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

March 22, 2011

[redacted]
Long Beach, CA [redacted]

Service Request: 71-631701883

Dear [redacted]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Major Guard plan on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558664[redacted] The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

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

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Address [redacted] Go

Links Customize Links Free Hotmail GM Access GM Dealer GM Lead GM Training GM Web Windows Windows Marketplace Windows Media

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Pontiac	Customer Type:	Owner
VIN:	1G2ZG558664[redacted]		

Ms Tanya Rivas- Chavarin
1877 San Francisco Avenue
Apt A
Long Beach, California , United States - 90806

Evening Phone:
Primary Language: English
Secondary Language:

Sales Information

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	49970
Delivery Date:	10/22/2008

Plan Lienholder

Lienholder Type: Other

Pontiac
P.O.Box 33172
Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date:	10/22/2008
In Service Date:	10/22/2008
Plan Type:	Major Guard Retail
Term:	12
Mileage Limit:	20000
Deductible:	50
Rental Type:	Standard
Plan Price:	$ 0.00

Discussions Discussions not available on [redacted]

Done Internet

[redacted] GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

GM OrderWORKBENCH

Close Window

Transaction Details

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

VIN:	1G2ZG558664[redacted]	Status:	Pending
Dealer Code:	32888	User ID:	1w3jfm
Transaction Date:	10/22/2008	User Role:	Central Office Administrator
Transaction Type:	GM Protection Plan	Timestamp Date:	2008-10-23-11.29.36.085000

Transaction Messages:

1097 - GMPP sent to MIC

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Done Internet

CERTIFIED MAIL™

Alex Simanovsky & Associates
2300 Henderson Mill Rd, Ste 300
Atlanta, Georgia 30345

7007 0710 0000 5314 6269

37

General Motors
c/o MSX Int'l, ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

JUN 02 2008

UNITED STATES POSTAGE
PITNEY BOWES
$005.22⁰
02 1P
0003238088 MAY 29 2008
MAILED FROM ZIP CODE 30345

UNITED STATES POSTAGE
PITNEY BOWES
$000.10⁰
02 1P
0003238089 MAY 29 2008
MAILED FROM ZIP CODE 30345

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

48091$6013 C037

NOTICE TO MANUFACTURER OF FINAL OPPORTUNITY TO REPAIR

This constitutes my notice as a consumer, pursuant to Georgia's Motor Vehicle Warranty Rights Act, *O.C.G.A.* Section 10-1-784(a)(1), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

Defect # 1 Engine

Defect # 2 Electrical

Defect # 3 Steering

Defect # 4 _____

(Please use another sheet to list additional defects, if any.)

Vehicle make Pontiac Model G-6 Year 2006

Vehicle identification number (VIN) 1G2ZF55B064[redacted]

Name/address of selling dealer or lessor CarlBlack Pontiac Buick GMC
11225 Alpharetta Hwy, Roswell, GA 30076

Date of delivery 2/7/06 Current odometer reading 55000

Name/address of the facility where repairs were made selling dealer

Date/s of repair 3/22-4/6/06; 8/2/06; 8/10-8/29/06; 1/2-1/3/08; 9/4-9/6/07

I am requesting that you make a final attempt to correct the defect/s reported above. My contact information is:

Consumer name [redacted] Home phone _____

Alex Simanovsky & Associates

Address 2300 Henderson Mill Rd Suite 300 Work phone (770) 414-1002

Atlanta, GA 30345

Consumer signature _____ Today's date 5/28/08

Attorney on behalf of consumer

Instructions to consumer: On this form you should only list defects that have met the required "reasonable number of repair attempts." Remember to make a copy for your records and send the original by certified mail, return receipt requested, ***to the manufacturer*** **at the address provided in your owner's manual.** If your vehicle is a motor home, you must send notices to all known manufacturers.

A

General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

June 4, 2008

Attention: Alex Simanovsky
2300 Henderson Hill Rd, Ste 300
Atlanta, GA 30345

Service request: 71-632633963
VIN: 1G2ZF55B064[redacted]
Customer Relationship Specialist: Lynn Foster

Dear Alex Simanovsky:

Thank you for your recent correspondence dated May 28, 2008 received on June 2, 2008 regarding your client, [redacted] and her 2006 Pontiac G6. We are sorry your client is dissatisfied with her Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your client's scheduled repair opportunity at Carl Black Pontiac Buick GMC Hummer, Llc located in Roswell, GA. As per our conversation with Bill Draeper at Carl Black Pontiac this repair opportunity will take place on Monday June 9, 2008 at 9:00 a.m., Eastern Time. Peggy Riggs is to speak directly with Bill Draeper and explain as well as demonstrate any and all concern(s) that your client is having with the 2006 Pontiac G6.

If your client is unable to keep this appointment, please contact me as soon as possible so that other arrangements can be made.

Should you have any questions, please contact me at 866-790-5600, extension 11076, between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,
Pontiac Business Resource Center

General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

June 24, 2008

Attention: Scott Fortes
2300 Henderson Mill Rd, Ste 300
Atlanta, GA 30345

Service request: 71-632633963
VIN: 1G2ZF55B064[redacted]
Customer Relationship Specialist: Lynn Foster

Dear Scott Fortes:

Thank you for your recent correspondence received on June 2, 2008 regarding your client, [redacted] and her 2006 Pontiac G6. We are sorry your client is dissatisfied with her Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product.

Unfortunately, our attempts to contact you to discuss the vehicle have been unsuccessful. We have tried to contact you on the following dates: June 19, 2008 and June 20, 2008, and there was no response. As soon as you are available, please contact us.

Should you have any questions, please contact me at 866-790-5600, extension 11076 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,
Pontiac Business Resource Center

General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

June 18, 2008

Attention: Alex Simanovsky
2300 Henderson Mill Rd, Ste 300
Atlanta, GA 30345

Service request: 71-632633963
VIN: 1G2ZF55B064[redacted]
Customer Relationship Specialist: Lynn Foster

Dear Alex Simanovsky:

Thank you for your recent correspondence dated June 2, 2008 regarding [redacted] 2006 Pontiac G6. We are sorry you are dissatisfied with your Pontiac. We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product. Our continued success depends upon the satisfaction our customers receive from their vehicles.

Unfortunately, our attempts to contact you to schedule a repair opportunity for your vehicle have been unsuccessful. We have tried to contact you on the following dates: June 12, 2008 and June 16, 2008; and there has been no response from your office. As soon as you are available, please contact us.

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Should you have any questions, please contact me at 866-790-5600, extension 11076 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,
Pontiac Business Resource Center

[redacted]

ASHLAND, WISCONSIN [redacted]

EAU CLAIRE WI 547

28 MAY 2008 PM 1 T

JUN 0 2 2008

Reimbursement Department
PO Box-33170
Detroit, MI 48232-5170

48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 5-22-2008

17-Digit Vehicle Identification Number (VIN): 1G1ZS54F35F[redacted]

Mileage at Time of Repair: _____ Date of Repair: 5-22-2008

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Ashland State: WI ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 209.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

GM

[redacted]

Ashland, WI [redacted]

Dear [redacted]

RECEIVED
DEC 1 1 2007
BY:

December 2007

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

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

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

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

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

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

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

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

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

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

Silver malibu

07126 1G1ZS54F35F[redacted]13 0002066
[redacted]
ASHLAND, WI [redacted]

VON HOLZEN AUTO & TRUCK CENTER
101923-9

67808 1 G 1 Z S 5 4 F 3 5 F [redacted] [redacted] (SILVER) 05/15/08

2005 CHEVROLET MALIBU SILVER [redacted] 09:16

ASHLAND WI [redacted]

60019 60019 02/28/05 772DJH 05/22/08

H: [redacted] W: [redacted] JAN

(1) REPLACE INTER. STEERING SHAFT				
COMPLETED REPLACEMENT		Labor	T08	60.00
JAN		22687711 (SHAFT KI)	1	149.00
		Total Labor		60.00
		Total Parts		149.00
(08-5508 TIMOTHY-)	A	Total Repair (Customer).....		209.00
(2) REPLACE LEFT FRONT LOWER BALL JOINT				
COMPLETED REPLACEMENT		Labor	T08	112.50
		22730775 (ARM)	1	193.57
		Total Labor		112.50
		Total Parts		193.57
(08-5508 TIMOTHY-)	A	Total Repair (Customer).....		306.07
(3) ALIGN FRONT END				
COMPLETED		Labor	T23	59.99
		Total Labor		59.99
(23-4370 JOSH-)	A	Total Repair (Customer).....		59.99

COPY

Next Service AUG '08 Lube-Oil-Filter

Labor	232.49
Parts	342.57
Sublet	.00
Shp. Sup.	10.00
Oil/Grease	.00
Sub Total	585.06
.00 Tax	.00
Total (~~cash~~)	585.06

Chg'

67808 Customer Copy

[redacted]

VENDOR ID	NAME	PAYMENT NUMBER	CHECK DATE	
VONHOLZE0001	VON HOLZEN	0011612	5/28/2008	44852

OUR VOUCHER NUMBER	YOUR VOUCHER NUMBER	DATE	AMOUNT	AMOUNT PAID	DISCOUNT	WRITE-OFF	NET
67808+	5/23/2008		$209.00	$209.00	$0.00		$209.00
			$209.00	$209.00	$0.00		$209.00

COMMENT

[redacted]

NORTHERN STATE BANK
ASHLAND OFFICE
ASHLAND, WISCONSIN
79-1025-915

[redacted]

ASHLAND, WISCONSIN [redacted]

DATE 5/28/2008

AMOUNT $209.00

PAY

Two Hundred Nine Dollars And 00 Cents

TO THE ORDER OF [redacted]

ASHLAND WI [redacted]

[redacted]

MP

[redacted]

VENDOR ID	NAME	PAYMENT NUMBER	CHECK DATE	
VONHOLZE0001	VON HOLZEN	0011612	5/28/2008	44852

OUR VOUCHER NUMBER	YOUR VOUCHER NUMBER	DATE	AMOUNT	AMOUNT PAID	DISCOUNT	WRITE-OFF	NET
67808+	5/23/2008		$209.00	$209.00	$0.00		$209.00
			$209.00	$209.00	$0.00		$209.00

COMMENT

March 22, 2011

[redacted]

Ashland, WI [redacted]

Service Request: 71-633439423
Customer Relationship Specialist: MJ Mason

Dear [redacted]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. 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

General Motors Dealership Empowerment Process

(Dealership Service Management Template – Revised 1/18/2008)

1) Please complete this template by either typing or legibly writing in all required information
2) Either fax the completed template to 1-866-430-2718, or attach to an e-mail and send to AVM.TEAM@GMEXPERT.COM
   - **It is NOT necessary to FAX all 13 pages; only those that apply to your request**
3) Place a copy of the completed template in your VIN history file for future reference

IMPORTANT NOTE: If you have questions pertaining to potential goodwill options, goodwill value &/or the status of a pending request, please call the GM Call Center (1-800-231-1841, prompt 3, prompt 2). ALWAYS call **BEFORE** you commit to provide a GM Protection Plan to a customer.

Region	☑ NEast	☐ SEast	☐ NCentral	☐ SCentral	☐ Western

Service Manager Name & Phone Number	Walter Scheider Div. 904 458-1141
Dealership Name, Location & BAC Number	Gordon Chevrolet Inc - 114795 Orange Park FL 32065
CAC Case (SR) Number (if known)	—
Customer Name (Mr., Ms., Mrs., First, MI, Last)	[redacted]
Customer Complete Mailing Address	[redacted] Middleburg FL [redacted]
Daytime Phone Number	[redacted] cp
Evening Phone Number	Same
FULL VIN	1G1ZT51856F [redacted]
Current Mileage	48957
District Service Manager's Name & Cell Phone Number	John Bartnick 904 477-9908
Customer's Concern(s) And Business Reason(s) For Offering Goodwill to this Loyal, Appreciative, Deserving Customer	Whining Noise turning Customer' Satisfaction
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & mileage at used vehicle purchase, and seller)	79546

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

Component Coverage Letter

☐ **Component Coverage Letter**	
Definition:	A letter that covers a specific component for a defined period of time and mileage.
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
When to use:	➢ The customer has concerns regarding repeat failure(s) of a specific component ➢ The customer has concerns about potential out of warranty expenses on a specific component
When NOT to use:	➢ For the "complete vehicle" ➢ For a system ("electrical system") ➢ The vehicle has a salvage or branded title ➢ Wear and maintenance items (tires, brake pads, wiper blades, etc.) ➢ If customer has pursued third party intervention (BBB or legal) ➢ In conjunction with other goodwill tools
Parameters of use:	➢ **Can be written up to and <u>not to exceed 84 months/100,000 miles</u> from the original in-service date** o For <u>Diesel Engines</u>, it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date o For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only exception). ➢ <u>NOT</u> transferable to subsequent owners (except cold start knock) ➢ Electrical components MUST be specific (alternator, radio), NEVER the entire system ➢ Match terms to the customer's ownership cycle ➢ Preferred over GMPP due to cost & focus application
Examples:	➢ A catastrophic engine failure within the warranty period - customer is offered a 84/100,000 component letter ➢ The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter
Time limit (months): 12	Mileage limit: 12,000
Specific component(s) (i.e. transmission): Power Steering	

March 22, 2011

[redacted]

Middleburg, FL [redacted]

Service Request: 71-633613001
Customer Relationship Specialist: Bradley Primeau

Dear [redacted]:

Chevrolet is pleased to provide service coverage for the steering on your 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZT51856F[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until December 2, 2010, or 85,052 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Malibu. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

GORDON CHEVROLET

FAX COVER SHEET

TO: *GM Empowerment* FROM: *Walter Scheider*

FAX: *1-866-430-2718* FAX: *904-272-7005*

PHONE: *904-272-2200 Ex. 100*

OF PAGES (Including cover): *3*

RE: Please call when you receive this, I have lost the extension to call about this.

If you have any futher questions, please call me at 904-458-1134

General Motors Dealership Empowerment Process

(Dealership Service Management Template – Revised 1/18/2008)

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IMPORTANT NOTE: If you have questions pertaining to potential goodwill options, goodwill value &/or the status of a pending request, please call the GM Call Center (1-800-231-1841, prompt 3, prompt 2). ALWAYS call **BEFORE** you commit to provide a GM Protection Plan to a customer.

Region	☑ NEast	☐ SEast	☐ NCentral	☐ SCentral	☐ Western

Service Manager Name & Phone Number	Walter Scheider Dir. 904-458-1141
Dealership Name, Location & BAC Number	Gordon Chevrolet Inc - 114795 Orange Park FL 32065
CAC Case (SR) Number (if known)	—
Customer Name (Mr., Ms., Mrs., First, MI, Last)	[redacted]
Customer Complete Mailing Address	[redacted] Middleburg FL [redacted]
Daytime Phone Number	[redacted] cp
Evening Phone Number	Same
FULL VIN	1G1ZT51856F[redacted]
Current Mileage	48957
District Service Manager's Name & Cell Phone Number	John Bartnick 904 477-9908
Customer's Concern(s) And Business Reason(s) For Offering Goodwill to this Loyal, Appreciative, Deserving Customer	Whining Noise turning Customer' Satisfaction
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & mileage at used vehicle purchase, and seller)	77546

Component Coverage Letter

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When to use:	➢ The customer has concerns regarding repeat failure(s) of a specific component ➢ The customer has concerns about potential out of warranty expenses on a specific component
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Parameters of use:	➢ **Can be written up to and <u>not to exceed 84 months/100,000 miles</u> from the original in-service date**
	  ○ For <u>Diesel Engines</u>, it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date
	  ○ For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only exception).
	➢ <u>NOT</u> transferable to subsequent owners (except cold start knock)
	➢ Electrical components MUST be specific (alternator, radio), NEVER the entire system
	➢ Match terms to the customer's ownership cycle
	➢ Preferred over GMPP due to cost & focus application

Examples:	➢ A catastrophic engine failure within the warranty period - customer is offered a 84/100,000 component letter ➢ The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter
Time limit (months): 12	Mileage limit: 12,000
Specific component(s) (i.e. transmission): Power Steering	

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

September 4, 2008

Kimberly Larson, Esq.
Weisberg & Meyers, LLC-Arizona Office
2833 N Central Ave # 613
Phoenix, AZ 85004-1085

RE: Steve Kelly v. General Motors Corporation
Service Request: 71-633898817
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU54815F[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear [redacted]

Enclosed please find a check in the amount of $6,500.00 made payable to Steve & Ella R Kelly & Weisberg & Meyers to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062
V07092007

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
09/08/08	✱✱✱✱✱✱✱✱✱✱✱✱6,500 DOLLARS	✱✱✱✱00 CENTS	✱✱✱✱✱✱✱✱✱✱✱✱6,500.00

PAY TO THE ORDER OF

[redacted]
PHOENIX AZ [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000205 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 09/08/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54815F[redacted].71-633898817.1-AX30Y2	09/05/08	VM 1-AX30Y2	00.0000	6,500.00	.00	6,500.00
		TOTAL		6,500.00	.00	6,500.00

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

M3

4742 McHenry Avenue,
Modesto, CA 95356 • 209.575.1606

Part 1 of 2 — 15 pages

Fax

To: Desire Gallagher
From: John Haley
Fax:
Date: 7.30.08
Phone:
Pages:
Re:
CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

•Comments: RE: Customer Steve Kelly
VIN # 5F[redacted]
SN # 71-633898817

Service docs per your request.
Sales docs to follow later today.
John

E.P.A. # CAR 000002477
B.A.R. # AG-164554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCS443456
Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	DARRELL STOCKMAN 0634	673	06/10/08	CVCS443456

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TURLOCK, CA [redacted]		[redacted]	37,909	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]	AMERICAN	07/01/05

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/27/08

[redacted] [redacted]

COMMENTS
E# $100.00 DEDUCT

LABOR & PARTS----------
J# 1 24CVZ STEERING HOURS: 0.00 TECH(S):322 WARRANTY
C/S CHECK THE POWER STEERING LOOSES ASSIST INTERMITTANTLY
SEE HISTORY ATTACHED
INSTALLED A VEHICLE DATA RECORDER AND FOUND IS STORING
A CODE C0900. FOUND A BULLETIN FROM GM TO REPLACE THE COIL
AND GROUND
REPLACED THE IGNITION COIL AND GROUND. ROAD TESTED SEVERAL
MILES WITHOUT DUPLICATION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		12595088	*COIL 2.170		WARRANTY
JOB # 1	1		12581176	HARNESS 2.525		WARRANTY
JOB # 1	1		11588715	BOLT 8.900		WARRANTY
JOB # 1	1		2436162	WASHER V 8.929		WARRANTY
JOB # 1	2		11570082	BOLT 8.900		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

[redacted]
COMPLETE GOODWRENCH INSPECTION
COMPLETED GOODWRENCH INSPECTION, SEE ATTACHED SHEET.

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

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	38925	123456	06/10/08	RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	RENTAL	AMERICAN CHEV RENTAL		WARRANTY
			TOTAL - MISC	0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.
SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 05:18pm

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ERAM1RVC GR18232 D (0404)

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

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SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS (NO. / DAY / YEAR) ACCRUED NO. CAUS.	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	DARRELL STOCKMAN 0634	673	06/10/08	CVCS443456

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TURLOCK, CA [redacted]		[redacted]	37,909	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]	AMERICAN	07/01/05

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/27/08

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS
E# $100.00 DEDUCT

TOTALS----------

********** REMINDER **********
OUR ALL NEW QUICK SERVICE FACILITY IS NOW OPEN WITH EXTENDED HOURS AND SERVICES. HOURS ARE M-F 8-7PM SAT 9-6PM SUN 10-6PM THIS IS JUST NOT A QUICK LUBE ONLY BUT PROVIDES SEVERAL NEEDED SERVICES PERFORMED AT YOUR CONVENIENCE.

----CASH	--------AMOUNT	--------DATE	--------INITIAL	
----CHECK	--------AMOUNT	--------DATE	--------INITIAL	
----VISA	--------AMOUNT	--------DATE	--------INITIAL	
----M/C	--------AMOUNT	--------DATE	--------INITIAL	
----OTHER	--------AMOUNT	--------DATE	--------INITIAL	

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

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

PAGE 2 OF 2

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 05:18pm

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BRAMINVB - BF8/8212 0 (08/04)

EMP. NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA

#1

REPAIR

COMPLAINT: Power steering is in/op at times, road tested and could not verify condition, ~~no codes are stored and system is operating normal, visual inspection is ok,~~ may need to install data recorder and have customer drive vehicle, steering wheel is off center and may need alignemnt, rear tires are bald

CAUSE

CORRECTION: Service advisor verified concern with customer and c-0900 is set and found bulletin for this concern, ordered parts – INSTALLED COIL & GROUND STRAP & ROAD TEST OK

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 443456	TIME	OFF 4
8	8	OPER. NO. R-P-F U-P-F	(1)	10.2
		EMP. NO. 322		ON 9.4

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 443456 2	TIME	OFF
5	5	OPER. NO. RPT B OTC ORDER PARTS	(1)	10.0
		EMP. NO. 322		ON 9.5

#2

REPAIR: WARR OP # J7717

COMPLAINT: Perform good wrench

CAUSE: internal

CORRECTION: performed inspection

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 443456	TIME	OFF 5
7	5	OPER. NO.	(2)	10.9
		EMP. NO. 322		ON 10.2

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 443456 3	TIME	OFF
7	5	OPER. NO. REPAIR		9.0
		EMP. NO. 322		ON 9.4

#3

REPAIR

COMPLAINT: Data Recorder installed

CAUSE

CORRECTION

J.1 Old - 1.0 "additional diag to verify & confirm problem intermittent - installed data recorder"

6.9.07

#4

REPAIR

COMPLAINT

CAUSE

CORRECTION

#5

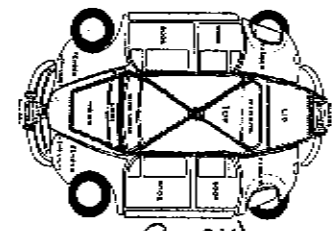
REPAIR

COMPLAINT

CAUSE

CORRECTION

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

COMMENTS: RADIO ABS

U-2111 U-2172 C-0121 C0899

Document ID: 2133820

2005 Chevrolet Malibu | Malibu (VIN Z) Service Manual |
Document ID: 2133820

#08-02-32-005: Loss of Power Steering Assist, Power Steering Warning Message Displayed in DIC, IPC/Radio Displays Erratic, DTC C0900, B1325 Set (Replace Ignition Coil/Module Assembly and Add Ground Strap) - (May 12, 2008)

Subject: **Loss of Power Steering Assist, Power Steering Warning Message Displayed in DIC, IPC/Radio Displays Erratic, DTC C0900, B1325 Set (Replace Ignition Coil/Module Assembly and Add Ground Strap)**

Models: **2004-2006 Chevrolet Malibu, Malibu Maxx with 3.5L Engine (VINs 8, N -- RPOs LX9, LZ4)**

Condition

Some customers may comment on a loss of power steering assist at high RPM (above 3500 RPM) and a power steering warning message displayed in the DIC. They may also comment some instrument/radio displays are erratic.

Upon investigation, the technician may find DTC C0900 set. If the displays were erratic, then DTC B1325 will also be set.

