFT. OK ON FINAL TEST.

EST: 45,00

07JUL08 18:07 SA: 229

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, incrediately

> 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)

SERVICE HOURS: MONDAY & THURSDAY 7:30 AM - 7:00 PM TUESDAY, WEDNESDAY, FRIDAY 7:30 AM - 6:00 PM

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

STATEMENT OF DISCLAIMER

LABOR AMOUNT	Ş	95.28
PARTS AMOUNT		64.02
GAS, OIL, LUBE	4	0.00
SLIBLET AMOUNT	Ţ	0.00
MISC /DEDUCTIBLE CHARGES	ĭ	0.00
TOTAL CHARGES	A	159.30
CHARGE/DISCOUNTS	5	0.00
SALES TAX	े	0.00
PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE		150 30

151

CUSTOMER SIGNATURE

Invoice # 335966

Tag # 3130

Page

3805 Lapeer Rd. P.O. Box 98 Lake Orion, MI 48361

(248) 391-9900

Dealer Rep. #F129188

Customer # 482

Service

Chavrolet-Buick-Chew Track

Advisor 208 MARC D'HONDT

CIVIAILI	실임 그 그 사람들은 내가 그렇게 살아가 하다니 가는 것이 되었다.	1.49 JOSEPH CONTRACTOR IN 1. M. L.		100 CO 10	
COLOR YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY 06	PONTIAC G6	1G2ZG5785641		38567	38571
DEL DATE PROD. DATE	WARR EXP PROMISED	PO NO. RATE PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05	08:00 05MAR09	CASH	20FE809	07:19 19FEB09	12:05 20FEB09
OPTIONS					

LIME OPCODE

CONT N/A

TECH TYPE HOURS

LIST

394.90

TOTAL

CHK FOR CLUNCK NOTICED BRAKING FROM STRG CUSTOMER STATES I-SHAFT HAS HISTORY В CAUSE: F

E7680 STEERING COLUMN REPLACEMENT

178

CFLL

SITERLET.JOSEPH LIC#

0.00 hrs.WC

0.00 286.48

NFT

0.00

286.48

25933396 COLUMN

FC: 98 PART#: 25933396 COUNT: 1

CLAIM TYPE: AUTH CODE: A

CUSTOMER PORTION OF GOODWILL REPAIRS

20463 28648 **TPARTS** TLABOR

38567 2.50 REPLACED RATTLING STEERING COLUMN. SOME SOUND FROM EPS IS NORMAL, OK ON FINAL TEST DRIVE.

19FEB09 07:19 SA: 298

EST: 110.00 EST: 170.00 19FEB09 13:04 SA: 298 EST: 205.00 19FEB09 15:16 SA: 298

Warranty Copy

LK ORION, MI

HOME:

Plate l

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 -

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7:30 AM - 6:00 PM

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100	LABOR AMOUNT		0.00
	PARTS AMOUNT		286.48
	GAS, OIL, LUBE		0.00
	SUBLET AMOUNT	Ţ	0.00
į	MISC/DEDUCTIBLE CHARGES	ĭ	0.00
	TOTAL CHARGES	î.	286.48
	CHARGE/DISCOUNTS	S	0.00
	SALES TAX	A-13	0.00
	PLEASE PAY THIS AMOUNT IF CHARGE ACCT, SEE CHARGE COLUMN		286.48

CUSTOMER SIGNATURE

LK ORION, MI

CONTINIA

TECH TYPE

HOME

LINE

В

OPCODE

ELIANI. I

Invoice # 338528

Tag # 5150



Page

3805 Lanear Rd. P.O. Box 98 Lake Orion, MI 48361 (248) 391-9900

Deale: Rec. #F128188

MET

Cuslomer# 482

CELL:

Service

Chevrolet-Bulck-Chew Truck

COST

		 A 15	TI LA	4 17	
Advisor:	 	 		m.	31

CIMMIL			상태하는 사람들은 그 아무슨 것이다.	2.0	OTION : FOO	MINITO P 110415			
COLOR	YEAR	M	KE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY	06	PO	NTIAC G6	1G	2ZG57856	4:		40546	40546
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PONO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
17AUG05			16:06 20APR09			CASH	20APR09	06:51 20APR09	15:14 20APR09
OPTIONS:									

CHK FOR LAST THURSDAY TURNING LT STRG WAS TIGHT.SATURDAY IT WENT OUT. AFTER SITTING FOR 2 DAYS IT IS A

SHHIS

OK SEE PREV SS SEE STORY BELOW

> SITERLET.JOSEPH LIC#: 178

25144

 $0.00 \, hrs.$ 0.00 brs.