Cause

This condition may occur when the system voltage exceeds 16 volts for one second for code C0900 and the system shuts down to protect it from over-voltage operation. If the voltage exceeds 18 volts for five seconds for code B1325, then other electronic systems protect themselves and shut down. It has been found that this voltage increase is caused by an interaction between the alternator and the ignition coil/module assembly.

Correction

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E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
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Service Direct
(209) 491-7813

CVCS426764

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAC NO.	INVOICE DATE	INVOICE NO.
71295	GARY D. ARMSTRONG 119	543	11/09/07	CVCS426764

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TURLOCK, CA [redacted]		[redacted]	27,995	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]	AMERICAN	07/01/05

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/23/07

[redacted]

COMMENTS
E# $100.00 DEDUCT

LABOR & PARTS----------
J# 1 17CVZ-DOOR- DOORS HOURS: TECH(S):207 WARRANTY
C/S: THE RIGHT SIDE REAR DOOR IS HARD TO CLOSE
WITHOUT EXTRA PRESSURE ; IT HAS ALSO DAMAGED THE BODY DOOR
SEAL; CHECK FOR CAUSE AND REPORT ON REPAIRS NEEDED
INSPECTED VEHICLE. FOUND WHERE THE DOOR IS HITTING THE
SEAL, ALL THE BODY LINES SEEM TO LINE UP PROPERLY.
ATTEMPTED TO ADJUST THE STRICKERM. STILL INOP.
RECOMMEND SUBLET TO BODY SHOP FOR REPAIRS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15778057	WEATHERST 10.694		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+09CVZ FRONT SUSPENSION HOURS: TECH(S):207 322 WARRANTY
C/S; THE STEERING FEELS LOOSE WHEN TURNING WHEEL
CHECK & REPORT
ROAD TEST VEHICLE TO CONFIRM CUSTOMER COMPLAINT, FOUND
KNOCKING TYPE NOISE EMANATING FROM THE FRONT END.
PERFORMED VISUAL INSPECTION. FOUND THE RIGHT FRONT
OUTER TIE ROD END EXTERMELY WORN/LOOSE.
REMOVED/REPLACED RIGHT FRONT OUTER TIE ROD END
WITH ALL NEW PARTS. PERFORMED E-2000 ALIGNMENT
AND SET TOE TO FACTORY SPECS AND CENTER STEERING
WHEEL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	15944090	ROD KIT 6.230		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+08CVZ BRK/HYD BRAKES HYDRAULICS HOURS: TECH(S):207 WARRANTY
C/S: THERE IS A FLUID LEAK AT THE LEFT REAR WHEEL AREA
CHECK & REPORT
INSPECTED, EXAMINED AND FOUND THE LEFT REAR CALIPER
HAS BRAKE FLUID ON IT. CLEANED OFF CALIPER & APPLIED
PRESSURE TO THE BRAKE PEDAL, INSPECTED FOR ANY ADDTIONAL
LEAKS - FOUND THE BRAKE HOSE TO THE CALIPER SEAL WASHERS
LEAKING -
REMOVED/REPLACED BOTH SEALING WASHERS WITH NEW. AND BLED
SYSTEM. CLEANED OFF AREA AND APPLIED PRESSURE TO SYSTEM.
NO OTHER LEAKS DETECTED AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	2	21012386	WASHER 4.681		WARRANTY
JOB # 3	1	12377967	FLUID 8.800		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	34429	522653	11/09/07	RENATL	WARRANTY

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 03:40pm

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ERAINTINVE 8F618212 Q (08/04)

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

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MODESTO, CA 95356-9523
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CVCS426764

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SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO. / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	GARY D. ARMSTRONG 119	543	11/09/07	CVCS426764

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]		[redacted]	27,995	GALAXY SILV	C52116

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
TURLOCK, CA [redacted]	05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]	AMERICAN	07/01/05

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/23/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		E# $100.00 DEDUCT

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
JOB # 1 34430 74279 11/09/07 REPAIR AND ALIGN R/R DOOR WARRANTY
TOTAL - SUBLET 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
DRIVE IN WILL TRY TO INSPECT TODAY IF POSSIBLE

TOTALS----------

********** REMINDER **********
OUR ALL NEW QUICK SERVICE FACILITY IS NOW OPEN WITH EXTENDED HOURS AND SERVICES. HOURS ARE M-F 8-7PM SAT 9-6PM SUN 10-5PM THIS IS JUST NOT A QUICK LUBE ONLY BUT PROVIDES SEVERAL NEEDED SERVICES PERFORMED AT YOUR CONVENIENCE.

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

----CASH --------AMOUNT --------DATE --------INITIAL

----CHECK --------AMOUNT --------DATE --------INITIAL

----VISA --------AMOUNT --------DATE --------INITIAL

----M/C --------AMOUNT --------DATE --------INITIAL

----OTHER --------AMOUNT --------DATE --------INITIAL

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 03:40pm

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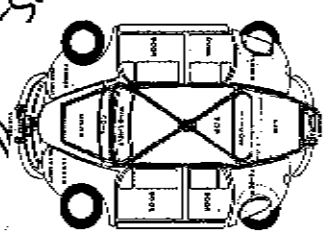
ERAINTINVF SF810212 Q (08/04)

EMP NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	EMP. NO.	TIME	OFF / ON
#1	REPAIR COMPLAINT: C/S the right side rear door is hard to close with out extra pressure, it has also damaged the body door seal. CAUSE: Examined found where the door is hitting the seal, all the body lines seem to line up, adjusting the striker does'nt make any difference. Recommend have body shop adjust. #207 CORRECTION:	.4	.4	426764	1	207		OFF 8.9 ON 8.5
#2	REPAIR COMPLAINT: C/S knocking in steering. CAUSE: Test drove heard a knocking type noise emanating from the frt end. Put on rack & found the R/F outer tie rod end extremely worn, (loose). CORRECTION: Replaced R/F outer tie rod end with new, all O.K. #207	.3	.3	426764	R.T. 2	207		OFF 9.2 ON 8.9
		.2	.2	426764	repl 2	207		OFF 9.4 ON 9.2
#3	REPAIR COMPLAINT: C/S fld leak L/R wheel area. CAUSE: Examined found the L/R caliper had brake fld on it. Cleaned off caliper, & applied pressure to the brake pedal, & checked for leaks. Found the 2 brake hose to caliper sealing washers leaking. CORRECTION: Replaced both sealing washers with new, & bled system. Cleaned off area again & applied pressure to system, no other leaks detected at this time. #207	.5	.5	426764	ck. for leak 3	207		OFF 9.9 ON 9.4
		.8	.8	426764	repair 3	207		OFF 10.7 ON 9.9
#4	REPAIR COMPLAINT: Perform e-2000 alignment CAUSE: tie rod was replaced CORRECTION: performed e-2000 alignment and set toe to factory specs and center wheel	3	2	426764	E-2000 2	322		OFF 11.2 ON 10.9
#5	REPAIR COMPLAINT: CAUSE:							

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

COMMENTS

Body cut-sold to body shop

Rental thru 11-6-07 to 11-9-07

ADVANCED AUTO BODY

321 RANCS AVE

MODESTO, CA 95356-0000
(209) 524-6824 -
Fax: (209) 524-6321

Gary

Repair Order Bill

EPA# CAL000224221
BAR# AE216495

Name: AMERICAN CHEVROLET **Phone - Home:** (209) 575-1606

RO Nbr: 74279 **Estimate: Auto** **Hat:**

Year: 2006 **Make:** CHEVROLET **Model:** MALIBU **Style:** PO# 34430 **Color:** SILVER
VIN: 1G1ZU54815F[redacted] **License:** [redacted] **Odometer:** 27996
Customer Pay: Yes **Miles Out:** 0

Serv Writer: LOPEZ, CARRIE
RO Create: 11/06/07
Act Out: / / 0 days

Oper	Description	Labor Units	Labor Type	Paint	Tax	Misc	Type Qty	Each	Total
Repair	ADJUST RT REAR DOOR					$75.00	I		
Replace	WEATHERSTRIP								
	INT TRIM PANEL RUBS ON W/STRIP WHEN								
	OPENING & CLOSING								

Body Units						
Tax	($0.00 @0.00%)			$75.00	Body	$75.00
					Tax	$0.00
					Total	$75.00

Customer Pays	Insurance Pays
$75.00	$0.00
$0.00	
$75.00	$0.00

completed

We hope that you are thoroughly satisfied with our repair work.
Our main objective is to give you the highest quality repair possible. Should you find that the repairs are not satisfactory, or if you have any questions, please feel free to call us and speak with one of our estimators.

All workmanship is GUARANTEED for as long as you own your vehicle. Parts and Paint guarantees are per their respective manufacturers. Should the need of service ever arise again, please be assured that our staff will be happy to help you in any way we can. Once again, thank you for the opportunity to serve you.

We are not responsible for loss or damage to vehicles, or articles left in vehicles in the case of fire, theft, or any other cause that is beyond our control.
Vehicles not picked up within 48 hours of completion will be charged storage of $30 per day.
When an appointment is missed or cancelled, restocking fees on parts will apply at 25%.

I hereby authorize any repair work to be done, along with any necessary parts and materials to be purchased, as well as any supplemental labor, parts and materials needed to repair the vehicle listed herein. I hereby grant Advanced Auto Body employees permission to operate the vehicle described herein for purposes of testing or inspection. I hereby authorize any and all supplements payable direct to Advanced Auto Body. I authorize Advanced Auto Body to act as Power Of Attorney to sign any payments in regards to this repair.

I acknowledge notice and oral approval of an increase in the original estimated price.

PO 34430 ACCT
RO 426764 ACCT
NAME ACCT

AFM - New Non-Original Equipment Manufactured, LKQ - Used, SUB - Sublet, HAZ - Haz Waste, STOR - Storage
OEM - New Original Equipment Manufactured, REM - Remanufactured / Rebuilt, TOW - Towing, RENT - Rental
O/H - Overhaul, A/M - Aftermarket

E.P.A. # CAR 000002477
B.A.R. # AG-154554

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CVWS432208
Mr. Goodwrench

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SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO. / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	GARY D. ARMSTRONG 119	0565	01/04/08	CVWS432208

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	30,797	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]	AMERICAN	07/01/05

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/31/07

[redacted]
TURLOCK, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS
C# $100.00 DEDUCT

LABOR & PARTS----------
J# 1 24CVZ STEERING HOURS: 1.70 TECH(S): 207 322 152.51
C/S: THERE IS A CLUNKING NOISE IN THE STEERING COLUMN WHEN
THE STEERING WHEN BURRIED FROM ONE SIDE OR THE OTHER
SAYS THE STEERING HAS "LOCKED UP" ON HIM MOMENTARILY
AT SLOW SPEEDS WHEN TURNING AS WELL ; SAYS LAST TIME
WAS ABOUT A WEEK AGO ; CHECK FOR CAUSE AND REPORT
ROAD TEST AND CONFIRM NOISE IS COMING FROM THE FRONT END,
PERFORMED VISUAL INSPECTION FOUND THERE IS EXCESSIVE PLAY
IN THE SPOOL GEAR -NO ADJUSTMENT-
REMOVED/REPLACED RACK & PINION UNIT, REASSEMBLED
AND PERFORMED E-200 ALIGNMENT AND SET TOE TO
FACTORY SPECS. CENTER WHEEL AND ROAD TEST TO COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15858368	GEAR 6.508	255.24	255.24	317.34	317.34
JOB # 1	-1	15858368	CORE RETURN	100.00	-100.00	100.00	-100.00
			JOB # 1 COST TOTAL		155.24		
			JOB # 1 TOTAL PARTS				217.34
			JOB # 1 TOTAL LABOR & PARTS				369.85
			R/O TAX				0.00
			R/O TOTALS				369.85

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
432208	369.85
CLAIM TOTALS	369.85

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------
DCS DATA FILE: GMGMWF.648
01/04/2008 WARRANTY NEW CLAIM
0940

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
432208	12/31/2007	1G1ZU54815F [redacted]	3	06444	30797	[redacted]

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	NE	1		15858368	217.34	6C	E9740	1.7			152.51

LN-TOT: 369.85 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: C-S: THERE IS A CLUNKING NOISE IN THE STEERING COLUMN WHEN TROAD TEST
AND CONFIRM NOISE IS COMING FROM THE FRONT END, PERFORMED VISUAL INSPEREMOVED-RE
PLACED RACK - PINION UNIT, REASSEMBLED AND PERFORM

R.O. TOTAL: 369.85

PAGE 1 OF 1

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 09:40am

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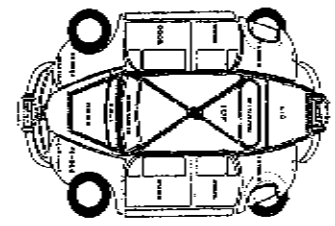
LRAINTINVE SF818212 Q (08/04)

COMMENDED SERVICE OPERATION
S.A.R. # AG-15454
CAR 00000247

TECHNICIANS COMMENTS
INCLUDE DESCRIPTION OF CAUSE

		REPAIR	STRAIGHT TIME (HOURS) .2	FLAT RATE .2	R/O NO. 432203	TIME	OFF 8.2	1
	COMPLAINT	C/S there is a clunking noise in the steering column when the steering is hard from one side or the other.			OPER. NO. R.T.		ON 8.0	
	CAUSE	Test drove felt a clunking type noise from frt end, put on rack & examined found there is excessive play in the spool gear, no adjustment.			EMP. NO. 207			
	CORRECTION	Replaced rack & pinion unit with new, all O.K. #207	STRAIGHT TIME (HOURS) .2	FLAT RATE .2	R/O NO. 432208	TIME	OFF 8.4	2
					OPER. NO. Disp.		ON 8.2	
					EMP. NO. 207			
		REPAIR	STRAIGHT TIME (HOURS) .6	FLAT RATE .6	R/O NO. 432208	TIME	OFF 9.0	3
#2	COMPLAINT	Perform e-2000 alignment			OPER. NO. repl.		ON 8.4	
					EMP. NO. 207			
3	CAUSE	steering gear was replaced	STRAIGHT TIME (HOURS) 5	FLAT RATE 7	R/O NO. 432208	TIME	OFF 9.9	4
2	CORRECTION	performed e-2000 alignment and set toe to factory specs and center wheel			OPER. NO. E-2000		ON 9.4	
					EMP. NO. 322			
		REPAIR	STRAIGHT TIME (HOURS)	FLAT RATE 2	R/O NO. 432208	TIME	OFF 1/4/8	1
#3	COMPLAINT				OPER. NO.		ON	
	CAUSE				EMP. NO. 207			
	CORRECTION							
		REPAIR						
#4	COMPLAINT							
	CAUSE							
	CORRECTION							
		REPAIR						
#5	COMPLAINT							
	CAUSE							
	CORRECTION							

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

COMMENTS

CAR 000002477
B.A.R. # AG-154554

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCS428657
Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	F.S.P. NUMBER	SERVICE INSTALLED PARTS (MO. / DAY / YEAR) ACCRUED MILEAGE	GROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	WAYNE MENDONCA 253	218	11/15/07	CVCS42865

	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TURLOCK, CA [redacted]	[redacted]	28,321	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]	AMERICAN	07/01/05

F.T.E. NO.	R.O. NO.	R.O. DATE
		11/15/07

RESIDENCE PHONE / BUSINESS PHONE: [redacted]

COMMENTS
E# $100.00 DEDUCT

LABOR & PARTS----------
J# 1 19CVZ AIR CONDITIONING HOURS: TECH(S):0718 WARRANTY
C/S: THERE IS A BAD ODOR COMING THROUGH AC VENTS WHEN USING
OR TURNING ON HVAC. STATES SMELLS OF A SMOKE SMELL. NOBODY
SMOKES IN VEHICLE.. CK-REPT
SEE 253-119 / WILL NEED DEODORIZE & AFTERBLOW
INSPECTED/VERIFIED CUSTOMER COMPLAINT. MUSTY ODOR FROM VENT
PERFORMED COOLING COIL COATING IN VENT SYSTEM, AND
RECHECKED. ODOR IS NO LONGER PRESENT AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12377951	COOLING C 8.800		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 03CVZ-01 ENGINE ELECTRICAL HOURS: TECH(S):0718 WARRANTY
C/S: IF RADIO IS LEFT ON FOR RUNDOWN TIME THE BATTERY WILL
GO DEAD / ALSO SLOW CRANK AT TIMES / CK-REPT
INSPECTED/VERIFIED CUSTOMER COMPLAINT. FOUND BATTERY IS
WEAK. TEST BATTERY =FAILED= TEST CODE (5D5RP-RL)
REMOVED/REPLACED BATTERY, RECHECKED AND CONFIRM
VEHICLE IS STARTING AS DESIGN.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	19001628	75-5YR		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+36CVZ-09 SHUTTLE HOURS: 0.00 TECH(S):0718 WARRANTY
SHUTTLE RIDE
RIDE HOME OR TO WORK
SHUTTLE

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 3	SHUTTLE	SHUTTLE	428657	WARRANTY
			TOTAL - MISC	0.00

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.
SERVICE FILE COPY

(CONTINUED ON NEXT PAGE) 04:05pm

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CHAINTINVI SF618212 O

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVWS428657

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	L.S.P. NUMBER	SERVICE INSTALLED PARTS MO / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO. 71295	ADVISOR WAYNE MENDONCA 253	TAG NO. 218	INVOICE DATE 11/19/07	INVOICE NO. CVWS428657
[redacted] TURLOCK, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 28,321	COLOR GALAXY SILV	STOCK NO. C52116
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LT		DELIVERY DATE 09/03/05	DELIVERY MILES 25
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 1 5 F [redacted]		SELLING DEALER NO. AMERICAN	PRODUCTION DATE 07/01/05
	F.T.E. NO.	R.O. NO.	R.O. DATE 11/15/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E# $100.00 DEDUCT		

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.815
11/19/2007 WARRANTY NEW CLAIM
1325

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
428657	11/15/2007	1G1ZU54815F[redacted]	3	06444	28321	[redacted]

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OP	1	12377951	58.04	6C	E3320	.9			80.74

LN-TOT: 138.78 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: C-S- THERE IS A BAD ODOR COMING THROUGH AC VENTS WHEN USING INSPECTED-
VERIFIED CUSTOMER COMPLAINT, MUSTY ODOR FROM VENT PERFORMED
COOLING COIL COATING IN VENT SYSTEM, AND RECHECKED

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		OJ	1	19001628	110.81	TOOLO	N0110	.5			44.86

LN-TOT: 155.67 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: C-S- IF RADIO IS LEFT ON FOR RUNDOWN TIME THE BATTERY WILL GINSPECTED-
VERIFIED CUSTOMER COMPLAINT, FOUND BATTERY IS WEAK. TEST BATTERY -FAILREMOVED-RE
PLACED BATTERY, RECHECKED AND CONFIRM VEHICLE IS S

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		MJ				98	Z7910			5.00	

LN-TOT: 5.00 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: SHUTTLE RIDE RIDE HOME
OR TO WORK SHUTTLE

R.O. TOTAL: 299.45

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY-W [END OF INVOICE] 01:25pm

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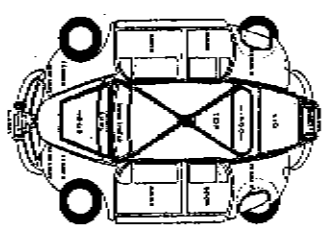
ERAINTINVE SF618212 D (01-0

EMP. NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	EMP. NO.	TIME	OFF	ON
#1	REPAIR COMPLAINT: Checked and could smell a musty odor from vents. Used Cooling Coil Coating in vent system and rechecked, odor is gone at this time. CAUSE CORRECTION	.9	.9	428657		718	1	11:3	10:1
#2	REPAIR COMPLAINT: Checked and found battery weak. Low CCA431 should be at least 550 CCA. Waiting for new battery. CAUSE: Replaced battery and rechecked, engine starting properly and radio does not run battery down. Failure code #5D5RP-RL CORRECTION	3	3	428657		718	2	9:8	9:6
#3	REPAIR COMPLAINT CAUSE CORRECTION		2	428657		718		11/16/7	
#4	REPAIR COMPLAINT CAUSE CORRECTION								
#5	REPAIR COMPLAINT CAUSE 431 CCA #5D5RP-RL CORRECTION								

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

COMMENTS

American S

OPERATION

01CVZ-BELTS

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	CARL P WIEGAND 123	166	08/28/07	CVCS422010

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	24,539	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]	AMERICAN	07/01/05

K.T.E. NO.	P.O. NO.	R.O. DATE
		08/28/07

[redacted] TURLOCK, CA [redacted]

[redacted] BUSINESS PHONE

COMMENTS

LABOR & PARTS----------

J# 1 01CVZ-QUIK/SERV 18 PT SERVICE HOURS: TECH(S):0766 12.10

C/R 18 POINT LOF SERVICE AS PR QUICK SERVICE.
EST $ 29.95
18 POINT QUICK SERVICE COMPLETED

PARTS------QTY---FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
JOB # 1 1 PK47		5.25	5.25
JOB # 1 1 25010792	FILTER 1.836	****	****
JOB # 1 1 3536966	SEAL 1.456	****	****
		JOB # 1 TOTAL PARTS	5.25
		JOB # 1 TOTAL LABOR & PARTS	17.35

J# 2 01CVZ-QUIK/ROT TIRE ROTATION HOURS: TECH(S):0746 12.95

C/R FOUR WHEEL TIRE ROTATION PER QUICK SERVICE.
NOTE FRONT TIRES NEED REPLACEMENT. WORN OUT.
EST $ 12.95
COMPLETED

PARTS------QTY---FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
		JOB # 2 TOTAL PARTS	0.00
		JOB # 2 TOTAL LABOR & PARTS	12.95

J# 3 58CVZ GOODWRENCH INSPECT HOURS: TECH(S):322 INTERNAL

C/R GOODWRENCH INSPECTION AS PER WORK SHEET.
NO CHARGE.
NOT COMPLETED AT THIS TIME, CUSTOMER NEEDS VEHICLE.

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

J# 4 08CVZ-FRT/BRK BRAKES FRONT HOURS: TECH(S):322 INTERNAL

C/R INSPECT REPORT ON BRAKES FRONT NOISE WHILE
DRIVING. NOISE STOPS.
EST $ 190.00
REAR BRAKE WORN PASSED SENSORS ALMOST METAL TO METAL.
CUSTOMER DECLINED TO LEAVE VEHICLE OVER NITE.

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

J# 5 17CVZ-01 BODY INT/EXTERIOR HOURS: TECH(S):322 INTERNAL

C/R INSPECTION REPORT RIGHT REAR DOOR RUBBING
ON THE WEATHER SEAL WHEN CLOSING.
DOOR NEEDS TO BE ADJUSTED PRIOR TO REPLACEMENT
OF THE WEATHER SEAL TO KEEP COMPLAINT FROM RE-
OCCURING.
CUSTOMER COULD NOT LEAVE VEHICLE OVER FOR DIAGNOSIS.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

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Weisberg & Meyers, LLC
5025 North Central Ave #602
Phoenix, AZ 85012

PHOENIX AZ 850

19 AUG 03 PM 2 T

AUG 22 2003

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

48091+6013

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS
866-775-3666 (TOLL FREE)
866-565-1327 FACSIMILE
WWW.ATTORNEYSFORCONSUMERS.COM

COLORADO OFFICE
(PLEASE SEND MAIL TO THIS ADDRESS)
30752 SOUTHVIEW DRIVE, STE. 150
EVERGREEN, CO 80439
303-974-7266
EXTENSION: 219
E-MAIL: RLEVINE@ATTORNEYSFORCONSUMERS.COM

CALIFORNIA OFFICE

6455 PYRUS PLACE
CARLSBAD, CA 92011
760-676-4001
WRITER LICENSED IN:
CALIFORNIA;
COLORADO; WASHINGTON D.C.

August 12, 2008

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

Re: [redacted] v. General Motors Corporation

Vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZU54815F[redacted]
Our File Number: C080032A

Dear Lynn:

Per your fax dated August 7, 2008, there is no final opportunity under the facts and applicable law of this case and our client has been inconvenienced enough already. If you would like to make a reasonable attempt at resolution (we received your $2,100 offer and will counter shortly) we welcome the same, otherwise we will proceed to litigation.

Best regards,

Richard Levine
Attorney at Law

RL/kl
Cc: Steve Kelly

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 10/14/06
PROCESSING SOURCE: CHEVROLET 14:08:25
PAGE: 1

VIN: 1G1ZU5481 5F[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: JGNMVW

ODATE: 06/13/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 06444
DDATE: 09/03/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 09/06/05 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: TURLOCK CA [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CWE	01	13 06444	00028798266	09/07/05	2,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00028798266 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 06444	00028798266	09/07/05	32.79	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00028798266 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 06444	00028798266	09/07/05	1,193.50	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00028798266 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

RELEASE OF CLAIM

We, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $6,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase , repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZU54815F[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

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

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

AMERICAN CHEVROLET

4742 McHenry Avenue
Modesto, CA 95356

Phone (209) 575-1606
Fax (209) 491-7825

A fax from:

Jimmy Halvorson

TO: Desire Gallagher

ATTN: # 71-633898817

DATE: 7-30-08

NUMBER OF PAGES (including cover sheet) 4

GM

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1 G 1 Z U 5 4 8 1 5 F [redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

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

Incentive Program Reference	Amount	GM Incentive Code
GM FACTORY REBATE	$ 2000.00	CWE
GMS PRICING	$ N/A	GEP
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 2000.00	

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

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

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 09/ 08/ 05 acknowledge receipt of incentive(s) as described in Item # 1/4 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 09/ 08/ 2005

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 1/4 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: 09/ 08/ 2005

Dealership Name: AMERICAN CHEVROLET/GEO Dealer Code: 06444

*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Copy #1 - Dealer Copy Copy #2 - Customer

GENERAL MOTORS CORPORATION GM3795 Q (02/02)

Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0998; fax 1-800-581-9055

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number C52116

Buyer (Name and Address including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] TURLOCK CA [redacted] STANISLAUS	AMERICAN CHEVROLET/GEO 4742 MCHENRY AVE MODESTO CA 95356

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	CHEVROLET MALIBU	25	1G1ZU54815F[redacted]	☐ personal, family or household ☒ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 10000.00
0.00 %	$ 0.00 (e)	$ 16358.91	$ 16358.91 (e)	$ 26358.91 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	16358.91	DUE ON 10/03/2005
One Payment of	N/A	N/A
Payments		Monthly, Beginning 10/03/2005
Payments	N/A	Monthly, Beginning
One Final Payment	N/A	

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price** $ 23132.80 (A)
   - A. Cash Price of Motor Vehicle and Accessories
     - 1. Cash Price Vehicle $ 23132.80
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 1709.36 (D)
   - E. Optional DMV Electronic Filing Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ 1210.00 (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* N/A $ N/A (I)
   - J. Other (to whom paid)* N/A $ N/A (J)
     For N/A

   Total Cash Price (A through J) $ 26097.16 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees ESTIMATED $ 253.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 8.75 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)

   Total Official Fees (A through E) $ 261.75 (2)
3. **Amount Paid to Insurance Companies** $ N/A (3)
   (Total premiums from Statement of Insurance column a + b)* $ N/A (4)
4. **Smog Certification or Exemption Fee Paid to State**
5. **Subtotal** (1 through 4) $ 26358.91 (5)
6. **Total Downpayment**
   - A. Agreed Trade-In Value Y 2001 Make CHRYSLER $ 8000.00 (A)
     Model SEBRING Odom 59902
     VIN 1C3EL45U91N6[redacted]
   - B. Less Prior Credit or Lease Balance $ N/A (B)
   - C. Net Trade-In (A less B) (Indicate if a negative number) $ 8000.00 (C)
   - D. Deferred Downpayment $ N/A (D)
   - E. Manufacturer's Rebate $ 2000.00 (E)
   - F. Other N/A $ N/A (F)
   - G. Cash $ N/A (G)

   Total Downpayment (C through G) $ 10000.00 (6)
   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A	Ded. Collision	Mos.	$ N/A
Bodily Injury	$ N/A Limits	Mos.	$ N/A
Property Damage	$ N/A Limits	Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A (a)

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X
Co-Buyer X
Seller X

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

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

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

09/03/05 X _____ _____
Date Buyer Signature Age
09/03/05 X _____ _____
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1I. See your gap contract for details on the protection it provides. It is a part of this contract.

Term N/A Mos N/A _____
Name of Gap Contract

You want to buy a gap contract.

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. **Smog Certification or Exemption Fee Paid to State** $ N/A (4)
5. **Subtotal** (1 through 4) $ 26358.91 (5)
6. **Total Downpayment**
   A. Agreed Trade-In Value Y 2001 Make CHRYSLER Model SEBRING Odom 59902 VIN 1C3EL45U91N6[redacted] $ 8000.00 (A)
   B. Less Prior Credit or Lease Balance $ N/A (B)
   C. Net Trade-In (A less B) (indicate if a negative number) $ 8000.00 (C)
   D. Deferred Downpayment $ N/A (D)
   E. Manufacturer's Rebate $ 2000.00 (E)
   F. Other N/A $ N/A (F)
   G. Cash $ N/A (G)
   Total Downpayment (C through G) $ 10000.00 (6)
   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)
7. **Amount Financed** (5 less 6) $ 16358.91 (7)

*Seller may keep part of these amounts.

NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

09/03/05 X[redacted] Date Buyer Signature Age
09/03/05 X[redacted] Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos N/A Name of Gap Contract
You want to buy a gap contract.
Buyer X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in Item 1.F and/or 1.G above.
1.F Company GMFP Term 72 Mos. or 72000 Miles.
1.G Company N/A Term N/[redacted] Mos. or [redacted] Miles
Buyer X[redacted]

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
installments of $ N/A $ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ **Name of autobroker receiving fee, if applicable:**
N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding. [redacted]
X [redacted] Buyer Signs
[redacted] Co-Buyer Signs

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.
Buyer X _____ Co-Buyer X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A, Year ____. SELLER'S INITIALS ____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE [redacted] UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
S/S X [redacted]

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
Buyer X [redacted] Co-Buyer [redacted]

Notice to buyer:
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.
Buyer Signature X [redacted] Co-Buyer Signat[redacted]

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] 09/03/05 Co-Buyer Signatu[redacted] Date 09/03/05

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

GUARANTY
To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

Seller Signs AMERICAN CHEVROLET/GEO Date 09/03/05 By X [redacted] Title MGR

ORIGINAL LIENHOLDER

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Donna Blackstone **State:** CO
09/04/08
UPDATED FOR GOODWILL

Customer Name**:** [redacted] Service Request: 71-633898817

Vehicle ID No.: 1G1ZU54815F[redacted] In Service Date: 09/03/2005 Vehicle is: New BAC Code: 112136

Year, Make & Model: 2005 Chevrolet Malibu

Lien holder: GMAC☒

DVM requests involvement?: Yes

Purchase Price of Vehicle: $ 23132.80

Was TAC contacted for this vehicle?(Y/N): N

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-28-07	422010	1	24539	C/S Inspect report on brakes – front noise while driving noise stops Repair: EST $ 190.00 rear brake worn passed sensors almost metal to metal **Customer declined to leave vehicle over night.**
10-23-07	426764	*	27995	C/S There is a fluid leak a the left rear wheel area Cause: Inspected examined and found the left rear caliper has brake fluid on it Cleaned off caliper and applied pressure to the brake pedal inspected for any additional leaks found the brake hose to the caliper seal washers leaking Repair: Removed/ Replaced both sealing washers with new and bleed system cleaned of area and applied pressure to system no other leaks detected at this time.

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3-17-06	373226	1	5509	C/S Service Gas Cap comes on info center Cause: Found code P0455/ Gas Cap loose and will not stay Repair: Replaced Gas cap and cleared codes.

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7-10-07	417755	1	21016	C/S Steering is intermittently stiff when turning just started Cause: Inspected customer concern test drove numerous times Repair: **Unable to duplicate concern perform bulletin PI search nothing no like conditions File use at this time**
12-31-07	432208	1	30797	C/S There is a clunking noise in the steering column when says the steering has locked up on him momentarily at slow speeds when turning as well says last time was about a week ago check for cause and report Cause: Road test and confirm noise is coming fro the front end Performed visual inspection found there is excessive play in the spool gear no adjustment Repair: Removed/Replaced rack and pinion unit reassembled and performed e-200 alignment and set toe to factory specs center wheel and road test to complete.

5-27-08	443456	9	37909	C/S Power steering looses assist intermittently Cause: Installed new vehicle data reorder and found is storing a code C0900 found a bulletin from GM to replace the coil and ground Repair: Replaced Ignition coil and ground road tested several miles without duplication.

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-29-07	403135	1	13781	C/S Drivers side mirror cover will not hold in place pass side visor keeps falling down SOP on Woodys Shelf Cause: – Special Order part here for install pass side visor keeps failing and drivers mirror cover is faulty Repair: Removed/ Replaced Both Left and right visors to complete.
7-10-07	417755	*	21016	C/S There is a rattling noise in the dash around the cowl area verified by Kenny (bulletin?) Cause: Inspected / verified customer concern perform bulletin search nothing # 1874637 related to a similar condition Repair: Applied 2 way tape on the cowl on the right corner as per bulletin test drove to confirm repair.
8-28-07	422010	1	24539	C/S Inspection report right rear door rubbing on the weather seal when closing Cause: Door needs to be adjusted prior to replacement of the weather seal to keep complaint from reoccurring Repair: **Customer could not leave vehicle over for diagnosis**
10-23-07	426764	3	27995	C/S Right rear door is hard to close seal check for cause and report on repairs needed Cause: Inspected vehicle found where the door is hitting the seal all the body lines seem to line up properly Repair: Attempted to adjust the sticker still INOP recommend sublet to body shop for repairs.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5-18-07	413045	1	17844	C/S There is a 7.5a Fuse in truck that keeps blowing this fuse is related to XM radio, remote start, & keyless entry these items INOP when fuse blown has replaced it several times Cause: Checked and found short to ground on radio receiver circuit found power wire for radio receiver grounding out as it has rubbed through harness to on a part of body Repair: Repaired wire repaired loom and replaced fuse retested ok now. C/S L-F turn signal bulb INOP cust kept this will be the 2nd time Cause: Checked and found molded socket burned out Repair: Replaced lamp assy and retested ok now
11-15-07	428657	*	28321	C/S If radio is left on for rundown time the battery will god dead/ also slow crank at times Cause: Inspected verified customer complaint found battery is weak test battery *failed test code (5D5RP-RL) Repair: Removed / Replaced battery rechecked and confirm vehicle is starting as design

☐ Maintenance

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-19-06	367447	*	4243	LOF
5-10-06	378426	*	7309	LOF
8-28-07	422010	*	24539	LOF –TIRE ROTATION – GOOD WRENCH INSPECTION

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11-15-07	428657	1	28321	C/S There is a bad odor coming through AC vents when using or turning on HVAC states smells of a smoke smell nobody smokes in vehicle Cause: See 253-119 / will need deodorize & after blow inspected/ verified customer complaint musty odor from vent Repair: Performed cooling coil coating in vent system and rechecked odor is no longer present at this time.

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10-23-07	426764	*	27995	C/S Steering feels loose when turning wheel Cause: Road tested vehicle to confirm customer complaint found knocking type noise emanating from the front end performed visual inspection found the right front outer tie rod and extremely worn/ loose Repair: Removed/ Replaced right front outer tie rod end with all new parts performed E-2000 alignment and set toe to factory specs and center steering wheel.

☐ Other/ Recall

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-27-06	368314	1	4425	Recall / Campaign Cause: 05094 Repair: Parts ordered / on 0634 Shelf – performed recall / campaign replaced mirror

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4 or More attempts
Time period: Earlier of warranty term or 1 year after original delivery
Does Lemon Law state nonconformity must continue to exist? Y

Number of repair attempts in the presumption period:	**1 – replaced gas cap**
Total days out of service during the presumption period:	1
Total days out of service during customer's ownership:	21

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

7-28-08

Sharon Zoyhofski

71-633898817

I do see I've heard about this back in June
the 13th I said no to repurchase

5-27-08 repaired w/ bulletin

offered a 2/24 smart care

I Spoke w/ John Haley Service Manger
we went through ROs
it was repaired on the 4th repair attempt
I said no to repurchase since repaired on the 4th repair attempt

I would like to know the outcome on this and if anything I can assist w/ please let me know

thanks.

DESIRE'GALLAGHER/LEGAL/ATX

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

(fees $850) CASH INCLUSIVE: $3,000 - $6,500

RATIONALE

This veh does not appear to fall with the parameters of the CO lemon law with only one repair during presumption.

- Cust has an extended service contract
- 8/07 veh needed new brake pads declined to leave veh – repairs done elsewhere
- Complaint is power steering – new activity that final repair is set for 8/11
- 8/07 veh needed door adjustment but cust declined to leave veh
- Cus offered 24/24 on 7/08 but refused

MSRP: $25,995

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:

8/7 1ST Offer $2,100

8/21 $6,500 counter

8/21 $6,500 offered and accepted

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

VIA FAX ONLY

August 22, 2008

Richard Levine, Esq.
Weisberg & Meyers, LLC-Colorado
34790 Stagecoach Blvd
Evergreen, CO 80439-7913

RE: [redacted]
Service Request: 71-633898817
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU54815F[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear Mr. Levine:

We regret that your client(s) are dissatisfied with their 2005 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $6.500.00 inclusive.

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

Your client(s) would retain the vehicle.

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

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

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

Client's Signature	Client's Signature
Date	Date

SR# 71-633898817 Part 2 of 2 - 15 pages

Attn: Desire Gallagher

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	CARL P WIEGAND 123	166	08/28/07	CVCS422010

	LABOR HRS	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TURLOCK, CA [redacted]		[redacted]	24,539	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]	AMERICAN	07/01/05

F.T.E NO.	P.O. NO.	R.O. DATE
		08/28/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		

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

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES----------

JOB # 1 1.0 QUICK OIL CHANGE @ 12.600 /UNIT 12.60

TOTAL - GOG 12.60

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $240.00 (+TAX)

TOTALS----------

********** REMINDER **********
OUR ALL NEW QUICK SERVICE FACILITY IS NOW OPEN WITH EXTENDED HOURS AND SERVICES. HOURS ARE M-F 8-7PM SAT 9-6PM SUN 10-5PM THIS IS JUST NOT A QUICK LUBE ONLY BUT PROVIDES SEVERAL NEEDED SERVICES PERFORMED AT YOUR CONVENIENCE.

TOTAL LABOR....	25.05
TOTAL PARTS....	5.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	12.60
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.32
TOTAL INVOICE $	**44.22**

----CASH --------AMOUNT --------DATE --------INITIAL

----CHECK --------AMOUNT --------DATE --------INITIAL

----VISA --------AMOUNT --------DATE --------INITIAL

----M/C --------AMOUNT --------DATE --------INITIAL

----OTHER --------AMOUNT --------DATE --------INITIAL

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 04:56pm

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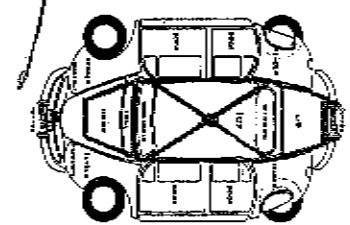
ERAINTINVE SF818212 D (08/04)

EMP. NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA
#1	REPAIR COMPLAINT	
	CAUSE	
	CORRECTION	
#2	REPAIR COMPLAINT	
	CAUSE	
	CORRECTION	
#3	REPAIR COMPLAINT	
	CAUSE	
	CORRECTION	
#4	REPAIR COMPLAINT Noise when braking	
	CAUSE rear lining is worn	
	CORRECTION checked and rear lining is at 2mm, fronts are at 6mm, went to perform rear brake service and was told to stop and put back together, customer needs vehicle, reassembled and parked vehicle	
#5	REPAIR COMPLAINT	
	CAUSE	
	CORRECTION	

STRAIGHT TIME (HOURS)	FLAT RATE	R.O. NO. 42210	TIME	OFF 10
7	7	OPER. NO. 9		
		IMP. NO. 322		ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

COMMENTS

L. # CAR 000002477
B.A.R. # AG-154554
COMMENDED SER
OPERATION

CVCS417755

Mr. Goodwrench

A.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO. / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO. 71295	ADVISOR GARY D. ARMSTRONG 119	TAG NO. 544	INVOICE DATE 07/11/07	INVOICE NO. CVCS417755
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 21,016	COLOR GALAXY SILV	STOCK NO. C52116
TURLOCK, CA [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LT		DELIVERY DATE 09/03/05	DELIVERY MILES 25
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 1 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/10/07	
[redacted] BUSINESS PHONE	COMMENTS			

LABOR & PARTS---------- INTERNAL

J# 1 24CVZ STEERING HOURS: TECH(S):484

C/S; THE STEERING IS INTERMITANTLY STIFF
WHEN TURNING JUST STARTED ; CHECK FOR CAUSE AND REPORT
INSPECTED CUSTOEMR CONCERN.TEST DROVE NUMEROUS TIMES
UNABLE TO DUPLICATE CONCERN.PERFORM BULLETIN.P.I.
SEARCH NOTING NO LIKE CONDITIONS
FILE USE AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

---------- WARRANTY

J# 2 17CVZ-DASH DASH HOURS: TECH(S):484

C/S; THERE IS A RATTLING NOISE IN THE DASH AROUND THE COWL
AREA VERIFIED BY KENNY (BULLITEN?) CHECK & REPAIR
SEE KENNY IF NEEDED
INSPECTED/VERIFIED CUSTOMER CONCERN.PERFORM BULLETIN SEARCH
NOTING #1874637 RELATED TO A SIMULAR CONDITION
APPLIED 2-WAY TAPE ON THE COWL ON THE RIGHT CORNER
AS PER BULLETIN.TEST DROVE TO CONFIRM REPAIR

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC------CODE--------DESCRIPTION----------	CONTROL NO---------	WARRANTY
JOB # 1 SHUTTLE SHUTTLE	417755	
	TOTAL - MISC	0.00

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

TOTALS----------

********** REMINDER **********
OUR ALL NEW QUICK SERVICE FACILITY IS NOW OPEN WITH EXTENDED HOURS AND SERVICES. HOURS ARE M-F 8-7PM SAT 9-6PM SUN 10-5PM THIS IS JUST NOT A QUICK LUBE ONLY BUT PROVIDES SEVERAL NEEDED SERVICES PERFORMED AT YOUR CONVENIENCE.

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

----CASH	--------AMOUNT	--------DATE	--------INITIAL
----CHECK	--------AMOUNT	--------DATE	--------INITIAL
----VISA	--------AMOUNT	--------DATE	--------INITIAL
----M/C	--------AMOUNT	--------DATE	--------INITIAL
----OTHER	--------AMOUNT	--------DATE	--------INITIAL

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 04:30pm

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CRAINTINVL 8F610212 O

SECOND TO NONE AMERICAN CHEVROLET
B.A.R. # CAR 000002477
B.A.R. # AG-154554

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

417755

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

417755

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ-BELTS	ADJUST BELTS	MI	0.00	01CVZ-TRANS	TRANSMISSION SERVICE	MI	0.00
01CVZ-WH/BRG	WHEEL BEARING PACK	MI	0.00	01CVZ-UJOINT	U JOINT PACK	MI	0.00
01CVZ-TIRE	TIRE ROTATION	MI	0.00	01CVZ-DIFF	DIFFERENTIAL SERVICE	MI	0.00
04CVZ-EMISSION	EMISSIONS SERVICE	MO	0.00	09CVZ-ALIGN	DO NOT USE SEE OP#23	MI	0.00
21CVZ-SERV	COOLING SYS SERVICE	MI	0.00	19CVZ-SERV	AIR COND SERVICE	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/18/07	413045	17844	253	0694	W	16CVZ	BODY ELECTRICAL
				0694	W	16CVZ-01	BODY ELECTRICAL
				0694	C	01CVZ-QUIK/SERV	18 PT SERVICE
				0694	I	58CVZ	GOODWRENCH INSPECT
01/29/07	403135	13781	0542	484	W	17CVZ	BODY INT/EXTERIOR
				0679	C	01CVZ-QUIK/SERV	18 PT SERVICE

SALESPERSON NO. 500 DWAIN N CORMIER **S E R V I C E** STATE REG# AG154554

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

VEHICLE I.D. NO. 1G1ZU54815F[redacted]
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LT
PRODUCTION DATE
STOCK NO. C52116
LICENSE NO. [redacted]
R.O. NO. 417755

[redacted]
TURLOCK, CA [redacted]

CUSTOMER NO. 71295
SERVICE CONTRACT GMPP
DELIVERY DATE 09/03/05
DELIVERY MILES 25
SELLING DEALER NO.
R.O. DATE 07/10/07

COLOR GALAXY SILV MET/G
CONTRACT NO.
EXPIRATION DATE 09/03/11
EXPIRATION MILES 72,025
TAG NO. 544

TURBO	MMC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	CVZZ	Y	Y	A	21,[illegible]	119	GARY D. ARMSTRONG

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

RESIDENCE PHONE
BUSINESS PHONE [redacted]

TIME RECEIVED 10:34am
DATE/TIME PROMISED 07/10/07 04:30pm
PRIORITY 5

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 400 amendment civil code)
I hereby authorize the repair work therein set forth to be done along with necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery of my car. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge [redacted] responsible for the inspection thereof.

X [redacted]

☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

1 **W** 24CVZ *STEERING*
C/S; THE STEERING IS INTERMITANTLY STIFF WHEN TURNING JUST STARTED ; CHECK FOR CAUSE AND REPORT

2 **W** 17CVZ-DASH *DASH*
C/S; THERE IS A RATTLING NOISE IN THE DASH AROUND THE COWL AREA VERIFIED BY KENNY (BULLITEN?) CHECK & REPAIR SEE KENNY IF NEEDED

1911 TOYON AVE MODESTO
CHUN OH

QUALITY CHEVROLET

21109
21107

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

TO OUR SERVICE CUSTOMERS: Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR	PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

X _____

COMPANY POLICIES

Vehicles cannot be picked up without payment in full.
Personal charge accounts are not permitted.
MasterCard, Visa, Chevron & Discover charge cards will be accepted.
Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
Customer states no articles of personal property have been left in vehicle and dealer is not responsible for inspection thereof.