0 Ð

SALE

0.00

TOTAL

0.00

0.00

COMME

LIST

40546 CAN NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. NO PROBLEM

SEEN ON INSPECTION.
COMPLETE GM - MULTIPOINT INSPECTION

NWD NO WORK DONE

178 SITERLET.JOSEPH LIC#:

0.00 hrs. 0.00 hrs. Ð

Π

0.00

ACCOUNT	SALE 0	COST 0	CONTROL	ACCOUNT 999Z	SALE 0	COST	CONTROL
COST, SALE, & CO	MP TOTALS		O	0	0		

- CERTIFICATION -

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SERVICE HOURS: MONDAY & THURSDAY 7:30 AM - 7:00 PM TUESDAY, WEDNESDAY, FRIDAY 7:30 AM - 6:00 PM

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Ē	LABOR AMOUNT		0.00
ń	PARTS AMOUNT		0.00
DESCR	GAS, OIL, LUBE	Y.	0.00
Ċ,	SUBLET AMOUNT	Ţ	0.00
Ŗ	MIBC /DEGLICTIBLE CHARGES		0.00
þ	TOTAL CHARGES	r	0.00
1	CHARGE/DISCOUNTS	Š	0.00
) N	SALES TAX		0.00
内で	PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN		0.00

CUSTOMER SIGNATURE

File Copy

Invoice #: 338891

Tag #: 7845

Wally Edgar Page 1 of 1

3805 Lapeer Rd. P.O. Box 98 Lake Orion, MI 48361 (248) 391-9900

. (248) 391-9900 Dealer Reg. #F129188

Customer #: 482

Service

ervice Chevrolet-Buick-Chevy Truck

		298			

EMULTA	요즘 바람이 물만을 이용하다면 한 길에 가다라면 하는 그는 사람이 경하나 이어 모든				
COLOR YEAR	MAKEMODEL	A TOTAL OF THE STATE OF THE STA	LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY 06	PONTIAC G6	1G2ZG578564		40938	40938
	ATE 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
TI AUGUO					

LINE OPCODE TECH TYPE HOURS

CELL:

LIST NET

A CHK FOR POWER STEERING IS INOP SEE HISTORY ATTN BRAD HOOVER

CAUSE: DEFECTIVE E7680 STEERING COLUMN REPLACEMENT

178 SITERLET.JOSEPH LIC#:

WC: 1.40 hrs.

126.99 286.48

359.00

126.99 286.48

TOTAL

25933396 COLUMN

FC: 6C PART#: 25933396 COUNT: 1 CLAIM TYPE: B AUTH CODE: G

ΟĴ

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

CONT NA

LK ORION, MIT

HOME:

Chanic I

You may receive a customer satisfaction survey from the menulecturer in the next few weeks. If for siny reason you cannot grade us COMPLETELY SATISFIED.

Please contact our service
Director, immediately
Thank Youl
Brad Hoover

- CERTIFICATION -

248-391-9900

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

CUSTOMER SIGNATURE

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7:30 AM - 6:00 PM

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	LABOR AMOUNT		126.99
D.	PARTS AMOUNT	Ĉ,	286.48
Е	GAS, OIL, LUBE	3	0.00
Š	SUBLET AMOUNT	Ţ	0.00
Ř	MISC /DEDLICTIBLE CHARGES	ĭ	0.00
þ	TOTAL CHARGES	Ľ	413.47
1	CHARGE/DISCOUNTS	5	0.00
Ü	SALES TAX		0.00
	PLEASE PAY THIS AMOUNT IF CHARGE ACCT, SEE CHARGE COLUMN	的数据	413.47

THANK YOU!

Invoice # 338891

Teg# 7845

Customer # 487

Page 1 of 1

3805 Lanear Rd. P.O. Box 98 Lake Orion, MI 48361

> (248) 391-9900 Dealer Reg. #F129188

O

LK ORION MI HOME:

ELIASE . L

المكابلا فالمكافئ السنار تحداثها فعرارات

CONT:N/A

CFII:

Service

Chevrolet-Buick-Chevy Truck

Advisor: 208 MARC D'HONDT

EMMIL 1					LINIARIA PAR	mand o non		<u>,, , , , , , , , , , , , , , , , , , ,</u>		
COLOR	YEAR	MA	KE/MODEL		VIN		LIÇENSE	MLE	AGE IN	MILEAGE OUT
BURGANDY	(06	109	VTIAC G6	10	32ZG578564	4			938	40938
DEL DATE	PROD. DAT	WARR EXP	PROMISED	PONO	RATE	PAYMENT	INV DATE	R.O. OPI	ENED	READY
17AUG05			09:54 29APR09		1	CASH	29APR09	16:46.28/	<u> 10 APR09 10 10 10 10 10 10 10 10 10 10 10 10 10 </u>	:00 29APR09
OPTIONS:										
LINE OPCOL	E	TECH TYP	E A/HRS	SARS		COST	SALE	COMP LIS	ST NET	F TOTAL

CHK FOR POWER STEERING IS INOP SEE HISTORY ATTN BRAD HOOVER Δ

CAUSE: DEFECTIVE

E7680 STEERING COLUMN REPLACEMENT

SITERLET.JOSEPH LIC#:

WC. 0.02 hrs. 25933396 COLUMN 20463 28648

1.40 hrs.

2800 20463

12699 28648

359.00

126.99

126.99 286.48 286,48

FC: 6C PART#: 25933396

COUNT: 1 CLAIM TYPE: B AUTH CODE: G

> 20463 2800

28648 TPARTS 12699 TLABOR

40938 DEFECTIVE NO OUTPUT FROM TORQUE SENSOR, NEC TO REPLACE STEERING COLUMN WITH AFP, OK ON FINAL TEST.

ACCOUNT

SALE 12699 41347 COST 2800 CONTROL

ACCOUNT 48000

SALE 2864B CONTROL

COST

20463

COST, SALE, & COMPITOTALS

23263

41347

0

· CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

SERVICE HOURS: MONDAY & THURSDAY 7:30 AM - 7:00 PM TUESDAY, WEDNESDAY, FRIDAY

7:30 AM - 6:00 PM

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The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Selier hereby expressly disclaims all warranties either express or implied, including any implied warrantly or merchantability or fitness for a particular purpose. Seller neither assumes not authorizes any other person to assume for it any liability in connection with the sale of this item/items.