* A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO CONFORM WITH CITY, STATE, AND FEDERAL REGULATIONS

TECH COPY

EMP NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE
#1	REPAIR COMPLAINT The Steery is Intermitently stiff when turn just started. CAUSE could not confirm complaint checked no codes after found NO Bulletins for this complaint will need to Drive a.c. CORRECTION
#2	REPAIR COMPLAINT There is a Rattling noise in the Dash around the cowl CAUSE found Bulletin for this complaint Document # 1874637 to Install 2way tape on cowl. CORRECTION Installed two way tape on cowl on Right corner & test Drove all ok no noise.
#3	REPAIR COMPLAINT CAUSE CORRECTION
#4	REPAIR COMPLAINT CAUSE CORRECTION
#5	REPAIR COMPLAINT CAUSE CORRECTION

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
4	4	417755		
OPER. NO. 1	EMP. NO. 484			ON

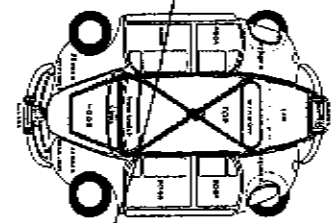
STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
3	3	417755		
OPER. NO. 2 Diag	EMP. NO. 484			ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
4	4	417755		
OPER. NO. 2	EMP. NO. 484			ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
3	3	417755		
OPER. NO. 12 Test drive	EMP. NO. 484			ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
	3	417755		9/12/7
OPER. NO.	EMP. NO. 484			ON

PRIOR DAMAGE



RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR

COMMENTS

American Sa

Subject:

Subject: **A Rattle/Buzz Type Noise Coming From The Right Side Dash Area - keywords area cowl dash front highway molding pillar speed vibration windshield wiper #PIC4337 - (11/30/2006)**

Models: **2004 to 2007 Malibu & Malibu Maxx**

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Some customer may complain of a rattle/ buzz type noise coming from the right side dash area. The noise is heard when vehicle speeds reach 35 to 40 mph continuing up through highway speeds. This noise may be heard on both Sedan and Maxx vehicles. The noise may be caused by the plastic cowl cover screen vibrating and making contact with the windshield on the right side in the area between the wiper post and the right side A pillar. The cover may be raised off the windshield slightly by the air flow as the vehicle is traveling. This movement of the cover can cause the rattle / buzz noise complaint.

Recommendation/Instructions:

Remove the cowl cover screen and install an strip of double stick tape (approx. 8 inches long) to the underside of the cover. Install the tape about 4 " outboard of the wiper post opening to the end of the cover. The tape should be placed on the plastic cover, NOT on the seal. Clean the windshield in the contact area of the tape and reinstall the cover. Press the cover down in the area the tape was applied.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVWS413045

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO. / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	WAYNE MENDONCA 253	222	05/18/07	CVWS413045

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TURLOCK, CA [redacted]		[redacted]	17,844	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/18/07

[redacted]

COMMENTS

LABOR & PARTS----------

J# 1 16CVZ BODY ELECTRICAL HOURS: 2.00 TECH(S): 0694 179.42

C/S: THERE IS A 7.5a FUSE IN TRUNK THAT KEEPS BLOWING. THIS FUSE IS RELATED TO XM RADIO, REMOTE START, & KEYLESS ENTRY. THEESE ITEMS INOP WHEN FUSE BLOWN.. HAS REPLACED IT SEVERAL TIMES.. CK-REPT
CHECKED AND FOUND SHORT TO GROUND ON RADIO RECIEVER CIRCUIT. FOUND POWER WIRE FOR RADIO RECIEVER GROUNDING OUT AS IT HAS RUBBED THROUGH HARNESS TO ON A PART OF BODY REPAIRED WIRE, REPAIRED LOOM AND REPLACED FUSE.
RETESTED- OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	88914568	FUSE 8.965	2.48	2.48	3.47	3.47
JOB # 1	1	301A	MTG HDW 1/4 IN	0.13	0.13	0.18	0.18
JOB # 1	2	100F	BULK WIRE BLACK	0.75	1.50	1.05	2.10
			JOB # 1 COST TOTAL		4.11		
			JOB # 1 TOTAL PARTS				5.75
			JOB # 1 TOTAL LABOR & PARTS				185.17

J# 2 16CVZ-01 BODY ELECTRICAL HOURS: 0.30 TECH(S): 0694 26.91

C/S: L-F TURN SIGNAL BULB INOP.. CK-REPT
(THIS WILL BE THE 2ND TIME)
CHECKED AND FOUND MOLDED SOCKET BURNED OUT.
REPLACED LAMP ASSY AND RETESTED- OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	15851373	HEADLAMP 2.725	126.00	126.00	176.40	176.40
			JOB # 2 COST TOTAL		126.00		
			JOB # 2 TOTAL PARTS				176.40
			JOB # 2 TOTAL LABOR & PARTS				203.31
			R/O TAX				0.00
			R/O TOTALS				388.48

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
413045	388.38
CLAIM TOTALS	388.38

APPROVED BY SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 02:35pm

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MP. O.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	EMP. NO.	TIME	OFF / ON
1	REPAIR COMPLAINT: Verify concern. Fuse #16 in rear UBEC (7.5 amp) open. Remove fuse and connect DMM to circuit 1240 (at fuse) and inspect for short to ground.	2	2	413045	INSPECT	0094	1	OFF Jul 29 .3 ON Jul 29 .1
	CAUSE: Measured .9 ohms. Has short to ground. Inspect harness at UBEC, no problem found. Locate RCDLR in trunk underneath package shelf. Perform harness wiggle test, same concern. Remove right rear fender well cover in trunk for access to digital radio receiver. Short to ground now gone. Inspect harness to DRC. Find circuit 1240 shorted to ground at lower Digital Radio Receiver bracket. Repair wire with weather seal butt splice conncetor and tape harness. Reinstall fender well cover and install new fuse. Verify repair, operating as designed.	2	2	413045	REMOVE ~~INSPECT~~	0094	1	OFF Jul 29 .5 ON Jul 29 .3
	CORRECTION	4	4	413045	D166	0094	1	OFF Jul 29 .9 ON Jul 29 .5
2	REPAIR COMPLAINT: ~~Verify concern, left front turn signal in/op. Remove headlamp assembly and~~ remove t/s bulb socket from assembly. Remove bulb from socket. Find bulb socket contact burned. Harness assembly not in stock, headlamp assembly (w/harness) in stock.	4	4	413045	REPAIR	0094	1	OFF Jul 30 .3 ON Jul 29 .9
	CAUSE	3	3	413045	REASSEMBLE	0094	1	OFF Jul 30 .8 ON 10.3
	CORRECTION: Replace headlamp assembly per ASM. Verify repair, operating as designed.	5	5	413045		694	1	OFF Jul 31 .2 ON Jul 31 .7
3	REPAIR COMPLAINT: ~~18pt lof.~~	4	4	413045	D162	0094	2	OFF Jul 31 .0 ON 10.8
	CAUSE	2	2	413045	REPAIR	0094	2	OFF Jul 31 .2 ON Jul 31 .0
	CORRECTION	4	5	413045		694	3	OFF Aug 1 .6 ON Aug 1 .2
4	REPAIR COMPLAINT: Goodwrench inspection	3	3	413045		694	4	OFF Aug 1 .9 ON Aug 1 .6
	CAUSE	3	2	413045		694	4	OFF Aug 1 .7 ON Aug 1 .4
	CORRECTION							
5	REPAIR COMPLAINT							
	CAUSE							
	CORRECTION							

To Tow for Short

CO

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVWS403135

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	WOODY GANT 0542	652	01/30/07	CVWS403135

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TURLOCK, CA [redacted]		[redacted]	13,781	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]		

F.T.E. NO.	R.O. NO.	R.O. DATE
		01/29/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		

LABOR & PARTS----------
J# 1 17GVZ BODY INT/EXTERIOR HOURS: 0.90 TECH(S) 484 80.74
C/S DRIVERS SIDE MIRROR COVER WILL NOT HOLD IN PLACE
PASS SIDE VISOR KEEPS FALLING DOWN
SOP ON WOODYS SHELF
SPECIAL ORDER PART HERE FOR INSTALL. PASS. SIDE VISOR KEEPS
FALLING AND DRIVERS MIRROR COVER IS FAULTY.
REMOVED/REPLACED BOTH LEFT & RIGHT VISORS TO COMPLETE.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10381583	SUNSHADE 10.203	41.89	41.89	58.65	58.65
JOB # 1	1	10381582	SUNSHADE 10.203	41.89	41.89	58.65	58.65
			JOB # 1 COST TOTAL		83.78		
			JOB # 1 TOTAL PARTS				117.30
			JOB # 1 TOTAL LABOR & PARTS				198.04
			R/O TAX				0.00
			R/O TOTALS				198.04

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
403135	198.04
CLAIM TOTALS	198.04

APPROVED BY SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 10:14am

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EMP. NO.	TECHNICIAN'S COMMENTS INCLUDE DESCRIPTION OF CAUSE	DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA
#1	REPAIR Drivers side mirror will not Hold in place Passanger side Keeps falling Down.	
	COMPLAINT	
	CAUSE 8 Sor Visers on left & Right	
	CORRECTION Replace Both left & Right side #NOK	

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 463135	TIME	OFF 5
3			3	OPER. NO. Left 1 EMP. NO. 484		ON

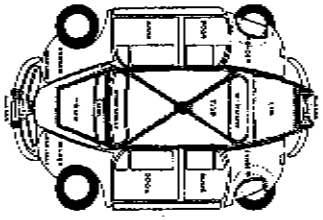
STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 463135	TIME	OFF 6
5			5	OPER. NO. Right 1 EMP. NO. 484		ON

EMP. NO.		
#2	REPAIR	
	COMPLAINT	
	CAUSE	
	CORRECTION	

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 463135	TIME	OFF 2
			1	OPER. NO. EMP. NO. 484		30 / 7 ON

EMP. NO.		
#3	REPAIR	
	COMPLAINT	
	CAUSE	
	CORRECTION	
#4	REPAIR	
	COMPLAINT	
	CAUSE	
	CORRECTION	
#5	REPAIR	
	COMPLAINT	
	CAUSE	
	CORRECTION	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

COMMENTS

★ CHEVROLE
4742 McHenry
Modesto, Califron

American Solutions for Bu

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCB378426
Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	NATHAN VERVER 0534	Q938	05/10/06	CVCB378426

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TURLOCK, CA [redacted]		[redacted]	7,309	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/10/06

[redacted] BUSINESS PHONE

COMMENTS

LABOR & PARTS----------

J# 1 01CVZ-QUIK/SERV 18 PT SERVICE HOURS: TECH(S):0679 11.96
PERFORM 18 POINT AMERICAN CHEVROLET QUICK SERVICE OIL CHANGE
18 POINT QUICK SERVICE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK47		5.25	5.25
JOB # 1	1	25010792	OIL FLTR 1.836	****	****
JOB # 1	1	3536966	SEAL 1.456	****	****
			JOB # 1 TOTAL PARTS		5.25
			JOB # 1 TOTAL LABOR & PARTS		17.21

G.O.G. & SUPPLIES----------

JOB # 1 1.0 QUICK OIL CHANGE @ 8.750 /UNIT 8.75
TOTAL - GOG 8.75

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $27.00 (+TAX)
TOTALS----------

********** REMINDER **********
OUR ALL NEW QUICK SERVICE FACILITY IS NOW OPEN WITH EXTENDED HOURS AND SERVICES. HOURS ARE M-F 8-7PM SAT 9-6PM SUN 10-5PM THIS IS JUST NOT A QUICK LUBE ONLY BUT PROVIDES SEVERAL NEEDED SERVICES PERFORMED AT YOUR CONVENIENCE.

TOTAL LABOR....	11.96
TOTAL PARTS....	5.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	8.75
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.04
TOTAL INVOICE $	**27.00**

CASH	AMOUNT	DATE	INITIAL
#-11.43 CHECK	27 AMOUNT	5/10 DATE	INITIAL
VISA	AMOUNT	DATE	INITIAL
M/C	AMOUNT	DATE	INITIAL
OTHER	AMOUNT	DATE	INITIAL

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 05:17pm

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ERAINTINVE SF618212 O (03/04)

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVWS373226

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS (MO / DAY / YEAR)	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
71295	WOODY GANT 0542	673	03/20/06	CVWS373226

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		5,509	GALAXY SILV	C52116

[redacted]
TURLOCK, CA [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]		

F.T.E. NO.	P.O. NO	R.O. DATE
		03/17/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
209-667-1808		

LABOR & PARTS----------

J# 1 04CVZ DRIVABILITY HOURS: 0.50 TECH(S):386 43.24
C/S SERVICE GAS CAP COMES ON INFO CENTER
CHECK AND ADVISE
FOUND CODE P0455/GAS CAP LOOSE AND WILL NOT STAY
REPLACED GAS CAP AND CLEARED CODES

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10372246	CAP 3.028	9.49	9.49	13.29	13.29
			JOB # 1 COST TOTAL		9.49		
			JOB # 1 TOTAL PARTS				13.29
			JOB # 1 TOTAL LABOR & PARTS				56.53

R/O TAX 0.00
R/O TOTALS 56.53

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	56.53
CLAIM TOTALS	56.53

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.314
03/20/2006 WARRANTY NEW CLAIM
1017

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
373226	03/17/2006	1G1ZU54815F[redacted]	3	06444	5509	[redacted]

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE:WORK: HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ	1	10372246	13.29	6C	L1020	.5			43.24

LN-TOT: 56.53 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: C-S SERVICE GAS CAP COMES ON INFO CENTER CHECK AND ADVISE NA
FOUND CODE
P0455-GAS CAP LOOSE AND WILL NOT STAY REPLACED GA

R.O. TOTAL: 56.53

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

WARRANTY COPY-W [END OF INVOICE] 10:17am

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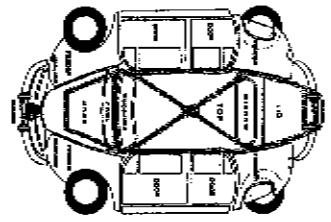
EMP. NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE
#1	REPAIR Verify Service Gas Cap Message
	COMPLAINT Code P0455 stored in PCM
	CAUSE Diagnose gas cap leaking w/EVAP out
	CORRECTION Replace gas cap + clear code
	Retest EVAP system - ok.
#2	REPAIR
	COMPLAINT
	CAUSE
	CORRECTION
#3	REPAIR
	COMPLAINT
	CAUSE
	CORRECTION
#4	REPAIR
	COMPLAINT
	CAUSE
	CORRECTION
#5	REPAIR
	COMPLAINT
	CAUSE
	CORRECTION

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.

STRAIGHT TIME HOURS	FLAT RATE	RO NO. / OPER. NO. / EMP. NO.	TIME	OFF / ON
1	1	373226 / 386 ① Cap + Test		Mar 17 4:1 / Mar 17 4:0
3	3	373226 / 386 ① Diag		17 4:0 / 17 1:34
	1	373226 1 / OPER. NO. / 386		3/20/6

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAM

RF ☐

F ☐

LF ☐

COMMENTS

AMERI CHEV

ED SERVICES | OPERATION DESCRIPTION

E HISTORY | REPAIR

A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVWS368314

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	F.S.P. NUMBER	SERVICE INSTALLED PARTS MO. / DAY / YEAR ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	WAYNE MENDONCA 253	382	01/31/06	CVWS368314

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,425	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/27/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		

[redacted]
TURLOCK, CA [redacted]

LABOR & PARTS----------
[redacted] RECALLS/CAMPAIGNS [redacted] HOURS: 0.40 TECH(S) [redacted] 34.59
PERFORM RECALL/CAMPAIGN
05094 VISOR MIRRORS
PARTS ORDERED / ON 0634 SHELF

PERFORMED RECALL/CAMPAIGN
REPLACED MIRROR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	2	15803238	MIRROR 10.195	16.65	33.30	23.31	46.62
			JOB # 1 COST TOTAL		33.30		
			JOB # 1 TOTAL PARTS				46.62
			JOB # 1 TOTAL LABOR & PARTS				81.21

R/O TAX 0.00
R/O TOTALS 81.21

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
[redacted]	81.21
CLAIM TOTALS	81.21

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------
DCS DATA FILE: GMGMWF.674
01/31/2006 WARRANTY NEW CLAIM
0652

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
368314	01/27/2006	1G1ZU54815F [redacted]	3	06444	4425	[redacted]

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

LN	JOB CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	MA	2	15803238	46.62	96	V1427	.4			34.59

LN-TOT: 81.21 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.: 1
COMMENTS: PERFORM RECALL-CAMPAIGN 05094 VISOR MIRRORS PERFORMED

RECALL-CAMPAIGN REPLACED MIRROR

R.O. TOTAL: 81.21

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

WARRANTY COPY-W [END OF INVOICE] 06:52am

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ERAINTINVE 8F615212 D (WMA)

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCB367447

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS (NO. / DAY / YEAR) ACCRUED MILEAGE	CROSS REFERENCE

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
71295	NATHAN RAND 444	0880	01/19/06	CVCB367447

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,243	GALAXY SILV	C52116

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/SD LT	09/03/05	25

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z U 5 4 8 1 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/19/06

[redacted] TURLOCK, CA [redacted]

[redacted] BUSINESS PHONE

COMMENTS

LABOR & PARTS----------
J# 1 01CVZ-QUIK/SERV 18 PT SERVICE HOURS: TECH(S):0624 11.99
PERFORM 18 POINT AMERICAN CHEVROLET QUICK SERVICE OIL CHANGE
18 POINT QUICK SERVICE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK47		5.25	5.25
JOB # 1	1	25010792	OIL FLTR 1.836	****	****
JOB # 1	1	3536966	SEAL 1.456	****	****
			JOB # 1 TOTAL PARTS		5.25
			JOB # 1 TOTAL LABOR & PARTS		17.24

G.O.G. & SUPPLIES----------
JOB # 1 1.0 QUICK OIL CHANGE @ 6.750 /UNIT 6.75
TOTAL - GOG 6.75

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $25.00 (+TAX)
TOTALS----------

********** REMINDER **********
OUR ALL NEW QUICK SERVICE FACILITY IS NOW OPEN WITH EXTENDED HOURS AND SERVICES. HOURS ARE M-F 8-7PM SAT 9-6PM SUN 10-5PM THIS IS JUST NOT A QUICK LUBE ONLY BUT PROVIDES SEVERAL NEEDED SERVICES PERFORMED AT YOUR CONVENIENCE

----CASH	AMOUNT	DATE	INITIAL	
X -CHECK #1079	AMOUNT	DATE	INITIAL	
----VISA	AMOUNT	DATE	INITIAL	
----M/C	AMOUNT	DATE	INITIAL	
----OTHER	AMOUNT	DATE	INITIAL	

TOTAL LABOR....	11.99
TOTAL PARTS....	5.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	6.75
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.89
TOTAL INVOICE $	**24.88**

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

SERVICE FILE COPY [END OF INVOICE] 09:29am

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Desire Gallagher/Austin/GM1

07/28/2008 10:54 AM

To [redacted]

cc

Subject [redacted] 71-633898817

[redacted]

Hi, my name is Desire' Gallagher. This email is to follow up on my voicemail regarding Service Request 71-633898817 for customer [redacted] The customer's vehicle is a 2005 Chevrolet Malibu with38,000 miles, VIN 5F[redacted]. The customer has been working with American Chevrolet in Modesto, CA. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not In Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer

Please reply with your choice of the above options within 24 hours. Your 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,

Desire' Gallagher
Legal Research Specialist
Tel: # (866) 790-5600 x 11139
Fax: # (866) 213-9925
desire_gallagher@gmexpert.com

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

VIA FAX ONLY

July 28, 2008

John Haley
American Chevrolet

RE: [redacted]
Service Request: 71-633898817
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU54815F[redacted]
Customer Relationship Specialist: Desire Gallagher

Dear John Haley :

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

- **All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.**

- **Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

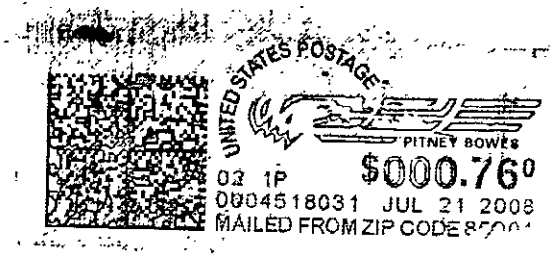
In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

Weisberg & Meyers, LLC
5025 North Central Ave #602
Phoenix, AZ 85012



JUL 25 2008

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

4809136013 C037

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS
866-775-3666 (TOLL FREE)
866-565-1327 FACSIMILE
WWW.ATTORNEYSFORCONSUMERS.COM

COLORADO OFFICE
(PLEASE SEND MAIL TO THIS ADDRESS)
30752 SOUTHVIEW DRIVE, STE. 150
EVERGREEN, CO 80439
303-974-7266
EXTENSION: 219
E-MAIL: RLEVINE@ATTORNEYSFORCONSUMERS.COM

CALIFORNIA OFFICE

6455 PYRUS PLACE
CARLSBAD, CA 92011
760-676-4001
WRITER LICENSED IN:
CALIFORNIA;
COLORADO; WASHINGTON D.C.

July 16, 2008

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

Re:	[redacted] v. General Motors Corporation
Our Client:	[redacted]
Your Client:	General Motors Corporation
Vehicle:	2005 Chevrolet Malibu
VIN:	1G1ZU54815F[redacted]
Our File Number:	C080032A

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

1. Defective steering system;
2. Defective body;
3. Defective electrical system; and

4. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose. This failure caused harm for which our client intends to seek redress.

To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our client's attorneys' fees pursuant to the fee-shifting provisions of the Magnuson-Moss Warranty Act and/or Lemon Law. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client needs return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to the State Lemon Law. If and only if you have "final opportunity rights" under said statute, and wish to exercise said rights, you are hereby directed to contact this office within fourteen (14) days.

In conclusion, I urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although I believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, I will

assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

Best regards,

Richard Levine
Attorney at Law

RL/js
Enc.

cc: [redacted]

PG 1

Mr. Goodwrench

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7613

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 6:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL
[redacted]							

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[redacted]							

SALESPERSON NO. 500 DWAIN N CORMIER S E R V I C E STATE REG# AG154554

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

VEHICLE I.D. NO. 1G1ZU54815F[redacted]
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LT
PRODUCTION DATE 07/01/05
STOCK NO. C52116
LICENSE NO. [redacted]

[redacted]
TURLOCK, CA [redacted]

CUSTOMER NO. 71295
SERVICE CONTRACT 72/72 MAJ GARD
DELIVERY DATE 09/03/05
DELIVERY MILES 25
SELLING DEALER NO. AMERICAN
R. O. DATE 10/23/07
COLOR GALAXY SILV MET/G
CONTRACT NO. TAB# 9901
EXPIRATION DATE 09/03/11
EXPIRATION MILES 72,025
TAG NO. 543
TURBO
M/MC CVZZ
AIR COND. Y
P.S. Y
TRANS A
MILEAGE 27,253
ADVISOR NO. 119

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

[redacted]

TIME RECEIVED 08:03am
DATE/TIME PROMISED 10/23/07 ~~07:00pm~~
PRIORITY 5

APPOINTMENT
☐ Yes
☒ No

DELIVERY PHONE

E# $100.00 DEDUCT

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection thereof.

X _____

JOB

	0.00	0.00	0.00	

[redacted]

1

[redacted]

ORIGINAL ESTIMATE $ | REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME
ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME

TO OUR SERVICE CUSTOMERS: Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR	PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

X _____

COMPANY POLICIES
Vehicles cannot be picked up without payment in full.
Personal charge accounts are not permitted.
MasterCard, Visa, Chevron & Discover charge cards will be accepted.
Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
Customer states no articles of personal property have been left in vehicle and dealer is not responsible for inspection there

American Solutions for Business 925-489-2317

PG 2

Mr. Goodwrench

E.P.A. # CAR 000002477
B.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/RI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/RI	TOTAL
[redacted]							

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[redacted]							

SALESPERSON NO. 500 DWAIN N CORMIER S E R V I C E STATE REG# AG154554

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

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1G1ZU54815F[redacted]	05/CHEVROLET/MALIBU/SD LT	07/01/05	C52116	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
71295	72/72 MAJ GARD	09/03/05	25	AMERICAN	05/27/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
GALAXY SILV MET/G	TAB# 9901	09/03/11	72,025	992

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.
	CVZZ	Y	Y	A	37,909	0634

[redacted]
TURLOCK, CA [redacted]

[redacted] BUSINESS PHONE [redacted]

TIME RECEIVED	DATE/TIME PROMISED		PRIORITY
07:59am	05/27/08	07:00pm	5

CELL PHONE

E# $100.00 DEDUCT

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection therefor.

X _____

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME

TO OUR SERVICE CUSTOMERS: Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR	PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

X _____

COMPANY POLICIES
Vehicles cannot be picked up without payment in full.
Personal charge accounts are not permitted.
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Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
Customer states no articles of personal property have been left in vehicle and dealer is not responsible for inspection therefor.

[redacted]			
1	[redacted]		
2	[redacted]		

PAGE 1 OF 1 CUSTOMER COPY #43456

American Solutions for Business 925-689-2337

Pg 3

E.P.A. # CAR 000002477
B.A.R. # AG-184554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE: MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

[redacted]

CUSTOMER NO. 71293 | DARRELL STOCKMAN 0634 | A/O NO. 673 | INV. 08/26/07/08 | [redacted]

[redacted] | [redacted] | MILEAGE 37,909 | CODE GALAXY SILV | STOCK C92116

TURLOCK, CA [redacted] | YEAR 05 MODEL CHEVROLET/MALIBU/SD LT | DATE 09/09/05 | DELIVERY MILES 25

VEHICLE I.D. NO. 2 U 5 4 8 1 5 F [redacted] | SELL AMERICAN | PROMISE 07/01/05

F.T.E. NO. | P.O. NO. | A.C. 06/27/08

[redacted] | COMMENTS: DEDUCT

LABOR & PARTS

[redacted]

C/S CHECK THE POWER STEERING LOSES ASSIST INTERMITTANTLY
SEE HISTORY ATTACHED
INSTALLED A VEHICLE DATA RECORDER AND FOUND IS STORING
A CODE C0900. FOUND A BULLETIN FROM GM TO REPLACE THE COIL
AND GROUND
REPLACED THE IGNITION COIL AND GROUND, ROAD TESTED SEVERAL
MILES WITHOUT DUPLICATION

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12598088	COIL 2.170		WARRANTY
JOB # 1	1	12681175	WARPES 2.806		WARRANTY
JOB # 1	1	11684121	BOLT 2.800		WARRANTY
JOB # 1	1	21684122	WASHER 2.8 [illegible]		WARRANTY
JOB # 1	8	31620084	BOLT 2.800		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

[redacted]

CORRELATE COMPONENTS [illegible]
COMPLETE [illegible]

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

SUBLET	QTY		DATE	DESCRIPTION		
JOB # 1	08/28			RENTAL		

MISC	QTY					
JOB # 1						

ESTIMATE
CUSTOMER HENRY [illegible]
INTERNAL ESTIMATOR [illegible]

AMERICAN CHEVROLET

CONTROL NO.

PAGE 1 OF 2

CUSTOMER COPY

CONTINUED ON NEXT PAGE (IF ANY)

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

American Solutions For Business 925-689-2317

E.P.A. # CAR 000002477
G.A.R. # AG-154554

AMERICAN CHEVROLET

4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
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(209) 491-7813

Mr. Goodwrench

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QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ-BELTS	ADJUST BELTS	MI	0.00	01CVZ-TRANS	TRANSMISSION SERVICE	MO	0.00
01CVZ-WH/BRG	WHEEL BEARING PACK	MO	0.00	01CVZ-UJOINT	U-JOINT PACK	MO	0.00
01CVZ-TIRE	TIRE ROTATION	MI	0.00	01CVZ-DIFF	DIFFERENTIAL SERVICE	MO	0.00
04CVZ-EMISSION	EMISSIONS SERVICE	MO	0.00	09CVZ-ALIGN	DO NOT USE SEE OP#23	MI	0.00
21CVZ-SERV	COOLING SYS SERVICE	MO	0.00	19CVZ-SERV	AIR COND SERVICE	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[redacted]							

SALESPERSON NO. 500 DWAIN N CORMIER **S E R V I C E** STATE REG# AG154554

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

VEHICLE I.D. NO. 1G1ZU54815F[redacted]
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/5D LT
PRODUCTION DATE
STOCK NO. C52116
LICENSE NO. [redacted]

[redacted]
TURLOCK, CA [redacted]

CUSTOMER NO. 71295
SERVICE CONTRACT GMPP
DELIVERY DATE 09/03/05
DELIVERY MILES 25
BILLING DEALER NO.
R. O. DATE 01/29/07
COLOR GALAXY SILV MET/G
CONTRACT NO.
EXPIRATION DATE 09/03/11
EXPIRATION MILES 72,025
TAG NO. 652

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.
	CVZZ	Y	Y	A	13,781	0542

WOODY CAR

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

RESIDENCE PHONE [redacted]
BUSINESS PHONE

TIME RECEIVED 08:21am DATE/TIME PROMISED 01/29/07 12:00pm PRIORITY 4

APPOINTMENT ☐ Yes ☐ No

CELL PHONE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection thereof.

X _____

JOB [redacted] LABOR 0.00 TOTAL 29.95

1 W 17CVZ BODY INT/EXTERIOR
C/S DRIVERS SIDE MIRROR COVER WILL NOT HOLD IN PLACE
PASS SIDE VISOR KEEPS FALLING DOWN
SOP ON WOODYS SHELF

2 C 01CVZ-QUIKSERV 18 PT SERVICE
PERFORM 18 POINT AMER[redacted] QUICK SERVICE OIL CHANGE

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

TO OUR SERVICE CUSTOMERS: Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR.	PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

X _____

COMPANY POLICIES

Vehicles cannot be picked up without payment in full.
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MasterCard, Visa, Chevron & Discover charge cards will be accepted.
Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
Customer states no articles of personal property have been left in vehicle and dealer is not responsible for inspection thereof.

Reynolds and Reynolds ERANNTHOOE CO2000A G (0006)

CUSTOMER COPY

#08-02-32-005: Loss of Power Steering Assist, Power Steering Warning Message Displayed in DIC, IPC/Radio Displays Erratic, DTC C0900, B1325 Set (Replace Ignition Coil/Module Assembly and Add Ground Strap) - (May 12, 2008)

Subject: **Loss of Power Steering Assist, Power Steering Warning Message Displayed in DIC, IPC/Radio Displays Erratic, DTC C0900, B1325 Set (Replace Ignition Coil/Module Assembly and Add Ground Strap)**

Models: **2004-2006 Chevrolet Malibu, Malibu Maxx with 3.5L Engine (VINs 8, N -- RPOs LX9, LZ4)**

Condition

Some customers may comment on a loss of power steering assist at high RPM (above 3500 RPM) and a power steering warning message displayed in the DIC. They may also comment some instrument/radio displays are erratic.

Upon investigation, the technician may find DTC C0900 set. If the displays were erratic, then DTC B1325 will also be set.

Cause

This condition may occur when the system voltage exceeds 16 volts for one second for code C0900 and the system shuts down to protect it from over-voltage operation. If the voltage exceeds 18 volts for five seconds for code B1325, then other electronic systems protect themselves and shut down. It has been found that this voltage increase is caused by an interaction between the alternator and the ignition coil/module assembly.

Correction

Replace the ignition coil/module assembly and add ground strap following the procedure below.

1. Disconnect the ignition coil electrical connector.
2. Disconnect the left side spark plug wires from the ignition coil.
3. Disconnect the right side spark plug wires from the ignition coil.
4. Remove the four bolts attaching the ignition coil to its mounting bracket and remove the ignition coil.
5. Remove the ignition coil from the mounting bracket.
6. Loosen the two lower ignition coil mounting bracket nuts.
7. Remove the two upper ignition coil mounting bracket bolts and discard.

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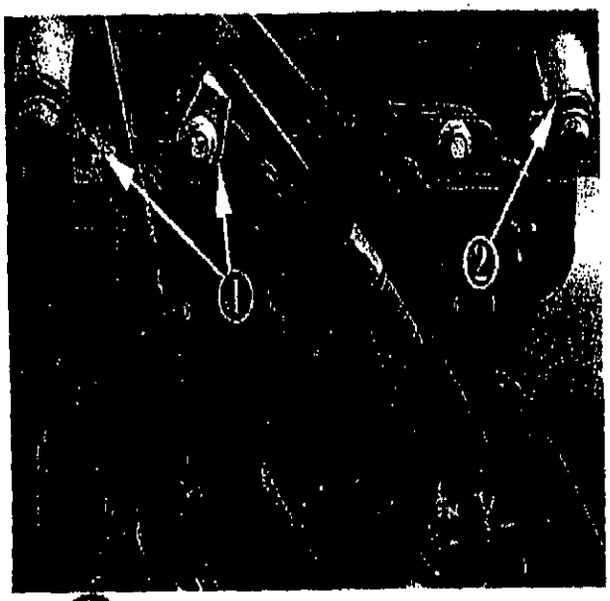
[redacted]



8. Install the ground strap (1), P/N 12581176, to the upper left side of the bracket as shown between the coil bracket and intake. Install the new bracket bolt, P/N 11570082, (do not tighten at this time). Prior to installing the ground strap, remove the captured nut and washers. They are not needed (simply pound them out with a hammer on a vise).
9. Install the washer (2), P/N 02436162, to the upper right side of the bracket between the coil bracket and intake. Install the new bracket bolt, P/N 11570082, (do not tighten at this time).

Tighten
Tighten all the ignition coil bracket bolts and nuts to 25 N·m (15 lb ft).

10. Install the new ignition coil to the mounting bracket.

11. Install the other end of the ground strap to the coil as shown and secure using a new bolt, P/N 11588715.

[redacted]

12. Install the other three ignition coil bolts.

    Tighten
    Tighten the bolts to 10 N·m (89 lb in).

13. Connect the right side spark plug wires to the ignition coil.
14. Connect the left side spark plug wires to the ignition coil.
15. Connect the ignition coil electrical connector.

Parts Information

Part Number	Description	Qty
12595088	Coil Assembly, Ignition	1
12581176	Ground Strap	1
11588715	Bolt	1
02436162	Washer	1
11570082	Bolt	2

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
J7717*	Replace Ignition Coil and Add Ground Strap	0.5 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

[redacted]

SIMPLE INTEREST FINANCE CHARGE

[redacted]

Year	Make	Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
[redacted]					

FEDERAL TRUTH-IN-LENDING DISCLOSURES

[redacted]

0.00 %	$ 0.00	$ 16358.91	$ 16358.91(e)	$ [redacted]

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
[redacted]		

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information. See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.

STATEMENT OF THE AMOUNT FINANCED

1. Total Cash Price
   A. Cash Price of Motor Vehicle and Accessories $ [redacted] (A)
      1. Cash Price Vehicle $ [redacted]
      2. Cash Price Accessories $ [redacted]
      3. Other (Nontaxable)
         Describe N/A $ [redacted]
         Describe N/A $ [redacted]
   B. Document Preparation Fee (not a government fee) $ [redacted] (B)
   C. Filing Fee Paid to Seller $ [redacted] (C)
   D. Sales Tax (on taxable items in A+B+C) $ [redacted] (D)
   E. Optional DMV Electronic Filing Fee* $ [redacted] (E)
   F. (Optional) Service Contract* $ [redacted] (F)
   G. (Optional) Service Contract* $ N/A (G)
   H. Prior Credit or Lease Balance paid by Seller to
      N/A $ N/A (H)
      (see downpayment and trade-in calculation)
   I. (Optional) Gap Contract to whom paid N/A $ N/A (I)
   J. Other (to whom paid)* N/A $ N/A (J)
      For N/A
   Total Cash Price (A+h/through J) $ [redacted] (1)
2. Amounts Paid to Public Officials
   A. License Fees ESTIMATED $ [redacted] (A)
   B. Registration/Transfer/Titling Fees $ N/A (B)
   C. California Tire Fees* $ [redacted] (C)
   D. Other N/A $ N/A (D)
      N/A $ N/A (E)

STATEMENT OF INSURANCE

Notice: No person is required as a condition of financing the purchase of a motor vehicle to purchase or provide any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A Ded. Collision	Mos.	$ N/A
Bodily Injury $ N/A Limits	Mos.	$ N/A
Property Damage $ N/A Limits	Mos.	$ N/A
Medical N/A	Mos.	$ N/A
	Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT ALLOWED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer [redacted]
Co-Buyer [redacted]
Seller [redacted]

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☒ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☒ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	[redacted] Mos.	[redacted]	$ [redacted]
Credit Disability	N/A Mos.	[redacted]	$ [redacted]
Total Credit Insurance Premiums			$ [redacted]

Insurance Company Name [redacted]
N/A
Home Office Address [redacted]
N/A

Credit life insurance and credit disability insurance are not required to obtain credit and should not be a factor in the credit approval process. They will not be provided unless you sign and agree to purchase them. Credit life insurance is based on your original payment schedule. This insurance may not pay if you die or if the creditor if you make late payments. Credit disability insurance does not offset any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for

E. Other N/A

G. Cash (-)

Total Down payment (D+E+F+G) $ [redacted] (6)

(If negative, see Item 5 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (6 less 6) $ [redacted] (7)

*Seller may keep part of this amount.

OPTIONAL GAP CONTRACT: A gap contract (GAP contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 1 G. See your contract for details on the protection it provides. It is a period of the contract.

Term N/A Miles

Term or Mileage Gap Contract

You want to buy a gap contract? Yes No

Buyer X

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ Name of autobroker receiving fee, if applicable:

N/A

OPTIONAL SERVICE CONTRACT(S): You want to purchase the service contract(s) offered with the following company(ies) for the term(s) shown below for the charge(s) shown in Item 1 F and/or 1 G above.

1 F Company [redacted]

Term [redacted] Miles

1 G Company [redacted]

Term [redacted] Miles

Buyer X [redacted]

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral change [redacted]

Buyer Signature [redacted]

X [redacted]

Co-Buyer Signature

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X _____ Co-Buyer X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before [redacted] Year [redacted]. SELLER'S INITIALS [redacted]

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE HAS UNDERSTOOD THE PUBLIC LIABILITY TERMS AND CONDITIONS.

B/B X [redacted] X [redacted]

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in Item 6 B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in Item 6 B as "Prior Credit or Lease Balance," Seller will [redacted] to you.

Buyer [redacted] Co-Buyer X [redacted]

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint or question about your transaction, you should first try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature [redacted] Co-Buyer Signature X [redacted]

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED IT THE SELLER GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

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

Other Owner Signature X [redacted] Address [redacted]

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one of more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract.

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS
866-775-3666 (TOLL FREE)
866-565-1327 FACSIMILE
WWW.ATTORNEYSFORCONSUMERS.COM

COLORADO OFFICE
(PLEASE SEND MAIL TO THIS ADDRESS)
30752 SOUTHVIEW DRIVE, STE. 150
EVERGREEN, CO 80439
303-974-7266
EXTENSION: 219
E-MAIL: RLEVINE@ATTORNEYSFORCONSUMERS.COM

CALIFORNIA OFFICE

6455 PYRUS PLACE
CARLSBAD, CA 92011
760-676-4001
WRITER LICENSED IN:
CALIFORNIA;
COLORADO; WASHINGTON D.C.

August 26, 2008

Via Electronic Mail - donna_blackstone@gmexpert.com

Ms. Donna Blackstone
General Motors Corporation

Re: [redacted] v. General Motors Corporation

Dear Ms. Blackstone:

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

- My client will receive $6,500.00 inclusive of my client's attorney fees and will retain ownership and financial responsibility for the subject vehicle.

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

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

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

Best regards,

Richard Levine
Attorney at Law

RL/js

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

VIA FAX ONLY

August 7, 2008

Richard Levine, Esq.
Weisberg & Meyers, LLC-Colorado
34790 Stagecoach Blvd
Evergreen, CO 80439-7913

RE: [redacted]
Service Request: 71-633898817
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU54815F[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear Mr. Levine:

We regret that your client(s) are dissatisfied with their 2005 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $2,100.00 inclusive.

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

Your client(s) would retain the vehicle.

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

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

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

Client's Signature	Client's Signature
Date	Date

2005 MALIBU LT SEDAN — CHEVROLET MOTOR DIVISION
12U GALAXY SILVER METALLIC /V6G — GENERAL MOTORS CORPORATION
142 GRAY LEATHER APPOINTED — 100 RENAISSANCE CENTER
ORDER NO. JGNMVW/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1G1 ZU54 81 5F[redacted] — VEHICLE INVOICE 1AD69332871
**********13*06444S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	24060.00	22014.90	INVOICE 07/28/05
LX9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 07/28/05
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 08/11/05
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	INT COM 08/11/05
YF5 50-STATE EMISSIONS	N/C	N/C	PRC EFF 07/28/05
1SB MALIBU PREFERRED EQUIP GRP 1SB	1310.00	1179.00	KEYS G1578 G1578
*HOMELINK TRANSMITTER 3-CHANNEL			WFP-F QTR OPT-1
*AUTO DIMMING INSIDE REAR VIEW			BANK: GMAC - 085
MIRROR WITH COMPASS			CHG-TO 06-444
*XM SATELLITE RADIO - OVER 130			
CHNLS OF DIGITAL ENTERTAINMENT			SHIP WT: 3224
SERVICE FEE EXTRA.1ST 3MOS.INC			HP: 32.9
*SUNROOF, POWER TILT AND SLIDE			GMS: 23132.80
			SUPPLR: 24170.40
			MRM: 25995.00
			DAN: LT
			MEMO 1193.50

TOTAL MODEL & OPTIONS	25370.00	23193.90	ACT 231	23057.80
DESTINATION CHARGE	625.00	625.00	H/B 261	761.10
LAM DEALER CONTRIBUTION		253.70	ADV 261	253.70
LAM GROUP CONTRIBUTION		253.70	EXP 65A	253.70
TOTAL	25995.00	24326.30	PAY 310	24326.30

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 23204.30
****
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.

AMERICAN CHEVROLET-GEO, INC.

REMIT TO GMAC NO. 085
VIN 1G1ZU54815F[redacted]
$ 24326.30 INV 1AD69332871
DUE 08/11/05 DEALER 06-444

VIN: 1G1ZU5481 5F[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: JGNMVW
VIN TYPE: N

EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13	06444	00028798266		09/07/05	GFP	1,193.50	
INCTV PAYMENT	13	06444	00028798266		09/07/05	GFP	1,193.50	
INCTV APPLICATN	13	06444	00028798266		09/07/05	GFP	1,193.50	
INCENTIVE MEMO	13	06444	00028798266		09/07/05	FFC	32.79	
INCTV PAYMENT	13	06444	00028798266		09/07/05	FFC	32.79	
INCTV APPLICATN	13	06444	00028798266		09/07/05	FFC	32.79	
INCENTIVE MEMO	13	06444	00028798266		09/07/05	CWE	2,000.00	
INCTV PAYMENT	13	06444	00028798266		09/07/05	CWE	2,000.00	
INCTV APPLICATN	13	06444	00028798266		09/07/05	CWE	2,000.00	
DELIVERY D.O.E.	13	06444			09/06/05		0.00	
DELIVERY TO CUS	13	06444			09/03/05		0.00	
EXPIRATION TRAN	13	06444	1AD69332871		08/11/05		0.00	
SETTLEMENT DATE	13	06444	1AD69332871		08/11/05		24,326.30	CR
ORIGINAL INVOIC	13	06444	1AD69332871		07/28/05		24,326.30	
COV/NVIS DATE	13	06444	1AD69332871		07/28/05		0.00	
SHIPMENT DATE	13	06444			07/28/05		0.00	
PRODUCTION (BUI	13	06444			07/28/05		0.00	
PREFERENCE TO P	13	06444			06/14/05		0.00	
GM ORDER ACCEPT	13	06444			06/13/05		0.00	
GM ORDER ACCEPT					06/13/05		0.00	

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

VIA FAX ONLY

July 28, 2008

Richard Levine, Esq.
Weisberg & Meyers, LLC-Colorado
34790 Stagecoach Blvd
Evergreen, CO 80439-7913

RE: [redacted]
Service Request: 71-633898817
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU54815F[redacted]
Customer Relationship Specialist: Desire Gallagher

Dear Mr. Levine:

This is to advise that General Motors is in receipt of the above referenced case dated July 16, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: Release of Lien
☒ Finance agreement
☒ Buyer's agreement

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

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,

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V07092007

[redacted]

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

[redacted]

REGISTRATION CARD VALID FROM: 09/08/2007 TO: 09/08/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2005	2005	FH	120	69	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
4D	G	NZ	1G1ZU54815F[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	12/26/07	50	12/26/07	L

PR EXP DATE: 09/08/2008

AMOUNT PAID $ 15.00

REGISTERED OWNER

[redacted]

TURLOCK
CA [redacted]

AMOUNT DUE $ 15.00

AMOUNT RECVD
CASH :
CHCK : 15.00
CRDT :

LIENHOLDER
AMERCN GEN FIN
729 N GOLDEN STATE BLVD

TURLOCK
CA 95380

F10 649 10 0001500 0031 CS F10 122607 69 ELAROSE 252

RELEASE OF CLAIM

We, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $6,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase , repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZU54815F[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 41,761 on the date of the signing of this release.

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

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

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

DATE SIGNED: 9-02-08

[redacted]
Claimant's Signature

[redacted]
Claimant's Signature

[redacted]
Address

[redacted]
Address

Turlock, Ca. [redacted]
City, State, Zip Code

Turlock, Ca. [redacted]
City, State, Zip Code

STATE OF California
COUNTY OF Stanislaus

Sworn to (or affirmed) and subscribed before me this 2 day of September, 2008,

by [redacted]

Ramona J. Moreno notary puble

Signature of Notary Public

Ramona J. moreno notary public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification CA Driver License

Type of identification CA. DL

My commission expires: April 4, 2012

CC: File

LG0024
V6302006

RAMONA J. MORENO
COMM. #1794777
NOTARY PUBLIC - CALIFORNIA
STANISLAUS COUNTY
My Comm. Expires APRIL 4, 2012

RAMONA J. MORENO
COMM. #1794777
NOTARY PUBLIC - CALIFORNIA
STANISLAUS COUNTY
My Comm. Expires APRIL 4, 2012

See Attached

RAMONA J. MORENO
COMM. #1794777
NOTARY PUBLIC - CALIFORNIA
STANISLAUS COUNTY
My Comm. Expires APRIL 4, 2012

Jurat

State of California
County of Stanislaus } ss.