3	LABOR AMOUNT	े	0.00
n	PARTS AMOUNT		0.00
DESCR	GAS, OIL, LUSE	1	0.00
S	SUBLET AMOUNT	Į	0.00
Ř	MISC /CEDUCTIBLE CHARGES	ř	0.00
þ	TOTAL CHARGES	A	0,00
Ţ	CHARGE/DISCOUNTS	Š	0.00
Ö	SALES TAX	Ž,	0.00
野 沙公	PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN		0.00

CUSTOMER SIGNATURE

Accounting Copy

Privileged and Confidential Information

CASE ASSESSMENT

By: Elizabeth Montoya State: MI

Customer Name: Service Request: 71-BBB Case No.: PGM0937057 720762675

Only customer's last name to be recorded

Vehicle ID No.: 1G2ZG578564

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)

Lien holder: GMAC ☐ Other ☐:

DVM Name: Robert Stipek

Phone/Cell Number: Node 630092 Mailbox 8395

Svc Mgr Name: Brad Hoover

Vehicle Purchased Used on: 02/09/08 at

odometer 26,000 miles

Sale Type: Purchase ☐ Lease☐ Other☐:

CAM Name: Rob Johnson

Phone Number: 630-961-6817 or 8-530-6817

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

Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
07/07/0 8	32638 1	2	30513	Passenger front window inop from driver's control. Cause: erratic. Switch door window left front replace.

Clunk when turning

Date:	RO #:	<u>Days</u> Out:	Mileag e:	<u>Description of Complaint and Repair Performed:</u>
07/07/0 8	32638 1	*	30513	Clunk when turning, lube I-shaft.

Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
02/19/0 9	33596 6	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</u> Out:	Mileaq e:	<u>Description of Complaint and Repair Performed:</u>
04/20/0 9	33852 8	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</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
04/28/0	33889	2	40938	Check for pwr steering is inop. Defective no output from torque

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

rias the customer in	ed any modulances claims on this vehicle is	
If Yes obtain the foll	lowing information below	
Insurance Company		
	t and Last Name)	
Phone #		
	Claim Status: NA	
Claim #		
Did Insurance Comp	any 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: Total days out of service during the presumption period: 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: X

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

1		<u> </u>
TEAM LEAD APPROVING:	{Name}	Date: {Date}

Crawford, MS FEB 0 4 2008 Reinbursement Department P.O. Box 33170

Detnoit MI 48232-5170 INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

48232\$5170 B050

Service Claim H

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 130 08
17-Digit Vehicle Identification Number (VIN): 6-12.T54865F
Mileage at Time of Repair: 52,454 Date of Repair: 10 18/06
Claimant Name (please print):
Street Address or PO Box Number:
City: Crawford State: MS 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

*** 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 chèck,
- · 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"

### 1 04CVZ CRAWFORD MS MS MS MS MS MS MS M	CHICTOMERINO	 ,	+mecon		1710110	NAME OF THE OWNER OWNER OF THE OWNER O	Turnorno
CRAWFORD MS	46386		ADVISOR DON	403	TAG NO. 3326	10/23/06	CVCS160436
TOTAL LABOR. TO					MILEAGE	COLOR	
CRAWFORD, MS OS/CHEVROLET/MALTBU/A DOOR SEDAN SUPPLEATED 1 2 T 5 4 8 5 F FITER 0 DOWNERS DOWNERS NO: 5245 MO: 52			YEAR / MAKE / MODEL	<u> </u>	32,434		DELIVERY MILES
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PERSON PROPERTY SUSPENSION Mo: 5245				5 4 8 5 5 F		SELLING DEALER NO.	PRODUCTION DATE
LABOR 8_PARTS LABOR 8_PARTS CONJUNE COMMENTS COMMENT CONJUNE CO			F. T. E. NO.		0.		
LABOR & PARTS J# 1 04CVZ SUSPENSION CUSTOMER STATES POPPING IN STEERING MEEN TURNING STEERING COLUMN HAS INTERNAL NOISE PARTS OTV. FP. MINBER OLIMN 6.518 JOB # 1 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR STATES CUSTOMER STATES WERLELE TURNS OVER BUT TAKES SEVERAL TIMES JOB # 2 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 3 TOTAL LABOR & PARTS JOB # 3 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 3 TOTAL LABOR & PARTS	Rust	SINESS PHONE	COMMENTS		· · · · · · · · · · · · · · · · · · ·	10/18/06	L
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PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 04:02pm	PAGE 1 OF 1	CLISTOMER COPY		(END OF IN	WOICE 104:025	OR FACTORY	REBUILT UNLESS

[END OF INVOICE] 04:02pm

February 18, 2011

Crawford, MS

Service Request: 71-597384838

Customer Relationship Specialist: Diana Smith

Dear

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 Operations
General Motors Corporation
Disbursements (2613)
PO Box 6250
Phoenin 6250

CRAWFORD

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



снеск No.