Subscribed and sworn to (or affirmed) before me on this 2 day of September,
20 08 by [redacted]

personally known to me or proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Notary Public Signature

RAMONA J. MORENO
COMM. #1794777
NOTARY PUBLIC - CALIFORNIA
STANISLAUS COUNTY
My Comm. Expires APRIL 4, 2012

(notary seal)

OPTIONAL INFORMATION

DESCRIPTION OF THE ATTACHED DOCUMENT

release of all claims
(Title or description of attached document)

(Title or description of attached document continued)

Number of Pages _____ Document Date 9/2/08

(Additional information)

INSTRUCTIONS FOR COMPLETING THIS FORM

Any Jurat completed in California must contain verbiage that indicates the notary public either personally knew the document signer (affiant) or that the identity was satisfactorily proven to the notary with acceptable identification in accordance with California notary law. Any jurat completed in California which does not have such verbiage must have add the wording either with a jurat stamp or with a jurat form which does include proper wording. There are no exceptions to this law for any jurat performed in California. In addition, the notary must require an oath or affirmation from the document signer regarding the truthfulness of the contents of the document. The document must be signed AFTER the oath or affirmation. If the document was previously signed, it must be re-signed in front of the notary public during the jurat process.

- State and County information must be the State and County where the document signer(s) personally appeared before the notary public.
- Date of notarization must be the date that the signer(s) personally appeared which must also be the same date the jurat process is completed.
- Print the name(s) of document signer(s) who personally appear at the time of notarization.
- Signature of the notary public must match the signature on file with the office of the county clerk.
- The notary seal impression must be clear and photographically reproducible. Impression must not cover text or lines. If seal impression smudges, re-seal if a sufficient area permits, otherwise complete a different jurat form.
  - Additional information is not required but could help to ensure this jurat is not misused or attached to a different document.
  - Indicate title or type of attached document, number of pages and date.
- Securely attach this document to the signed document

CAPA v1.29.06 © by Association of Professional Notaries & CSA 800-873-9865
www.notaryclasses.com

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type See **Specific Instructions** on page 2.

Name (as shown on your income tax return) [redacted]

Business name, if different from above Sarah

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☒ Partnership
☐ Limited liability company Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.) [redacted]

Requester's name and address (optional)

City, state, and ZIP code Phoenix, AZ [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

or

Employer identification number [redacted]

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 8/12/08

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

[redacted]

Colbert WA [redacted]

SPOKANE WA 992

03 JUN 2008 PM 2 L

JUN 06 2008

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

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

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 6-3-08

17-Digit Vehicle Identification Number (VIN): 1G2214528554[redacted]

Mileage at Time of Repair: 66334 Date of Repair: 5-23-08

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Colbert State: WA ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 273.25

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

BEELINE AUTO REPAIR, INC

N. 15821 NEWPORT HWY
SERVING YOU FOR 33 YEARS
MEAD WA 99021
509-466-7900
Please e-mail us with any comments or suggestions
BEELINEAUTOMOTIVE@COMCAST.NET

5/23/2008 2:13 PM

Invoice #13385

[redacted]
COLBERT WA[redacted]

Day Phone : [redacted]
Eve Phone :

Vehicle : 2005 Pontiac G6 3.5 L 214 CID V6 OHV (Pushrod Engine)

Color : Blue
Odometer In : 66334
Odometer Out : 66334

Created : 5/21/2008 8:03:41 AM
Complete : 5/23/2008 2:12:16 PM
Invoiced : 5/23/2008 2:12:16 PM

COPY

Labor/Notes

Code/Tech*	Reference	Description		Price
	LABOR	CK NOISE IN FT LUBE STEERING SHAFT PER TSB		$34.00
	GUIDE	RR STEERING SHAFT	M	$68.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	22687711	SHAFT STEERING		$149.00	$149.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor		$102.00
Parts		$149.00
Sublet/Misc.		$0.00
Disposal Fee		$2.01
Charges		$0.00
Sales Tax	Tax @ $253.01 * 8.0000%	$20.24
	Total Due	$273.25

Tech	Certification #
2	

RECEIVED
MAY 23 2008
BY: BC

I hereby authorize the repair work herein set for
agree that you are not responsible for loss or da
theft or any other cause beyond your control. I h
operate the vehicle herein described on streets,
Inspection. An express garagekeeper's lien is h
amount or repairs thereto. All Vehicles left over
$5.00 PER DAY STORAGE FEE. 12 Month or

☐ Customer Signature _____

Customer Copy
THANK YOU

BEELINE AUTO REPAIR
15821 NEWPORT HWY
MEAD, WA 99021
509-466-7900

Merchant ID: 009708120683
Term ID: 001
Ref #: 005

Sale

VISA [redacted] Entry Method: Swiped
05/23/08 15:59:02
Inv #: 000035 App Code: 055640
Approvd: Online Batch#: 000035
Total: $ 273.25

WASHINGTON STATE DEPARTMENT OF
LICENSING

668TKU

01/25/2008 VEHICLE REGISTRATION CERTIFICATE

MAIL

Lic/Plt	Iss-Dt	Tab-No	Reg-Exp	Val-Cd/Year	Dep	Mo-Reg	Mo-Gwt	Pwr	Use	Mdyr
[redacted]	02/2005	F785564	02/12/2009	23300/2005		12		G	PAS	2005

Make	Body	VIN or Serial No	Res-Co	Sclwt	Seats	Model/BT	Gwt	Gwt-St	Gwt-Exp	Flt
PONT	G64D	1G2ZH528554[redacted]	32	3428		/		/ /	/ /	

Equip	Prev-Plt	Filing	Monorail	RTA Tax	Subagent	Gwt/Veh Wt	Other	Total Fees	CreditCard	Gwt Cr
		$3.00				$10.00	$30.75	$43.75	$43.75	

[redacted]
COLBERT WA [redacted]

AVISTA CORP CREDIT UNION
PO BOX 3727
SPOKANE WA 99220

SIGNATURE OF REGISTERED OWNERS

SIGNATURE OF REGISTERED OWNERS

COMMENTS:
COLOR-BLUE - DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS STILLREQUIRED.

REMARKS:

BRANDS:

RPT ID: AREGPR-1 VALIDATION CODE 29320103080250125080173966760

THIS CERTIFICATE IS NOT PROOF OF OWNERSHIP

FPD: AREG_AREGPR:2007/2/11.00003(1)

March 22, 2011

[redacted]

Colbert, WA [redacted]

Service Request: 71-634361751
Customer Relationship Specialist: Paula Miller

Dear [redacted]:

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

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

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

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)

August 7, 2009

John Amari, Esq.
Tansey Fanning Haggerty Kelly Convery & Tracy
521 Green Street
Woodbridge, NJ 07095

RE: [redacted] v. General Motors Corporation
Service Request: 71-634863034
2006 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT51856F[redacted]
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Amari:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $2,750.00 made payable to [redacted] The second is in the amount of $2,500.00 made payable to Kimmel and Silverman.

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

LG0063
V07092007

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 08/11/09

**********2,750 DOLLARS **00 CENTS

AMOUNT **********2,750.00

PAY TO THE ORDER OF

[redacted]
JACKSON NJ [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR BUS NO. BB 000000010 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 08/11/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT51856F[redacted]	08/10/09	VM-1-CD7C9D 71-634863034.1-CD7C9D	00.0000	2,750.00	.00	2,750.00
		TOTAL		2,750.00	.00	2,750.0

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

M3

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 08/11/09

AMOUNT

************2,500 DOLLARS ****00 CENTS ************2,500.00

PAY TO THE ORDER OF

KIMMEL AND SILVERMAN
30 E BUTLER AVE
AMBLER PA 19002-4514

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 08/11/09

VENDOR INS NO BB 000000011 1

VENDOR NAME KIMMEL AND SILVERMAN

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
LG1ZT51856F[redacted]	08/10/09	VM 1-CD7C9E 71-634863034.1-CD7C9E	00.0000	2,500.00	.00	2,500.00
			TOTAL	2,500.00	.00	2,500.0

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

W3

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

August 19, 2008 **VIA FAX ONLY**

John Amari, Esq.
Tansey Fanning Haggerty Kelly Convery & Tracy
521 Green Street
Woodbridge, NJ 7095

RE: [redacted]
Service Request: 71-634863034
GM Legal Staff Case: 658626
2006 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT51856F[redacted]
Customer Relationship Specialist: Mary Greer

Dear Mr. Amari:

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, THOMAS SCHERI, PH: 800-356-5004, MAILBOX # 8428 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 111215.

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

Sincerely,

General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

2006 MALIBU SEDAN 2LT
40U WHITE /V6G
83C TITANIUM
ORDER NO. JHPHX9/FDR STOCK NO.
VIN 1G1 ZT51 85 6F[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD73504051

**********13*04681S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
1ZT69 MALIBU SEDAN 2LT	20925.00	18727.88	INVOICE 09/23/05
BQ2 AVIS RENT A CAR	0.00	0.00	SHIPPED 09/23/05
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 10/04/05
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 10/11/05
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 07/14/05
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	KEYS G1671 G1671
V2G FULL FUEL FILL CREDIT	0.00	26.42-	WFP-S QTR OPT-1

FAN: 000801033
BANK: GMAC - 007
CHG-TO 04-681
SHIP-TO 45-172
AVIS
PHILADELPHIA PA

SHIP WT: 3207
HP: 32.9
MRM: 21550.00
CUST PO NUMBER:
6042217N5800000
DAN: 03023
MEMO 1046.25

TOTAL MODEL & OPTIONS	20925.00	18701.46	ACT 231 19326.46
DESTINATION CHARGE	625.00	625.00	
TOTAL	21550.00	19326.46	PAY 310 19326.46

****

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.

WALDEN FLEET GROUP, INC.

REMIT TO GMAC NO. 007
VIN 1G1ZT51856F[redacted]
$ 19326.46 INV 1AD73504051
DUE 10/11/05 DEALER 04-681

Insert airbill here

FedEx Expre

Extremely Urg

100% Recycled Paperboard®
MINIMUM 50% POST CONSUMER CONTENT

Print Label

ORIGIN ID: DTTA (800) 625 2565
Ship Manager
REN CEN mail processing center
100 REN CEN DRIVE

DETROIT, MI 48243
UNITED STATES US

Ship Date: 14AUG08
ActWgt: 1 LB
System#: 356927/EXRS0773
Account: [redacted]

TO Rob Brown Jr - MSX
MSX International - c/o BRC Legal
1919 Concept Dr

Warren, MI 48091 AUG 15 2008

(512) 386 0750

FedEx. Express

Ref.
INV:
PO: Dept:

Delivery Address Barcode

BILL SENDER

** 2DAY **

MON
Deliver By:
18AUG08
A2

TRK# 9625 9217 4815

Form 0201

DTW

48091 -MI-US

66 UIZA

Want more information...
Go to fedex.com, or call 1.800.GoFedEx 1.800.463.3339 for U.S. domestic shipments ...
for international shipments. Call your local FedEx office if you are outside the U.S.

General Motors Corporation
Legal Staff

Facsimile
248/267-4333

Telephone
313/665-1555

August 14, 2008

John Amari, Esq.
Tansey Fanning Haggerty Kelly Convery & Tracy
521 Green Street
Woodbridge, NJ 07095

Dear Mr. Amari:

Re: GM Case No. 658626
[redacted] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

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,

Sharon Ledoux
Legal Assistant

Global Headquarters at the Renaissance Center, 300 Renaissance Center, 24th Floor P.O. Box 300
Mail Code: 482-C24-C66 Detroit, Michigan 48265-3000

✓

658626

9/17/08

Service of Process Transmittal

08/13/2008
CT Log Number 513741681

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI 48265-4000

RE: **Process Served In New Jersey**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltfs. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Summons, Attachment(s), Case Information Statement, Complaint, Jury Demand, Certifications, Exhibits
COURT/AGENCY:	Camden County: Superior Court, Law Division, NJ Case # L390908
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to repair and/or correct defects on a 2006 Chevrolet Malibu, VIN 1G1ZT51856F[redacted]
ON WHOM PROCESS WAS SERVED:	The Corporation Trust Company, West Trenton, NJ
DATE AND HOUR OF SERVICE:	By Process Server on 08/13/2008 at 11:00
APPEARANCE OR ANSWER DUE:	Within 35 days, exclusive of date of service
ATTORNEY(S) / SENDER(S):	Robert M. Silverman Kimmel & Silverman, P.C. Executive Quarters 1930 E. Marlton Pike Suite Q29 Cherry Hill, NJ 08003 856-429-8334
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 790068171076 Image SOP - Page(s): 22 Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **PER:** **ADDRESS:**	The Corporation Trust Company Tyeasha Weaver 820 Bear Tavern Road 3rd Floor West Trenton, NJ 08628
TELEPHONE:	609-538-1818

Don-ER
SJL
Tansey Fanning
John Amari

CT web
8/13/08
4:56pm

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.

218699 860534

[redacted]

INVOICE

PINE BELT ENTERPRISES, INC.
CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1100

JACKSON, NJ [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		32394/32394	T8743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07 IS			14:30 05SEP07		0.00	CASH	07SEP07

R.O. OPENED	READY	OPTIONS:
10:05 05SEP07	15:14 07SEP07	STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A QUICK LUBE PLUS			
CAUSE: .			
M0015 LUBE, OIL AND FILTER			
6701WGMPP			(N/C)
1 12490147 FILTER			(N/C)
5 12345615 OIL 5W30			(N/C)
FC: 97 PART#: COUNT: 0			
CLAIM TYPE: 0			
AUTH CODE:			
MF			
32394 MAINTENANCE PERFORM 3K SERVICE			
**********			
B CUST STATES THAT THEN BRAKING BETWEEN 45 TO 50 MPH THERE RUBBING/KNOCKING TYPE NOISE			
05 BRAKE SYSTEM			
6701 ICPS			(N/C)
32394			
**********			
C CUST STATES THAT DOME LIGHT INOP			
CAUSE: .			
N2280 SWITCH INSTRUMENT PANEL COMPARTMENT LAMP REPLACE			
6701 WC			(N/C)
1 15867543 HOUSING			(N/C)
FC: 6C			
PART#: 15867543			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OJ			

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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

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

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

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X812C

INTERNAL COPY

218699 860534

[redacted]

INVOICE

PAGE 2

PINE BELT ENTERPRISES, INC.
CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1100

JACKSON, NJ [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		32394 /32394	T8743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07 IS			14:30 05SEP07		0.00	CASH	07SEP07

R.O. OPENED	READY	OPTIONS:
10:05 05SEP07	15:14 07SEP07	STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

32394 FAULTY DOME LIGHT SWITH REPLACE DOME LIGHT SWITCH ASSEMBLY
****

D CVUST STATES THAST THEN TURNING ONWER HEARS KNOCKING IN STEERING CK ADVISE

CAUSE: .

E7700 SHAFT, STEERING INTERMEDIATE REPLACE
6701 WC (N/C)
FC: 2N PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NE

32394 NOSIE WHEN TURING LUBE STEERING SHAFT ROAD TEST OK
****

E CUST STATES THAT VEH GET NO AM STATION CK ADVISE

CAUSE: .

R0520 MODULE, ANTENNA REPLACE
6701 WC (N/C)
1 25779158 MODULE (N/C)
FC: 6C
PART#: 25779158
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

32394 BAD ANTENNA MODULE REPLACE ANTENNA MODULE
****

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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

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

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

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

CUSTOMER SIGNATURE

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218699 860534

[redacted]

INVOICE

PAGE 3

PINE BELT ENTERPRISES, INC.
CHEVROLET - SUBARU
SERVICE CENTER
1065 ROUTE 88 - LAKEWOOD, NJ 08701
(732) 363-1100

JACKSON, NJ [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		32394/32394	T8743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07 LS			14:30 05SEP07		0.00	CASH	07SEP07

R.O. OPENED	READY	OPTIONS:
10:05 05SEP07	15:14 07SEP07	STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
CREATED 2007-08-27 12:20:00PM "SINCE 1937 A NAME YOU CAN TRUST"								
TAKEN BY TANYA GI BERSON								

! DATE PAID _____ !
! PAYMENT METHOD _____ !
! AMOUNT $ _____ !

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISC./DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE INVOICE #Z XXIX5

INTERNAL COPY

218699 860534

[redacted]

WARRANTY

PINE BELT ENTERPRISES, INC.
CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1100

JACKSON, NJ [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		32394 /32394	T8743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07 IS			14:30 05SEP07		0.00	CASH	07SEP07

R.O. OPENED	READY	OPTIONS:
10:05 05SEP07	15:14 07SEP07	STK:LC67450 1)CUST HAS LTW 100 DED/RZE$ZEWICZ

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A QUICK LUBE PLUS			
CAUSE: .			
M0015 LUBE, OIL AND FILTER			
6701WGMPP 0.40		35.78	35.78
1 12490147 FILTER	4.35	4.14	4.14
5 12345615 OIL 5W30	2.80	2.80	14.00
FC: 97 PART#: COUNT: 0			
CLAIM TYPE: 0			
AUTH CODE:			
MF			
1134 1814 TPARTS			
1081 3578 TLABOR			
32394 MAINTENANCE PERFORM 3K SERVICE			
C CUST STATES THAT DOME LIGHT INOP			
CAUSE: .			
N2280 SWITCH INSTRUMENT PANEL COMPARTMENT LAMP			
REPLACE			
6701 WC 0.20		17.89	17.89
1 15867543 HOUSING	22.25	21.36	21.36
FC: 6C			
PART#: 15867543			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OJ			
1335 2136 TPARTS			
541 1789 TLABOR			
32394 FAULIY DOME LIGHT SWITH REPLACE DOME LIGHT SWITCH ASSEMBLY			
D CVUST STATES THAST THEN TURNING ONWER HEARS KNOCKING IN STEERING CK			
ADVISE			
CAUSE: .			
E7700 SHAFT, STEERING INTERMEDIATE REPLACE			
6701 WC 0.30		26.84	26.84
FC: 2N PART#: COUNT: 0			

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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

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

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

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WARRANTY COPY

218699 860534

[redacted]

WARRANTY

PAGE 2

PINE BELT ENTERPRISES, INC.
CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

JACKSON, NJ [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		32394/32394	T8743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07 IS			14:30 05SEP07		0.00	CASH	07SEP07

R.O. OPENED	READY	OPTIONS:
10:05 05SEP07	15:14 07SEP07	STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CLAIM TYPE:
AUTH CODE:
NE

0 0 TPARTS
811 2684 TLABOR

32394 NOSIE WHEN TURING LUBE STEERING SHAFT ROAD TEST OK
E CUST STATES THAT VEH GET NO AM STATION CK ADVISE
CAUSE: .

R0520 MODULE, ANTENNA REPLACE
6701 WC 1.10 98.40 98.40
1 25779158 MODULE 34.34 27.47 27.47
FC: 6C
PART#: 25779158
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

1717 2747 TPARTS
2973 9840 TLABOR

32394 BAD ANTENNA MODULE REPLACE ANTENNA MODULE
CREATED 2007-08-27 12:20:00PM "SINCE 1937 A NAME YOU CAN TRUST"
TAKEN BY TANYA GI BERSON

DATE PAID _____
PAYMENT METHOD _____
AMOUNT $ _____

COST, SALE, & COMP TOTALS 9592 24588 0

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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DESCRIPTION	TOTALS
LABOR AMOUNT	178.91
PARTS AMOUNT	66.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	245.88
LESS DISC./DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	245.88

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

CUSTOMER SIGNATURE

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WARRANTY COPY

Customer Number: Invoice No: **848758**

ACCOUNTING

PAGE 1

PINE BELT ENTERPRISES, INC.

CHEVROLET
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

Home: Bus: Cell:
Email:

SERVICE ADVISOR: 6395 ROBERT DOMOLKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		29624	29624	T2234

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
			16:12 12MAR07		0.00	CASH	13MAR07

R.O. OPENED	READY	OPTIONS: STK:LC67450
13:56 12MAR07	13:13 13MAR07	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A REPLACE SPO GRILLE											
65 BODY HARDWARE											
	6572	ICUC		0.49	0.50	1356	4975			49.75	49.75
VERSION 1 (EMP# 6572,13MAR07 07:47): 29624 BROKEN R&R BROKEN GRILLE ASSEMBLY											
B INSTALL FRONT LICENSE PLATE BRACKET SPO											
65 BODY HARDWARE											
	6572	ICUC		0.02	0.20	542	1990			19.90	19.90
1	15274497	BRACKET				1401	1821	0	23.74	18.21	18.21
3	22638717	RIVET				126	165	0	0.70	0.55	1.65
VERSION 1 (EMP# 6572,13MAR07 07:48): 29624 MISSING INSTALL MISSING LIC. PLATE BRKT											

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID _____
PAYMENT METHOD _____
AMOUNT $ _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-12-07	16:04	16:30	0.43	W	6572	A	
03-13-07	07:43	07:47	0.06	W	6572	A	
	07:47	07:48	0.02	W	6572	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	6965	1898		48100	1986	1527	
				24000	8951		

COST, SALE, & COMP TOTALS 3425 8951 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
DISC. / DED. -	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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

CUSTOMER SIGNATURE

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Accounting Copy

X4812,260_1

Customer Number: Invoice No: **848589**

ACCOUNTING

PAGE 1

PINE BELT ENTERPRISES, INC.

CHEVROLET
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1100

Home: Bus: Cell:
Email:

SERVICE ADVISOR: 6395 ROBERT DOMOLKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		29620	29623	T4128

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			16:12 09MAR07		0.00	CASH	09MAR07

R.O. OPENED	READY	OPTIONS: STK:LC67450
10:38 09MAR07	16:19 09MAR07	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A USED CAR P.D.I.											
96CVZUPDI USED CAR P.D.I.											
	6572	ICUC		2.52	1.70	4609	11050			110.50	110.50
1	12490147	FILTER				250	325	0	4.20	3.25	3.25
5	12345615	OIL 5W30				875	1140	0	2.28	2.28	11.40
1	15853885	MOLDING				10541	13703	0	178.66	137.03	137.03
1	15266333	GRILLE				6002	7803	0	101.72	78.03	78.03

VERSION 1 (EMP# 6572,09MAR07 13:13): 29623 PDI USED CAR PDI--AC 44 DEG.--BRAKE PADS-FRT 8 MM REAR 4 MM--TIRES FRT 6/32 REARS 8/32 DEEP ORDERED LOWER GRILLE ASSEMBLY & LIC. PLATE BRKT NO DTCS E

B certified #2639497

98 MISCELLANEOUS

	6572	ICUC		0.01	0.00	0	0			0.00	0.00

VERSION 1 (EMP# 6572,09MAR07 13:14): 29623 CERTIFY CERTIFY # 2639497

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID _____
PAYMENT METHOD _____

AMOUNT $ _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-09-07	10:42	13:13	2.52	W	6572	A	
	13:13	13:14	0.01	W	6572	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	11050	4609		48100	21831	16793	
49100	1140	875					
24000	34021						

COST, SALE, & COMP TOTALS 22277 34021 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
DISC. / DED. -	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. XIHARIS.2RR

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XARIS.2RR_1

CUSTOMER #:

848589

WORKORDER

PAGE 1

PINE BELT ENTERPRISES, INC.

CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

HOME: BUS:

SERVICE ADVISOR: 6395 DOMOLKI,ROBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		296[illegible]0/	T4128

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			16:12 09MAR07		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:LC67450
09MAR2007 10:38		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	96CVZUPDI		ICUC	USED CAR P.D.I.
# B	98		ICUC	certified #2639497

3 1
FPFG
44° F
R4R8

TERMS CASH; UNLESS ARRANGEMENTS MADE
METHOD OF PAYMENT
ALL PERSONAL CHECKS SUBJECT TO TELECREDIT. DRIVER'S LICENSE MANDATORY.

CASH ☐
CREDIT CARD ☐

PRELIMINARY ESTIMATE $

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%. I ALSO 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. STORAGE AFTER 48 HOURS OF WORK COMPLETION AT $25.00 PER DAY. CONSUMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

X
CUSTOMER SIGNATURE

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

X
CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE WORKORDER #3 XSW2C

TECHNICIAN COPY

PINE BELT ENTERPRISES, INC.
CHEVROLET · SUBARU
PARTS & SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
PARTS: (732) 363-4600 · SERVICE: (732) 363-1200 &f2053Y

SPECIAL ORDER NUMBER	DATE ORDERED	DATE CLOSED	CUSTOMER PO NUMBER	DATE PRINTED	# OF LINES
848585	09MAR07			09MAR07	1

PINE BELT ENTERPRISES PAGE 1

1088 ROUTE 88
LAKEWOOD, NJ 08701

VEHICLE	CUSTOMER NUMBER	HOME PHONE NUMBER	WORK PHONE NUMBER
[redacted]	10		[redacted]

QTY	PART NUMBER	DESCRIPTION	BIN	ORD NBR	PRIORITY	ORD DATE	REC DATE	EMPLOYEE
1	15274497	BRACKET	A263FX		CSO			6111

It was necessary for us to SPECIAL order the above item(s) for you.
*** Thank you for giving us the opportunity to serve you ***

PARTS SPECIAL ORDER FORM

CUSTOMER COPY

Copyright 20[illegible] [illegible], Inc. SPECIAL ORDER REQUEST 2-UP [illegible]

[redacted]

PINE BELT ENTERPRISES, INC.

CHEVROLET · SUBARU
PARTS & SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
PARTS: (732) 363-4600 · SERVICE: (732) 363-1200 &f2053Y

SPECIAL ORDER NUMBER	DATE ORDERED	DATE CLOSED	CUSTOMER PO NUMBER	DATE PRINTED	# OF LINES
M2635	09MAR07		[redacted]	09MAR07	2

PINE BELT ENTERPRISES PAGE 1

1088 ROUTE 88
LAKEWOOD, NJ 08701

VEHICLE ID	CUSTOMER NUMBER	HOME PHONE NUMBER	WORK PHONE NUMBER
	10		[redacted]

QTY	PART NUMBER	DESCRIPTION	BIN	ORD NBR	PRIORITY	ORD DATE	REC DATE	EMPLOYEE
1	15853885	MOLDING			CSO			6114
1	15266333	GRILLE			C			6114

DUE

It was necessary for us to SPECIAL order the above item(s) for you.
*** Thank you for giving us the opportunity to serve you ***

PARTS SPECIAL ORDER FORM

CUSTOMER COPY

Copyright 2000 ADP, Inc. SPECIAL ORDER REQUEST 2-UP K3062C

[redacted]

Customer Number: Invoice No: **848589**

INTERNAL

PAGE 1

PINE BELT ENTERPRISES, INC.

CHEVROLET SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

Home: Bus: Cell:
Email:

SERVICE ADVISOR: 6395 ROBERT DOMOLKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		29620 29623	T4128

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			16:12 09MAR07		0.00	CASH	09MAR07

R.O. OPENED	READY	OPTIONS: STK:LC67450
10:38 09MAR07	16:19 09MAR07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A USED CAR P.D.I.			
96CVZUPDI USED CAR P.D.I.			
6572 ICUC 1.70		110.50	110.50
1 12490147 FILTER	4.20	3.25	3.25
5 12345615 OIL 5W30	2.28	2.28	11.40
1 15853885 MOLDING	178.66	137.03	137.03
1 15266333 GRILLE	101.72	78.03	78.03

29623 PDI USED CAR PDI--AC 44 DEG.--BRAKE PADS-FRT 8 MM REAR 4 MM--TIRES FRT 6/32 REARS 8/32 DEEP ORDERED LOWER GRILLE ASSEMBLY & LIC. PLATE BRKT NO DTCS E

B certified #2639497

98 MISCELLANEOUS			
6572 ICUC 0.00		0.00	0.00

29623 CERTIFY CERTIFY # 2639497

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID _____
PAYMENT METHOD _____
AMOUNT $ _____

COST, SALE, & COMP TOTALS 22277 34021 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 110.50
PARTS AMOUNT	$ 229.71
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 340.21
DISC. / DED. -	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 340.21

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. Xte4517.285

Internal Copy

X4517.380_1

Customer Number: Invoice No: **848589**

INVOICE

PAGE 1

PINE BELT ENTERPRISES, INC.

CHEVROLET
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

Home: Bus: Cell:
Email:

SERVICE ADVISOR: 6395 ROBERT DOMOLK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		29621	29623	T4128

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			16:12 09MAR07		0.00	CASH	09MAR07