50-93 213

DATE 02/25/08

Phoenix, AZ 85082-2530

****00 CENTS

AMOUNT AMOUNT

North American Operations General Motors Corporation Disbursement Account

SIGNATURE

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

PAY:

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO 1 CHECK NO. BB 000000221 PAYMENT DATE VENDOR NAME 02/25/08 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/22/08 VM-1-9Z6R8D 71-597384838.1-9Z6R8D .00 00.0000 100.00 100.00 1G1ZT54855F \$ 1000 N

H3

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



Service Request: 71-597479120

Customer Relationship Specialist: Jim Goldberg

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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



50-937 213 снеск No.

DATE 02/22/08

******59 CENTS**

AMQUNT ****************

TULSA OK

North American Operations General Motors Corporation Disbursement Account

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

BB 000000229

VENDOR DUNS NO

AUDIT

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE VENDOR NAME 02/22/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC, REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/21/08 | VM 1-925ATS 71-597479120.1-925ATS 00.0000 635.59 .00 635.59 1G1ZS52F25F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT\OR QUESTIONS CALL 800-462-8782

H3

TULSA OK 741 30 JAN 2008 PM 7 T FEB 0 4 2008 Reimbursement Dept. POX BOX 33170 Detroit, MI. 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted:	This section to be completed by Claimant	
Mileage at Time of Repair: 51,72 Date of Repair: Muu 24th -25th 2001 Claimant Name (please print): Street Address or PO Box Number: City: TUSQ State: Ok ZIP Code: Daytime Telephone Number (include Area Code): Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$	Date Claim Submitted. 1 0 1	
Mileage at Time of Repair: 51,72 Date of Repair: Muu 24th -25th 2001 Claimant Name (please print): Street Address or PO Box Number: City: TUSQ State: Ok ZIP Code: Daytime Telephone Number (include Area Code): Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$	17-Digit Vehicle Identification Number (VIN): 1G 12 S 50 F0 5F	
Claimant Name (please print): Street Address or PO Box Number: City: TUSG State: Ok ZIP Code: Daytime Telephone Number (include Area Code) Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$	Mileage at Time of Repair: 51,172 Date of Repair: Mu 24th -25th 20	017
City: TUSG State: Ok. ZIP Code: Daytime Telephone Number (include Area Code). Evening Telephone Number (include Area Code). Amount of Reimbursement Requested: \$		
Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$		
Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$	City: TUSG State: Ok ZIP Code:	
Amount of Reimbursement Requested: \$	Daytime Telephone Number (include Area Code)	
 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 		
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	Amount of Reimbursement Requested: \$ <u>035</u> , 54	
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	 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. 	
gequest telimbursement for the expense i mounted for the repair covered by this local.	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:	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).



RIVERSIDE CHEVROLET

INVOICE

707 West 51st Street Tulsa, Oklahoma 74107 SALES PHONE (918) 446-2200 SERVICE PHONE (918) 446-7800

TULSA, OK HOME: BUS

UNTT# 65183

PAGE 1

SERVICE ADVISOR: 220 BILL DEWIL MAKE/MODEL LICENSE MILEAGE IN / OUT TAG YEAR COLOR 51172/51172 T1968 1G1ZS52F25F 05 CHEVROLET MALIBU PAYMENT INV. DATE DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE <u>0.</u>00 CASH 25MAY07 19:00 25MAY07 03MAY06 DD STK:65183 ENG:2.2 Liter MFI DOHC 1) CUST R.Ö. OPENED READY OPTIONS: COMPLAINED OFRADIO GOING DĒAD FOR SEVERAL DAYS. CAME BACK ON 2)5/9/06 17:40 24MAY07 16:43 25MAY07 TOTAL LIST LINE OPCODE TECH TYPE HOURS NET A EXTD----C/S VEH HAS NO POWER STEERING....ADVISE CAUSE: T330,,,, TECH315 41 STEERING DIAG 279.53 315 279.53 359.00 359.00 359.00 15926870 COLUMN 0.00 TOTAL LINE A: 638.53 279.53 OTHER: PARTS: 359.00 LABOR: TECH315 CHECK AND FOUND CODE C0545 FOR TORQUE SENSOR 51172 T330,,,, FAULT, R/R AND REPLACE STEERING COLUMN, RECAL CHECK OPERATION OK TECH DON-315 ******************* B FREE VEHICLE MULTIPOINT INSPECTION CAUSE: FINISHED -----99-dreb-vehicle-fultifoint-inspection (N/C) 315 IRM TOTAL LINE B: 0.00 0.00 LABOR: 0.00 0.00 PARTS: OTHER 51172 FINISHED ************************************** EST: 0.00 24MAY07 17:40 SA: 220 PAID 27.95 CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER □ CK # CUST HAS 10% OFF COUPON CUST CASH OWES 635.59 2007 III AM. EXP DISCOVER :PPROVE TOTALS STATEMENT OF DISCLAIMER DESCRIPTION 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, LABOR AMOUNT YOUR CONVENIENCE 279.53 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 PARTS AMOUNT 359.00 SERVICE DEPT. HOURS MON. - FRI. 7:00 a.m. - 7:00 p.m. GAS, OIL, LUBE 0.00 essume for it any liability in connection with the sale of this item/items. SUBLET AMOUNT 0.00 SAT I hereby authorize the repair work herein set forth to be done along with the necessary 8:00 a.m. - 4:00 p.m. MISC. CHARGES 27.95 material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case or fire, theft or any other cause beyond your control or for any **TOTAL CHARGES** 666.48 PARTS DEPT. HOURS delays caused by unavailability of parts or delays in parts shipments by the supplier or MON. - FRI. 8:00 a.m. - 6:00 p.m. SAT LESS INSURANCE transporter. I hereby grant you and/or your employees permission to operate the 0.00 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 SALES TAX 32.96 8:00 a.m. - 4:00 p.m. secure the amount of repairs thereto. The dealership is not responsible for damages PLEASE PAY from fréezing due to lack of antifreeze. THIS AMOUNT

CUSTOMER COPY

699.44

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 He2 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



Service Request: 71-597523433

Customer Relationship Specialist: MJ Mason

Dear

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.

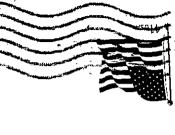
At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer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

Sincerely,

Pontiac Customer Assistance Center

Bryant, AR

LITTLE ROCK AR 720 02 JAN 2008 PM 1 L



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

FIAN 08 2008

Taladhalaadaadhadaadhaadhaadhaadhaadh

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 12.31.07					
17-Digit Vehicle Identification Number (VIN): 1 G 2Z H 5 28.754					
Mileage at Time of Repair: 48,688 Date of Repair: 04.17.07					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Bryand State: AR ZIP Code: _					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ <u>543.32</u>					
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).



Everett Buick Pontiac GMC

21099 I-30 Bryant, Arkansas 72022 (501) 315-7100

CUSTOMER NO.	ADVISOR			TAG NO.	INVOICE DATE	INVOICE NO.
66438	JASON MIL	LARD	1751	654	04/17/07 _	PNCS176226
	LABOR RATE	LICENSE NO.	Mil	_EAGE	SILVER/A	STOCK NO.
	YEAR / MAKE / MODE	<u> </u>	- I	40,000	DELIVERY DATE	DELIVERY MILES
BRYANT, AR	05/PONTIA	<u>c/g6</u>			02/22/05 SELLING DEALER NO.	PRODUCTION DATE
	1	152875	4		SELLING DEALER NO.	PAODUCTION DATE
	F. T. E. NO.	<u> </u>	P. O. NO.	-	R. O. DATE	
RECORDED SUCCESSION OF THE PROPERTY OF THE PRO	COMMENTS				04/17/07	
	<u> </u>					
LABOR & PARTS J# 1 220LZ STEERING VEHICLE INTERMITTENTLY HAS NO POWE VEHICLE AND WILL COME BACK. RAN SYSTEM TEST FOUND INTERNAL FA: CONTROL MODULE/MOTOR IN STEERING (REPLACED MOTOR/MODULE ASSEMBLY.	TECH ER STEERING. CA ILURE IN POWER			153.00		
PARTS······QTY···FP·NUMBER······DESCR JOB # 1 1 15775370 MOTOR	IPTION 6.605	UNIT	343.74			
	JOB #	1 TOTAL LABOR &	PARTS	496.74		
COMMENTS						
CASH [] CHECK # CHARGE [] NO CHAR MASTERCARD [] VISA [] DISCOVER [] A		TOTAL LAI TOTAL SAI TOTAL G.O TOTAL MIS TOTAL MIS TOTAL TAI	RTS BLET D.G SC CHG. SC DISC	0.00 0.00 0.00		
EVERETT BUICK-PONTIAC-GMC APPRECIATES YOUR BUS	INESS.					
		TOTAL IN	/OICE	\$ 543.32		
IMPORTANT! YOU WILL RECEIVE A QUESTIONAIRE FR MOTORS REGARDING THIS VISIT. IF, FOR ANY REASO GIVE US "COMPLETELY SATISFIED" PLEASE CONTACT YDUR SERVICE MANAGER, AT 501-315-7100. THANK YOU FOR THIS OPPORTUNITY TO CUSTOMER SIGNATURE ************************************	BRIAN BAKER. SERVE YOU.	C E *****	*****	DORI	GINAL	

ZR - SI-14 C COPYRIGHT 2002 PAP

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE 108:22am

SF606657 Q (09/0

Process Date:

4/19/2007

Item Sequence Number:

96553374

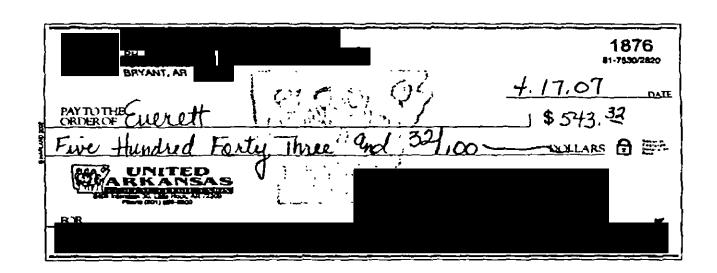
Check Number:

Account Number:

Tran Code:

Check Amount:

\$543.32



5218225298

>0829018714

0447774767

FOR DEPOSIT ONLY
Everett B-P-G
1500031859

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

February 18, 2011



Service Request: 71-597541173

Customer Relationship Specialist: Paul Gambino

Dear

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 MC 282 . USA First-Class ...

P.D. BOX 33170 JANOS TO Detroit, MI 48232-517-0

48292**%**5170 8050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 12.23.67					
17-Digit Vehicle Identification Number (VIN): 16-16-16-16-18-16-18-18-18-18-18-18-18-18-18-18-18-18-18-					
Mileage at Time of Repair: 43,302 Date of Repair: 4,19, 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 CHEVROLET - CADILLAC

Malling 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

SELLING DEALER NO TEAM - USED

CUSTOMER NO. 44750	ADVISOR ADAM G SOF		7397	07/20/07
	LABOR RATE		43,302	COLOR
'In the second s	YEAR / MAKE / MODEL	LET/MALIBU/Malib		DELIVERY DATE 11/27/06
SALISBURY, NC	KEHICLE ID NO.	5 2 F 6 5 F	u sase	SELLING DEALER NO
	F.T.E.NO	5 2 F 6 5 F		TEAM - US
				ზ7719/07
-	COMMENTS E# 2.2L			
LABUR & PARTS J# 1 15CVZ STEERING/SUSPENSIO Radio display reads check	N TECH(S):39440	249.43	TERMS: CASH UN
Radio display reads check displayed steering is hard	power steering - when	that is		I hereby authorize the
DTC C0475 Doc# 1239320 Replaced power steering mo		nnoanamad		be done along with to you are not responsi
module	continuous assembly .	hi odi amed		articles left in vehicle
PARTSQTYFP-NUMBER	DESCRIPTION	UNIT PRICE	,	unavailability of parts supplier or transpor employees permissi
JOB # 1 1 25805894	MOTOR 6.605	JOB # 1 TOTAL PARTS	WARRANTY 0.00	described on streets pose of testing and/
				iten is hereby acknow the amount of repairs
COMMENTS				The only warranties a
Goodwill parts only line 1				may be offered by hereby expressly dis
TOTALS				or implied, including ability or fitness to
PAYMENT METHOD:		TOTAL LABOR TOTAL PARTS	249.43	assumes nor authorizen any liability in connect service. Buyer shall
		TOTAL SUBLET	0.00	selling dealer any of property, damages in
[.] MC/VISA [] DISCOVER [] AME	RICAN EXPRESS	TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	0.00	profits, or income, or
[] CASH [] CHECK #/0 70 []	A/R #	TOTAL MISC DISC	0.00	
WE AT TEAM AUTOMOTIVE SERVICE THA		TOTAL INVOICE	\$ 249.43	INCLUDES SAFE
You may recieve a survey from General Marchairs made on this service visit. If	dotors about the		· - 131115	ENVIRONMENTAL I shown on a separate
repairs made on this service visit. If can not answer COMPLETELY SATISFIED to contact the Service Manager. Chris Jenr	all questions please			
We at TEAM CHEVROLET CADILLAC Thank You Feel free to contact us anytime for all	for your business.	- .		
li eer in ee to contact as anytime for all	your venture needs.	,	41	YO
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CUSTOMER SIGNATURE				ANY REASO
				COMF
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TERMS: CASH UNLESS ARRANGEMENTS MADE

DISCLAIMER OF WARRANTIES

CVCS262318

DELIVERY MILES 33,054

08/19/04

P9017

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

PAGE 1 OF 1

CUSTOMER COPY

I END OF INVOICE | 04:17pm

SERVICE INVOICE

SF632772 Q (05/06)

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



CHECK NO.

DATE 02/05/08

ង់សំនម្ XXXXXXXXXXXXXX669 DOLLARS XXXX13 CENTS XXXX13 CENTS

RESERVED TO SERVE

North American Operations General Motors Corporation Disbursement Account

MONROE NH

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

669.13

.00

669.13

The Chase Manhattan Bank, H.A. Syracusa, New York

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR CHECK NO. BB 000000385 **VENDOR NAME** 02/05/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFÉRENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/04/08 VM 1-9M22BV 71-597555399.1-9M22BV .00 00.0000 669.13 669.13 1G1ZT52805F $\mathbb{O}_{\mathbf{v},\mathbf{v}} \geq \mathbb{N}$. . . ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

Monroe, NH

WHITE RIVER JUNETION

02 JAN 2008 PM 1 L

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

JAN 08 2000

46232/5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: Dec. 29, 2007					
17-Digit Vehicle Identification Number (VIN): 1617-T52805F					
Mileage at Time of Repair: 49333 Date of Repair: April 9, 2007					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Monroe State: NH ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ (69.13					
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:					

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).



BEPHZIBAH, GA

SERVICE ADVISOR: DEREK CROW

BOB RICHARDS CHEVROLET CO., INC.

2031 Gordon Highway

Guardian Maintenance

TOT. 00

25,13

669.13

Phone 733-9411 **AUGUSTA, GEORGIA 30909**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	N CUST, NO.	TAG NO.	P.O. N	O.	NVOICE RINTED	INVOICE
9APRO7	09APR07		16127528056				096	APRO7	3467:
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE N	O. CUST.	AY C	DELIVERY DATE	PREPARED BY	S/A
10:59	16:04	05 CHEVE	ROLET MALIBU		0	.00 23	DECO4	89	,
MILEAGE IN	MILEAGE OUT	LICENSE NO		MISCELLAN	EOUS COMMENT	LOCATION		<u> </u>	
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LESS INSURATION

SALES A

PLEASE PAY THIS ALLOUNT

Disclaimer of Warranties

grant you and your employees permission to opera

the vehicle herein described on streets, highways,

elsewhere for the purpose of testing and inspection. An express mechanic's flen is here

acknowledged on vehicle to secure the cost

The seller, Bob Richards Chevrolet Co inc. hereby expressly discialins a warranties either express or implie including any implied warranty merchantability or fitness for a particul purpose, and Bob Richards Chevrolet Co inc. neither assumes nor authorizes ar other person to assume for it, any liabili In connection with the repair of the vehicle.

CHISTOMED SIGNATURE

ORIGINIAL

BOB RICHARDS CHEVROLET 2031 GORDON HWY AUGUSTA, GA 30909 706 733-941.1

Auth. Only

ID: 1982

Merchant: 6190000162

17:54.14

AMEX

Total:

Appr Code:

Invoice#: 346722

\$ 669.13

Customen Copy (HASB YOU

Monroe, NH

Service Request: 71-597555399

Customer Relationship Specialist: Jane West

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$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 50-937 снеск No. DATE **AMOUNT** 08/01/08 XXXXXXXXXXXXX100 DOLLARS ***X00 CENTS ************100.00 North American Operations General Motors Corporation Disbursement Account UQUAY The Chate Manhattan Bank, N.A. Syracusii, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phonix AZ 85000 2520 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO, CHECK NO. 1 BB 000000132 PAYMENT DATE VENDOR NAME Phoenix, AZ 85082-2530 08/01/08 REGISTER NO DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 07/31/08 VH 1-AQL24A .71-597585077.1-AQL24A 00.0000 100.00 .00 100.00 1G1ZT64805F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 TOTAL 100.00 .00 100.00

Fuquay Varina, NC

Service Request: 71-597585077

Customer Relationship Specialist: Bryan Carerra

Dear

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



Service Request: 71-597585077

Customer Relationship Specialist: Lance Evans

Dear :

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

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

We have reviewed your request for reimbursement on the steering 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.

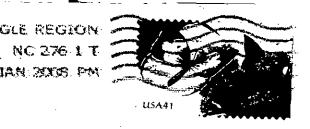
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please 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

Fuguary-Varina, NC

RESEARCH TRIANGLE REGION NC 276 1 T COS JAN 2005 PM



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

8050

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 1/5/08					
17-Digit Vehicle Identification Number (VIN): 1612T64805F					
Mileage at Time of Repair: 40,021 Date of Repair: 3/16/08					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Fuguay - Varina State: NC 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 Lincurred for the repair covered by this letter.					
Claimant's Signature:					

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833,2438).

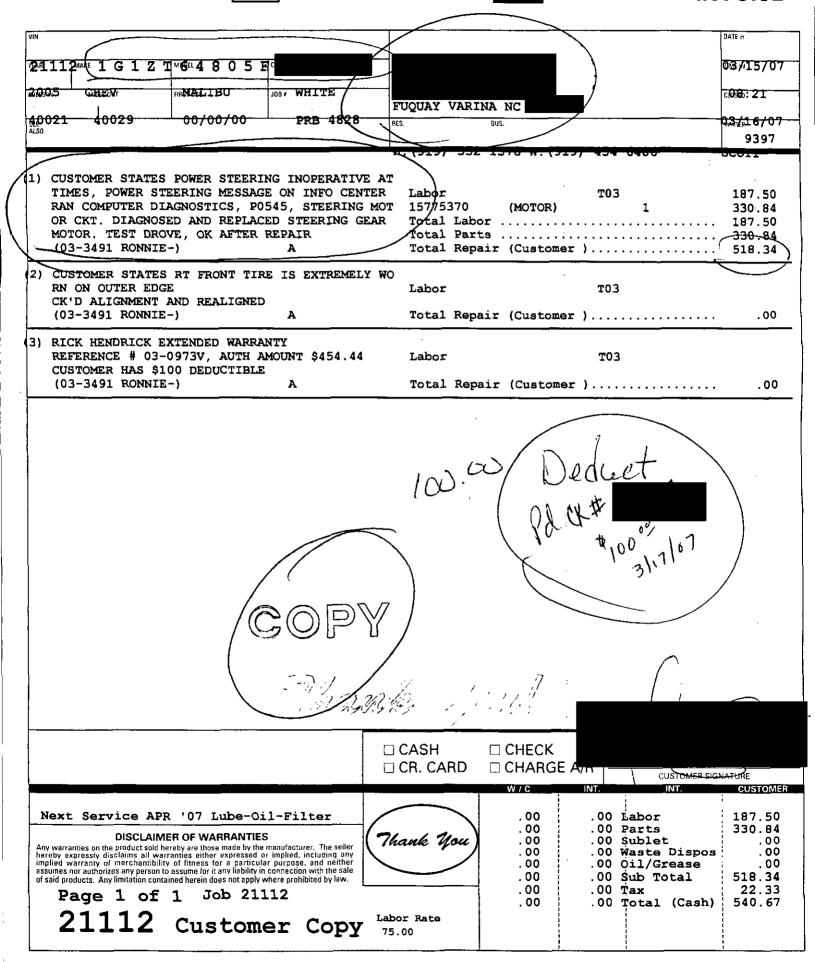


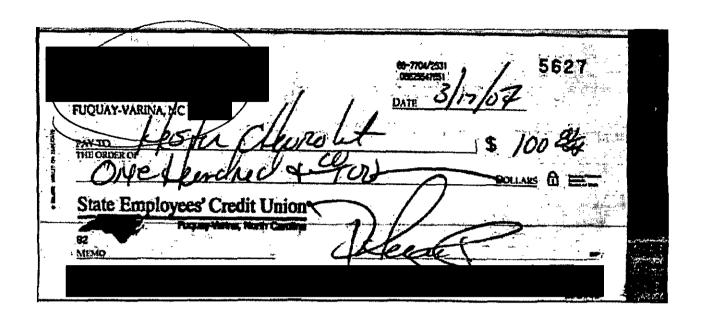
JOHN HIESTER CHEVROLET, INC.

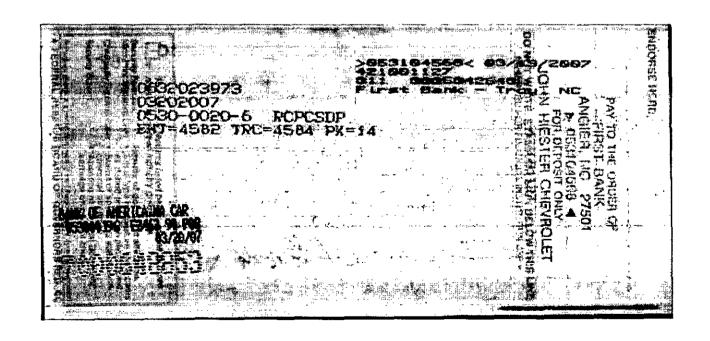
P.O. BOX 848 + 836 N. BROAD ST. ANGIER, NC 27501 (919) 639-2222



SERVICE INVOICE







Fuquay Varina, NC

Service Request: 71-597585077

Customer Relationship Specialist: Martin Fischman

Dear

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

Fugury-Varina, MC JUL 28 ZUUS ATTAL: Martin FiscHmary Reumbursment Dept

DETROIT MI 148232

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,

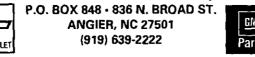
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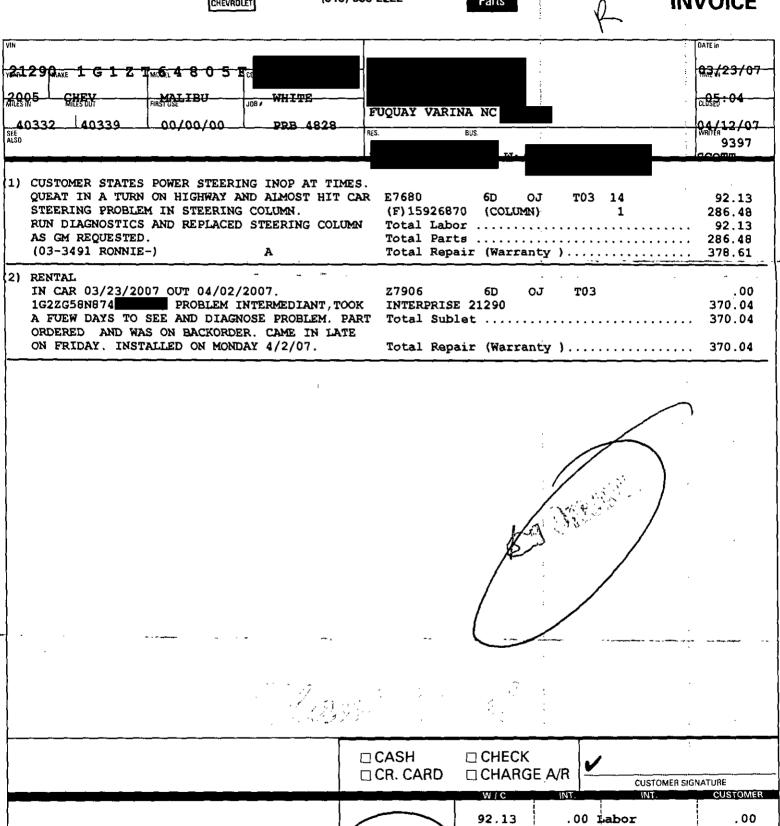
JOHN HIESTER CHEVROLET, INC.



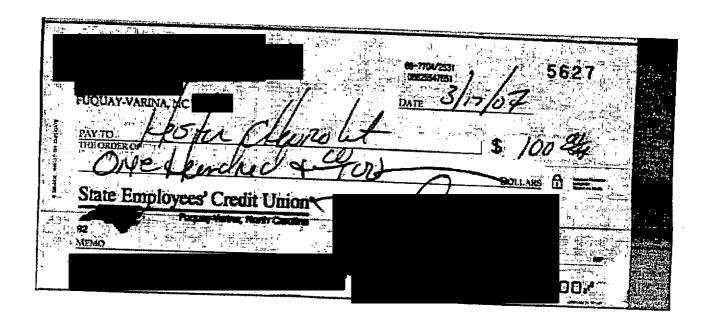


SERVICE INVOICE





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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 merchantibility 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 21290 21290 Customer Copy	Thank You Labor Rate 75.00	92.13 286.48 370.04 .00 .00 748.65 .00 748.65	.00 .00 .00 .00	Labor Parts Sublet Waste Dispos Gil/Grease Sub Total Tax Total	.00 .00 .00 .00 .00 .00	



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