R.O. OPENED	READY	OPTIONS: STK:LC67450
10:38 09MAR07	16:19 09MAR07	

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LINE OPCODE TECH TYPE HOURS                                    LIST      NET      TOTAL
A USED CAR P.D.I.
     96CVZUPDI USED CAR P.D.I.
            6572 ICUC                                                                (N/C)
        1 12490147 FILTER                                                            (N/C)
        5 12345615 OIL 5W30                                                          (N/C)
        1 15853885 MOLDING                                                           (N/C)
        1 15266333 GRILLE                                                            (N/C)
 29623 PDI USED CAR PDI--AC 44 DEG.--BRAKE PADS-FRT 8 MM REAR 4
 MM--TIRES FRT 6/32 REARS 8/32 DEEP ORDERED LOWER GRILLE ASSEMBLY & LIC.
 PLATE BRKT NO DTCS E
            ***************************************************
B certified #2639497
     98 MISCELLANEOUS
            6572 ICUC                                                                (N/C)
 29623 CERTIFY CERTIFY # 2639497
            ***************************************************
```

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID _____
PAYMENT METHOD _____
AMOUNT $ _____

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
DISC. / DED. -	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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Service File Copy

Kle4512.280_1

GM Certified USED VEHICLES

INSPECTION CHECKLIST

VEHICLE DESCRIPTION & INSPECTION/SERVICING

REFERENCE NUMBER 2639497
Cross-reference this number on R.O.

☐ GM FrontLine Ready – GM CUV Compliant

VIN # _____

Stock/ID# _____ R.O. # _____

Original In-Service Date (required for warranty) ____/____/____

Year _____ Make/Model _____

Mileage _____ Color _____ Date ____/____/____

SVC REQ'D | MEETS STD

ROAD TEST

- ☐ ○ 1. CHECK VEHICLE HISTORY (GMVIS)
- ☐ ○ 2. CHECK FOR OPEN SAFETY CAMPAIGNS (complete all open)
- ☐ ○ 3. OWNER'S MANUAL/WARRANTY BOOKLET PRESENT
- ☐ ○ 4. SEAT BELTS/RETRACTORS/AIR BAGS (wear, operation)
- ☐ ○ 5. MIRRORS (operation, heat, inside-outside)
- ☐ ○ 6. INDICATOR LIGHTS/GAUGES/WARNING TONES (operation, lights, clock)
- ☐ ○ 7. ENGINE START/IDLE (cold, warm)
- ☐ ○ 8. ENGINE OPERATION/PERFORMANCE/ACCELERATION (at normal temp.)
- ☐ ○ 9. SHIFTING/AUTOMATIC/MANUAL (transmission, clutch)
- ☐ ○ 10. ANTI-SKID/TRACTION CONTROL (operation)
- ☐ ○ 11. BRAKING/ANTI-LOCK BRAKING SYSTEM (straight stop/anti-lock operation if equipped)
- ☐ ○ 12. STEERING/ALIGNMENT (pass, noise, steering wheel centered, alignment)
- ☐ ○ 13. BODY/CHASSIS INTEGRITY (noise/vibration/tightness)
- ☐ ○ 14. TRANSFER CASE (operation, FFWD, 4W, AWD)
- ☐ ○ 15. CRUISE CONTROL (hold, acceleration, cancel)
- ☐ ○ 16. WINDSHIELD WIPERS/WASHERS (operation/blades wipe clean w/o streaks)
- ☐ ○ 17. SPEEDOMETER/ODOMETER (operation)
- ☐ ○ 18. TILT-WHEEL/TELESCOPING (operation)
- ☐ ○ 19. SOUND SYSTEM (radio, tape, CD, speakers, antenna)
- ☐ ○ 20. HEATER/AIR CONDITIONING (blower, controls)
- ☐ ○ 21. HORN (operation, function)

FUNCTIONAL

- ☐ ○ 22. KEY(S)/KEY FOB/REMOTE START (functional)
- ☐ ○ 23. REAR DEFOGGER (operation)
- ☐ ○ 24. LUGGAGE COMPARTMENT (spare, air pressure, tools)
- ☐ ○ 25. CONVERTIBLE TOP/BOOT COVER (operation, condition)
- ☐ ○ 26. INTERIOR LIGHTS (map lights/dash lights)
- ☐ ○ 27. EXTERIOR LIGHTS (headlights, DRLs, brake and high mount)
- ☐ ○ 28. DOORS/DOOR LOCKS (power lock operation)
- ☐ ○ 29. WEATHER STRIPPING (condition)
- ☐ ○ 30. SEATS/CHILD SAFETY SEATS & MOUNTINGS (operation, heat)
- ☐ ○ 31. FUEL DOOR/TRUNK/HOOD/HATCH RELEASE (operation)
- ☐ ○ 32. WINDOWS/POWER/SWING-OUT (operation, all switches/full travel)
- ☐ ○ 33. ALARM/TELEPHONE (operation, remote)
- ☐ ○ 34. POWER OUTLET(S)/CIGARETTE LIGHTER (operation, lighter)
- ☐ ○ 35. PARKING BRAKE (operation)
- ☐ ○ 36. SUN/MOON ROOF (operation, condition, no leaks)
- ☐ ○ 37. OPTIONS/ACCESSORIES (operation)
- ☐ ○ 38. ONSTAR (functions)

UNDER HOOD

- ☐ ○ 39. VISUAL (noise/missing components, leaks, labels, decals)
- ☐ ○ 40. ELECTRICAL SYSTEM/BATTERY/STARTER (battery, cables, belts, charge)
- ☐ ○ 41. ENGINE COOLING/RADIATOR/FAN/FAN CLUTCH (level, hoses, condition)
- ☐ ○ 42. POWER STEERING SYSTEM (level, pump, lines)

SVC REQ'D | MEETS STD

UNDER HOOD (Cont.)

- ☐ ○ 43. BRAKE SYSTEM (level, master cylinder, lines)
- ☐ ○ 44. IGNITION SYSTEM (wires, condition, routing)
- ☐ ○ 45. FUEL SYSTEM (lines, leaks, connection)
- ☐ ○ 46. VACUUM SYSTEM (hoses, condition)
- ☐ ○ 47. A/C COMPRESSOR/DRIVE BELT (operation, condition)
- ☐ ○ 48. BELTS/SERPENTINE (tension, wear)

UNDER VEHICLE

- ☐ ○ 49. VISUAL (body, lower body, underbody)
- ☐ ○ 50. FRAME (no signs of previous repair/damage)
- ☐ ○ 51. EXHAUST SYSTEM (pipes, converter, muffler)
- ☐ ○ 52. BRAKE PADS, SHOES (condition, lining)
  Thickness – RF_____ LF_____ RR_____ LR_____
- ☐ ○ 53. CALIPERS, ROTORS, DRUMS (condition)
- ☐ ○ 54. BRAKE HYDRAULICS (level, lines, hoses)
- ☐ ○ 55. TIRES (tread depth, type, size, matching brand, no plugs)
  Depth – RF_____ LF_____ RR_____ LR_____
- ☐ ○ 56. WHEELS (OEM, matching brand/type)
- ☐ ○ 57. SHOCK ABSORBERS/STRUTS (operation, leaks, etc.)
- ☐ ○ 58. SPRINGS/SWAY BARS (mount, bushings, etc.)
- ☐ ○ 59. CONTROL ARMS (condition, mount, bushings)
- ☐ ○ 60. STEERING/LINKAGE (tie rod ends, linkage)
- ☐ ○ 61. ENGINE/TRANSMISSION/TRANSFER CASE & MOUNTING (leaks)
- ☐ ○ 62. DRIVELINE/DRIVESHAFT/AXLES/UNIVERSAL JOINTS (condition, operation)
- ☐ ○ 63. AXLES/DIFFERENTIALS (leaks, CV joints)
- ☐ ○ 64. GEAR/RACK & PINION (leaks, mounting)
- ☐ ○ 65. PARKING BRAKE CABLE (condition, operation, fraying)

EXTERIOR

- ☐ ○ 66. UNDER HOOD (finish, insulation, decals)
- ☐ ○ 67. FRONT BUMPER (fascia, guards, finish)
- ☐ ○ 68. GRILLE (headlights, other lights, emblems)
- ☐ ○ 69. HOOD (emblems, finish, chips, trim, alignment)
- ☐ ○ 70. LEFT FRONT FENDER (finish, trim)
- ☐ ○ 71. LEFT FRONT DOOR (finish, trim, alignment, ease of movement)
- ☐ ○ 72. LEFT REAR DOOR (finish, trim, alignment, ease of movement)
- ☐ ○ 73. LEFT REAR FENDER (finish, trim)
- ☐ ○ 74. TRUNK LID/TRUCK BED/BEDLINER (finish, trim)
- ☐ ○ 75. REAR BUMPER (fascia, guards, finish)
- ☐ ○ 76. RIGHT REAR FENDER (finish, trim)
- ☐ ○ 77. RIGHT REAR DOOR (finish, trim, alignment, ease of movement)
- ☐ ○ 78. RIGHT FRONT DOOR (finish, trim, alignment, ease of movement)
- ☐ ○ 79. RIGHT FRONT FENDER (finish, trim)
- ☐ ○ 80. ROOF (finish, trim)
- ☐ ○ 81. GLASS (cracks, chips, scratches, pitting)
- ☐ ○ 82. WHEELS/WHEELCOVERS/TRIM RINGS/CENTER CAPS (scratches, pitting)

SVC REQ'D | MEETS STD

INTERIOR

- ☐ ○ 83. INSTRUMENT PANEL (trim, controls, console)
- ☐ ○ 84. CLOCK/TIMER (check, reset)
- ☐ ○ 85. DRIVER/PASSENGER SEATS/HEAD RESTS (cushions, trim, safety belt operation)
- ☐ ○ 86. DRIVER DOOR (controls, trim, condition)
- ☐ ○ 87. FRONT PASSENGER DOOR (controls, trim, condition)
- ☐ ○ 88. FRONT CARPET & FLOOR MATS (presence, condition, wear)
- ☐ ○ 89. CONSOLE/COMPARTMENT LID – FRONT & REAR (operation, condition)
- ☐ ○ 90. REAR SEAT/HEAD RESTS (cushions, trim, condition, operation, safety belt operation)
- ☐ ○ 91. LEFT REAR DOOR/QUARTER TRIM (controls, trim, condition)
- ☐ ○ 92. RIGHT REAR DOOR/QUARTER TRIM (controls, trim, condition)
- ☐ ○ 93. REAR CARPET & MATS (presence, condition, wear)
- ☐ ○ 94. HEADLINER/OVERHEAD CONSOLE (visors, condition)
- ☐ ○ 95. LUGGAGE COMPARTMENT/CARGO AREA (trim, jack, tools, cargo net/shade)
- ☐ ○ 96. PACKAGE TRAY (condition)

MAINTENANCE

*Including scheduled maintenance for next three months/3,000 miles – GM products recommended

- ☐ ○ 97. Lube/Oil/Filter (LOF) and maintenance (reset oil life monitor)
- ☐ ○ 98. Inspect/clean air filter (replace if necessary)
- ☐ ○ 99. Inspect/change all other filters (per manufacturer's schedule)
- ☐ ○ 100. Inspect/top-off fluids (cool, brake, p.s., transmission, diff., washer)
- ☐ ○ 101. Tire pressure (check/adjust, rotate as necessary)
- ☐ ○ 102. Emission/diagnostic trouble codes (reset state and local stickers)
- ☐ ○ 103. Fuel level (recommend full tank/optional)

INTERIOR DETAILING

- ☐ ○ 104. Clean instrument panel/cover pad surface/ashtrays/package shelf
- ☐ ○ 105. Vacuum and clean carpet/trunk/passenger compartment/cargo area
- ☐ ○ 106. Clean glass surfaces
- ☐ ○ 107. Clean headliner/seats/interior door trim

EXTERIOR DETAILING

- ☐ ○ 108. Clean engine compartment
- ☐ ○ 109. Recondition/Touch-up minor surface scratches
- ☐ ○ 110. Remove tar and road oil
- ☐ ○ 111. Wash/Wax
- ☐ ○ 112. Clean and detail wheels/wheel covers and lines
- ☐ ○ Other (Describe): _____

NOTE: Refer to Checklist Guidelines in Operations Guide for further details.

☐ ○ ADDITIONAL ROAD TEST – Check 'SVC REQ'D' box if additional Road test is required after inspection/reconditioning (Also note on RO)

MECHANICAL INSPECTION BY:
Signature _____ ____/____/____

APPEARANCE INSPECTION BY:
Signature _____ ____/____/____

I certify that this vehicle has undergone repair and/or reconditioning in accordance with the GM Certified Used Vehicle process. Upon final inspection, I have determined that the vehicle:

○ MEETS STANDARDS – Certified

Inspecting/Certifying Location: _____

Authorized Signature: _____

WHITE COPY – Purchaser YELLOW COPY – Dealer Sales PINK COPY – GMAC GOLD COPY – Dealer Service

Rev. 2/04

90167_99

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

VIA FAX ONLY

June 18, 2008

Jim Geresy, Service Manager

RE: [redacted]
Service Request: 71-634863034
2006 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT51856F[redacted]
Customer Relationship Specialist: Patricia Easley

Dear Jim Geresy:

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

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

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: NJ

Customer Name: [redacted] Service Request: 71-634863034 GM Legal File No.: {Number}

Vehicle ID No.: 1G1ZT51856F[redacted] In Service Date: 9/24/2005
Year, Make & Model: 2006 Chevrolet Malibu

Lien holder: GMAC☐ Other☒: PNC Bank

Was TAC contacted for this vehicle Yes

Vehicle is: New BAC Code: 111215
Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}
DVM requests involvement?: NO Purchase Price of Vehicle: $ 18,284.58}

VEHICLE REPAIR HISTORY

☒ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-5-07	860534	*	32,394	C/S that when braking between 45 to 50 MPH, there is a rubbing/knocking type noise. See line D as well**.(verified information with Rose Krywy 6-19-08)**
		*	32,394	C/S that when turning, hears knocking in steering. Check/advise./ Confirmed noise. When turning.-Lube steering shaft. Road Test ok.
3-11-08	873778	1	35,961	C/S that when turning, there is a clunking noise felt in front end. Check and advise.-Gear assembly, power steering. Replace.
6-10-08	879400	*	38,861	C/S that the vehicle lost power steering vehicle. Vehicle was towed to shop./Could not duplicate at present time. Had history code of C0900 and had full power steering upon pulling vehicle into shop. Cleared code and test drive vehicle 2 different times for a total of 18 miles and no failures of steering. called TAC and supplied code and both **DOC IDs of 2133820 and 1239344**. Complaint was not above 3500 and system voltage when checked was between 14.0 and 14.2. upon talking to Lorean Cooper of TAC was advised that being as there was no other codes that in order to go further, the problem is going to have to be duplicated. **Case # 10338009**. Road tested vehicle of total 87 miles and was unable to duplicate any power steering loss.

☒ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3-11-08	873778	*	35,961	C/S Check pulley in trunk for rear seal loose.-Rear seat latch cable replacement.

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-5-07	860534	*	32,394	C/S that dome light is inoperative./ Faulty dome light switch .-Replace dome light switch assembly.
		*	32,394	C/S that vehicle gets no AM station. Check and advise. /Bad antenna module.-Replace antenna module.

☒ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-5-07	860534	3	32,394	LOF
3-11-08	873778	1	35,961	LOF
6-10-08	879400	9	38,882	LOF**(verified # days vehicle was down with Rose Krywy per SVA Keith Basile. See activity dated 6-19-08)**

THE STATE LEMON LAW READS:

Days out of service**: 20 or more**
Repairs **3**
Time period **: 24 Mo. / 18,000 Miles**
Does Lemon Law state nonconformity must continue to exist? Yes
If applicable, safety-related repairs
Safety-related time period

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:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

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.**

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: NJ

Customer Name: [redacted] Service Request: 71-634863034 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT51856F[redacted] In Service Date: 9/24/2005 Vehicle is: New BAC Code: 111215
Year, Make & Model: 2006 Chevrolet Malibu Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC☐ Other☒: PNC Bank DVM requests involvement?: NO Purchase Price of Vehicle: $ 18,284.58

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY

☒ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-5-07	860534	3	32,394	C/S that when braking between 45 to 50 MPH, there is a rubbing/knock type noise. C/S that when turning, hears knocking in steering. Check/advise./ Confirmed noise. When turning.-**Lube steering shaft**. Road Test ok.
3-11-08	873778	1	35,961	C/S that when turning, there is a clunking noise felt in front end. Chec and advise.-**Gear assembly, power steering. Replace.**
6-10-08	879400	9	38,861	C/S that the vehicle lost power steering vehicle. **Vehicle was towed shop./Could not duplicate at present time**. Had history code of C0900 and had full power steering upon pulling vehicle into shop. **Cleared code and test drive** vehicle 2 different times for a total of 18 miles and no failures of steering. called TAC and supplied code and bo **DOC IDs of 2133820 and 1239344**. Complaint was not above 3500 and system voltage when checked was between 14.0 and 14.2. upon talking to Lorean Cooper of TAC was advised that being as there was n other codes that in order to go further, the problem is going to have to duplicated. **Case # 10338009**. **Road tested vehicle of total 87 miles and was unable to duplicate any power steering loss.**

☒ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3-11-08	873778	*	35,961	C/S Check pulley in trunk for rear seal loose.-**Rear seat latch cable replacement.**

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-5-07	860534	*	32,394	C/S that dome light is inoperative./ Faulty dome light switch .-**Replace dome light switch assembly.**
		*	32,394	C/S that vehicle gets no AM station. Check and advise. /**Bad antenna module.-Replace antenna module.**

☒ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-5-07	860534	*	32,394	LOF
3-11-08	873778	*	35,961	LOF
6-10-08	879400	*	38,882	LOF**(verified # days vehicle was down with Rose Krywy per SVA Keith Basile. See activity dated 6-19-08)**

THE STATE LEMON LAW READS:

Days out of service**: 20 or more**
Repairs **3**
Time period **: 24 Mo. / 18,000 Miles**
Does Lemon Law state nonconformity must continue to exist? Yes
If applicable, safety-related repairs
Safety-related time period

Number of repair attempts in the presumption period: **0**
Total days out of service during the presumption period: 0
Total days out of service during customer's ownership: 13

RECOMMENDATION

Recommend denial, no issues during presumption and all repairs were completed under warranty.

REASON FOR REMOVAL

Removed to LC and settled for $5250 due to steering issues.

ROBERT M. SILVERMAN[+*-]
CRAIG THOR KIMMEL[+-^]

[+] *Member, PA Bar*
[*] *Member, NJ Bar*
[x] *Member, DE Bar*
[-] *Member, NY Bar*
[^] *Member, MA Bar*
[#] *Member, MD Bar*
[♠] *Member, OH Bar*
[@] *Member, DC Bar*
[¢] *Member, AZ Bar*
[£] *Member, CO Bar*
[¥] *Member, VT Bar*
[§] *Member, MI Bar*
[°] *Member, RI Bar*
[¤] *Member, NH Bar*

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

JACQUELINE C. HERRITT[+*#]
ROBERT A. RAPKIN[+]
HY DAVID RUBENSTEIN[@#]
BARRY R. WINDERMAN[+]
MELISSA K. FIALA[+*]
IRA P. SMADES[+]
DAVID L. LIEBERMAN[x+♠]
ANGELA K. TROCCOLI[+¤]
FRED DAVIS[+*]
RONALD ROWLAND[#@]
CHRISTOPHER R. HOLLIDAY[+°^¥§]
AMY L. BENNECOFF[+*]
CHRISTINA GILL ROSEMAN[+§]
RICHARD A. SCHOLER[+*]

Of Counsel:
RONNA LUCAS[♠]

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

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 23, 2011

VIA EMAIL ONLY
gmerinfo@gmexpert.com

General Motors Corporation - NJ
c/o MSX International/BRC Legal
MC 336-105-000
Warren, MI 48091

Re: [redacted] **v. General Motors Corporation**
Vehicle: 2006 Chevrolet Malibu
Date of Purchase: 06/01/2007
Place of Purchase: Pinebelt Chevrolet, Lakewood
VIN: 1G1ZT51856F[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the NJ Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL
cc: [redacted]

FAX

To: **shera**
Company:
Fax: 18662661792
Phone:

From: **Sharon J. Ledoux**
Fax: 248-267-4333
Phone: 313-665-1555

NOTES:

GM No. 658626 Settlement
Fw: A new 6 page fax has arrived from <unknown>

Captaris RightFax

Date and time of transmission: Friday, August 07, 2009 12:35:54 PM
Number of pages including this cover sheet: 10

This settlement is approved.

Sharon J. Ledoux
GM Legal Staff, Legal Assistant
300 Renaissance Center
Mail Code: 482-C24-C66
Detroit, MI 48265-3000
Phone: 313-665-1555
Fax: 248-267-4333
----- Forwarded by Sharon J. Ledoux/US/GM/GMC on 08/07/2009 12:07 PM -----

Fax Server [USAH2SA0NAM19]

08/07/2009 12:21 PM

To SHARON J. LEDOUX/US/GM/GMC

cc

Subject A new 6 page fax has arrived from <unknown

Time Processed:	08/07/2009 12:21:09 PM	Number of Pages:	6
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Fax Server:	USAH2SA0NAM19	Remote CSID:	

Images.TIF History.txt

TANSEY, FANNING, HAGGERTY, KELLY, CONVERY & TRACY
521 GREEN ST., P.O. BOX 5555
WOODBRIDGE, NEW JERSEY 07095
PHONE: (732) 634-7880
FAX: (732) 634-6036

FACSIMILE REQUEST FORM

DATE: 8/7

OUR FILE: _____
YOUR FILE: _____

PLEASE DELIVER THE FOLLOWING MATERIAL AS SOON AS POSSIBLE

TO:

RECEIVING FACSIMILE NUMBER:

SHARON LEDOUX

248-267-4333

FROM:

JOHN AMARI

RE: [redacted] v. General Motors Corporation
2006 Malibu, VIN 1G1ZT51856F[redacted]
GM File No. 658626

CHECK REQUEST

NUMBER OF PAGES: 6 (INCLUDING COVER PAGE)

IF YOU HAVE NOT PROPERLY RECEIVED THIS TELECOPY
PLEASE CALL US AS SOON AS POSSIBLE

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

TANSEY, FANNING, HAGGERTY, KELLY, CONVERY & TRACY
ATTORNEYS AT LAW
521 GREEN STREET
P.O. BOX 5555
WOODBRIDGE, NEW JERSEY 07095
(732) 634-7880
FAX (732) 634-6036

221 JEFFERSON AVENUE
STATEN ISLAND, NEW YORK 10306
TELEPHONE (718) 227-5886
FAX (718) 227-5881

THOMAS M. KELLY◊
THOMAS V. CONVERY*
JAMES N. TRACY III◊

OF COUNSEL
THOMAS F. TANSEY
ROBERT B. HAGGERTY

JOHN A. AMARI
SHARON McCONVERY†

* ADMITTED N.Y., N.J. & CT. BARS
† ADMITTED N.Y., N.J., CT. & PA. BARS
△ ADMITTED N.J. & CT. BARS
◊ ADMITTED N.Y. & N.J. BARS

August 7, 2009

Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
P.O. Box 300
Mail Code 482-C24-C66
Detroit, MI 48265-1000

Att: Sharon Ledoux

RE: [redacted] v. General Motors Corporation
2006 Malibu, VIN 1G1ZT51856F[redacted]
GM File No. 658626

Dear Ms. Ledoux:

Based upon the repair history below, we negotiated a settlement of this claim for the total amount of $5,250.00.

M01 steering – general - noise
M01 steering – general – inoperative
M02 steering – linkage – vibration/balance
N11 electrical lamps – interior lighting – stays on
R39 electrical radio – antenna power/fixed – reception - poor

Please prepare and forward the drafts below to our office:.

1. A draft for $2,750.00 payable to:

[redacted]
Two Cari Court
Jackson, NJ 08527
Phone # 732-987-6227

2. A draft for $2,500.00 made payable to:

   KIMMEL & SILVERMAN, P.C.
   1930 E. Marlton Pike
   Executive Quarters
   Suite Q29
   Cherry Hill, New Jersey 08033
   Attorney's tax ID #23-267-1027

3. Mileage – 44,000

Attached is the W9.

Very truly yours,

TANSEY, FANNING, HAGGERTY,
KELLY, CONVERY & TRACY, ESQS.

BY: _____
JOHN A. AMARI

JAA:gw
Encs.
VIA FAX ONLY

PINE BELT SERVICE CENTER

LAKEWOOD 88

1055 Route 88 • Lakewood, New Jersey 08701

Service Dept. 732-363-1200
Service fax: 732-363-1639

Parts Dept. 732-363-4600
Parts fax: 732-363-6868

To: Patricia Easley

From: Rose

Date: 6·19·8

Pages sent including this cover page: _____

Comments: please call if you need anything else

Customer Number: **218699** Invoice No: **879400**

WARRANTY

PAGE 1

[redacted]

JACKSON, NJ [redacted]
Home: [redacted] Bus: [redacted] Cell: [redacted]
Email: [redacted]

PINE BELT ENTERPRISES, INC.

CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1200
www.pinebeltcars.com
www.pinebeltparts.com
www.pinebeltaccessories.com

SERVICE ADVISOR: **6214 KEITH R BASILE**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		38862 / 38949	T9192

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07			16:12 17JUN08		0.00	CASH	18JUN08

R.O. OPENED	READY	OPTIONS: STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ
16:42 10JUN08	15:09 18JUN08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
B** QUICK LUBE PLUS			
CAUSE: .			
80CVZ06 QUICK LUBE PLUS			
6257WGMPP 0.50		11.95	11.95
1 12490147 FILTER	4.65	4.43	4.43
5 12345615 OIL 5W30	3.17	3.17	15.85
1267 2028 TPARTS			
1243 1195 TLABOR			
38862 MAINT LOF PF-47, 5 QTS			

****

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID _____
PAYMENT METHOD _____
AMOUNT $ _____

"SINCE 1937 A NAME YOU CAN TRUST"

COST, SALE, & COMP TOTALS 2510 3223 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 11.95
PARTS AMOUNT	$ 20.28
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 32.23
DISC. / DED. -	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 32.23**

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Warranty Copy

X4G12.280_1

Customer Number: **218699** Invoice No: **879400**

INTERNAL

PAGE 1

PINE BELT ENTERPRISES, INC.
CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1200
www.pinebeltcars.com
www.pinebeltparts.com
www.pinebeltaccessories.com

[redacted]

JACKSON, NJ [redacted]
Home: [redacted] Bus: [redacted] Cell: [redacted]
Email: [redacted]

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		38862 38949	T9192

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07			16:12 17JUN08		0.00	CASH	18JUN08

R.O. OPENED	READY	OPTIONS: STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ
16:42 10JUN08	15:09 18JUN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT VEH LOST POWER STEERING VEH WAS TOWED TO SHOP
03 STEERING SYSTEM
6257 ICPS 1.00 30.00 30.00
38862 COULD NOT DUPLICATE AT PRESENT TIME HAD HISTORY CODE OF C0900
AND HAD FULL POWER STEERING UPON PULLING VEHICLE INT SHOP...CLEARED
CODE AND TEST DRIVE VEHICLE 2 DIFFERNET TIME FOR A TOTAL OF 18 MILES
AND NO FAILURES OF STEERING..CALLED TAC AND SUPPLIED CODE AND BOTH DOC
ID'S OF 2133820 AND 1239344. COMPLAINT WAS NOT ABOVE 3500 AND SYSTEM
VOLTAGE WHEN CHEKCED WAS BETWEEN 14.0-14.2. UPON TALKING TO LOREAN
COOPER OF TAC I WAS ADVISED THAT BEING AS THERE WAS NO OTHER CODES THAT
IN ORDER TO GO FURTHER THE PROBLEM IS GOING OT HAVE TO BE DUPLICATED
CASE NUMBER 10338009 ROAD TESTED VEH OF TOTAL OF 87 MILES AND WAS
UNABLE TO DUPLICATE ANY POWER STEERING LOST.
****
"SINCE 1937 A NAME YOU CAN TRUST"

! DATE PAID _____ !
! PAYMENT METHOD _____ !
! AMOUNT $ _____ !

"SINCE 1937 A NAME YOU CAN TRUST"

COST, SALE, & COMP TOTALS 2485 3000 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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DESCRIPTION	TOTALS
LABOR AMOUNT	$ 30.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 30.00
DISC. / DED. -	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 30.00**

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

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X4512.280_1

Customer Number: **218699** Invoice No: **879400**

INVOICE

PAGE 1

PINE BELT ENTERPRISES, INC.
CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1200
www.pinebeltcars.com
www.pinebeltparts.com
www.pinebeltaccessories.com

[redacted]
JACKSON, NJ [redacted]
Home: [redacted] Bus: [redacted] Cell: [redacted]
Email: [redacted]

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		38802 38949	T9192

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07			16:12 17JUN08		0.00	CASH	18JUN08

R.O. OPENED	READY	OPTIONS: STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ
16:42 10JUN08	15:09 18JUN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT VEH LOST POWER STEERING VEH WAS TOWED TO SHOP
03 STEERING SYSTEM
6257 ICPS (N/C)
38862 COULD NOT DUPLICATE AT PRESENT TIME HAD HISTORY CODE OF C0900
AND HAD FULL POWER STEERING UPON PULLING VEHICLE INT SHOP...CLEARED
CODE AND TEST DRIVE VEHICLE 2 DIFFERNET TIME FOR A TOTAL OF 18 MILES
AND NO FAILURES OF STEERING..CALLED TAC AND SUPPLIED CODE AND BOTH DOC
ID'S OF 2133820 AND 1239344. COMPLAINT WAS NOT ABOVE 3500 AND SYSTEM
VOLTAGE WHEN CHEKCED WAS BETWEEN 14.0-14.2. UPON TALKING TO LOREAN
COOPER OF TAC I WAS ADVISED THAT BEING AS THERE WAS NO OTHER CODES THAT
IN ORDER TO GO FURTHER THE PROBLEM IS GOING OT HAVE TO BE DUPLICATED.
CASE NUMBER 10338009 ROAD TESTED VEH OF TOTAL OF 87 MILES AND WAS
UNABLE TO DUPLICATE ANY POWER STEERING LOST.
****

B** QUICK LUBE PLUS
CAUSE: .
80CVZ06 QUICK LUBE PLUS
6257WGMPP (N/C)
1 12490147 FILTER (N/C)
5 12345615 OIL 5W30 (N/C)
38862 MAINT LOF PF-47, 5 QTS
****

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID _____
PAYMENT METHOD _____
AMOUNT $ _____

"SINCE 1937 A NAME YOU CAN TRUST"

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
DISC. / DED.	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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Service File Copy

38905

[redacted]

CUSTOMER #:218699

[redacted]

JACKSON, NJ [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

879400

WORKORDER

PAGE 1

PINE BELT ENTERPRISES, INC.

CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1200
www.pinebeltcars.com
www.pinebeltparts.com
www.pinebeltaccessories.com

SERVICE ADVISOR: 6214 BASILE, KEITH R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		38862 / 38949	T9192

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07 DD			16:12 11JUN08		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
10JUN2008 16:42		STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	03		CC	CUST STATES THAT VEH LOST POWER STEERING VEH WAS TOWED TO SHOP

E-mail: PETPARADISEUSA@MSN.COM

B Lot.

CHEVROLET

File
71-634863034
4/30 6/2-08
owner KB
oked Tech to Drive veh Home

"SINCE 1927 A NAME YOU CAN TRUST"

TERMS CASH: UNLESS ARRANGEMENTS MADE

PRELIMINARY ESTIMATE $ _____

METHOD OF PAYMENT

ALL PERSONAL CHECKS SUBJECT TO TELECREDIT. DRIVER'S LICENSE MANDATORY.

CASH ☐

CREDIT CARD ☐

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%. I ALSO 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. STORAGE AFTER 48 HOURS OF WORK COMPLETION AT $25.00 PER DAY. CONSUMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE.

X _____ CUSTOMER SIGNATURE

X _____ CUSTOMER SIGNATURE

TECHNICIAN COPY

Copyright 2002 ADP, Inc. SERVICE WORKORDER #2 X5W2C

PINE BELT ENTERPRISES, INC.

CHEVROLET
1088 ROUTE 88
LAKEWOOD, NJ 08701
(732) 363-2900

CHRYSLER - SUBARU
1400 ROUTE 88
LAKEWOOD, NJ 08701
(732) 901-3600

DEAL #: 190562
CUST#: 218699

[redacted]

JACKSON NJ [redacted]

DATE: 06/01/07

SALESMAN: SNARBERG,GEORGE 6424

LC67450

YEAR	MAKE	MODEL	BODY STYLE	NEW OR USED	KEY NO.
2006	CHEVROLET	MALIBU	SD	USED	

VIN: 1G1ZT51856F[redacted]

OPTIONAL EQUIPMENT AND ACCESSORIES

~~FACTORY INSTALLED:~~

ETCHING 189.00

ULTIMATE 4 IN 1(5) 400.00
BOOMERSHINE 300.00

~~DEALER INSTALLED:~~

DELIVERED PRICE	14650.00
SALES TAX	1161.58
TOTAL CASH PRICE	15811.58
ADDITIONAL ITEMS	889.00
COST OF FINANCING	6509.70
COST OF INSURANCE	1455.00
MOTOR VEHICLE FEE	
DOCUMENTARY FEE	129.00
TOTAL TIME PRICE	24794.28

SETTLEMENT:
DEPOSIT
CASH ON DELIVERY
TRADE-IN
LESS LIEN

YEAR MAKE
MODEL BODY
VIN

84 PAYMENTS AT $ 295.17

TOTAL 24794.28

GAP INSURANCE 800.00

SMART CARE 555.00

NAME OF FINANCE COMPANY PNC BANK NA

LC68704

CUSTOMER COPY

Contract No.: _____ Date of Contract: _____

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all scheduled payments.	Total Sale Price The cost of your purchase on credit, including your downpayment of $ N/A
8.99 %	$ 6509.70	$ 18284.58	$ 24794.28	$ 24794.28

Your **Payment Schedule** will be: e means estimate

No. of Payments	Amt. of Payments	When Payments Are Due
84	$ 295.17	Monthly, beginning 07/16/07
	$ N/A	

Security: You are giving a security interest in the goods or property being purchased. N/A

Filing Fees: $ _____

Late Charge: If a payment is more than 10 days late, you will be charged $10.00.

Prepayment: If you pay off early, you will not have to pay a penalty.

See below and your other contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, our security interests and prepayment refunds and penalties.

This Contract is between you and the Seller. All disclosures have been made by the Seller, who intends to assign (transfer) this Contract to the "Assignee" named below. If more than one person signs as Buyer below, each will be bound, separately and together, for the payment of all sums due and the performance of all your promises in this Contract. The terms in the above box are part of this Contract.

You are the Buyer(s). [redacted] JACKSON NJ [redacted]
JACKSON NJ

Name(s) Address Zip Code

We are the Seller(s), PINE BELT ENTERPRISES, IN 1088 ROUTE 88 LAKEWOOD, NJ 08701

Name(s) Business Address Zip Code

Under this Contract, you agree to buy the following property, including its accessories, all of which is called the "Goods."

YEAR	MAKE	BODY STYLE	SERIAL NUMBER	MODEL
2006	CHEVROLET	SD	1G1ZT51856F[redacted]	MALIBU

ACCESSORIES: _____

TRADE-IN: Your trade-in is described as follows:

PAYMENT SCHEDULE: You agree to pay us the Total Sale Price for the Goods. You will do this by making the Cash Downpayment and assigning the trade-in, if shown above, on or before the Date of Contract, and paying us the Amount Financed, plus Finance Charges, in the number and amount of monthly payments as provided in this Contract. Payments must begin on the date indicated in the Payment Schedule and are due on the same day of each following month until we receive payment in full. You may pay all or part of the Amount Financed in advance without penalty or premium. Payments must be made at any office of:

PNC BANK, NATIONAL ASSOCIATION (the "Assignee")

PROPERTY INSURANCE: You will keep the Goods insured against fire, theft, collision and other risks. You can obtain such insurance from any insurer of your choice who is acceptable to us. However, if one of the boxes below is checked, you have decided to obtain the insurance from us.

[ ] Collision insurance for a term of N/A months. The cost of it is $ N/A. The limit of coverage is $ N/A less a deductible of $ N/A

[ ] Comprehensive insurance for a term of N/A months. The cost of it is $ N/A. The limit of coverage is $ N/A less a deductible of $ N/A [ ] Other (describe)

Itemization of Amount Financed
Cash Price $ 16339.00
Cash Downpayment $ N/A
Trade-in Value of trade-in $ N/A
Lien payoff to N/A $ N/A
Unpaid Cash Balance $ 16339.00
Amount Paid to Others on Your Behalf (To the extent permitted by applicable law, we may be retaining a portion of these amounts)
To Credit Insurance Company $ N/A
To Property Insurance Company $ N/A
To Sales Tax $ 1161.58
To Public Officials $ N/A
To SERVICE CALL $ 655.00
To ~~Documentation fe~~ $ 129.00
Amount Financed $ 18284.58

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS. (See INSURANCE on the reverse side.)

CREDIT INSURANCE IS NOT REQUIRED: Credit Insurance is available through us for the term of this Contract at the cost(s) shown below. Single Credit Life and Single Credit Accident and Health Insurance are available to any one Buyer signing for insurance below. No credit insurance will be provided unless the appropriate statement(s) is signed by the Buyer(s) to be insured and the cost(s) shown below are included in the Amount Financed. See the CERTIFICATE OF INSURANCE or the NOTICE OF PROPOSED INSURANCE given to you on a separate document.

By signing, you want Single Credit Life Insurance, which costs $ N/A

_____
Signature of Buyer to be insured for Single Credit Life Insurance

What is your age? _____ Years

By signing, you want Single Credit Accident & Health Insurance, which costs $ N/A

_____
Signature of Buyer to be insured for Single Credit Accident & Health Insurance

What is your age? _____ Years

By signing, you both want Joint Credit Life Insurance, which costs $ N/A What are your ages?

1. _____ _____ Years

2. _____ _____ Years

Signatures of both Buyers to be insured for Joint Credit Life Insurance

SECURITY AGREEMENT: To secure the payment of all sums owed to us and the performance of all your promises in this Contract, you grant us a lien and security interest in the Goods and in any parts called "accessions," which are attached to the Goods at any later time, and in all proceeds of the Goods.

ADDITIONAL TERMS: THIS CONTRACT CONTINUES ON THE REVERSE SIDE. YOU ARE BOUND TO ALL THE TERMS OF THIS CONTRACT WHICH APPEAR ON THE FRONT AND REVERSE SIDES.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

USE: You will use the goods primarily for personal, family or household purposes. You will maintain the Goods in good condition and will protect them against loss, damage and destruction. You will principally keep the Goods at your address shown above or at the following address:

_____

_____

NOTICE TO RETAIL BUYER(S): DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO A COPY OF THIS CONTRACT AT THE TIME YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.
BUYER(S) ACKNOWLEDGE(S) RECEIPT OF A COMPLETED COPY OF THIS CONTRACT AT THE TIME OF SIGNING.

PINE BELT ENTERPRISES INC
Seller (Corporate or Firm Name)

X [redacted] (SEAL)
Signature of Buyer Date 06/01/07

X (SEAL)
Signature of Authorized Representative of Seller

X (SEAL)
Signature of Buyer Date 06/01/07

CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH HAS BEEN GIVEN TO YOU ON A SEPARATE DOCUMENT, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.

ACCESSORIES:

TRADE-IN: Your trade-in is described as follows:

Amount Paid to Others on Your Behalf (To the extent permitted by applicable law, we may be retaining a portion of these amounts)
To Credit Insurance Company $ N/A
To Property Insurance Company $ N/A
To Sales Tax $ 1161.58
To Public Officials $ N/A
To SMARTCARE $ 655.00
To Documentation Fe $ 129.00
Amount Financed $ 18284.58

PAYMENT SCHEDULE: You agree to pay us the Total Sale Price for the Goods. You will do this by making the Cash Downpayment and assigning the trade-in, if shown above, on or before the Date of Contract, and paying us the Amount Financed, plus Finance Charges, in the number and amount of monthly payments as provided in this Contract. Payments must begin on the date indicated in the Payment Schedule and are due on the same day of each following month until we receive payment in full. You may pay all or part of the Amount Financed in advance without penalty or premium. Payments must be made at any office of:

PNC BANK, NATIONAL ASSOCIATION (the "Assignee")

PROPERTY INSURANCE: You will keep the Goods insured against fire, theft, collision and other risks. You can obtain such insurance from any insurer of your choice who is acceptable to us. However, if one of the boxes below is checked, you have decided to obtain the insurance from us.

[ ] Collision insurance for a term of N/A months. The cost of it is $ N/A. The limit of coverage is $ N/A less a deductible of $ N/A

[ ] Comprehensive insurance for a term of N/A months. The cost of it is $ N/A. The limit of coverage is $ N/A less a deductible of $ N/A [ ] Other (describe)

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS. (See INSURANCE on the reverse side.)

CREDIT INSURANCE IS NOT REQUIRED: Credit Insurance is available through us for the term of this Contract at the cost(s) shown below. Single Credit Life and Single Credit Accident and Health Insurance are available to any one Buyer signing for insurance below. No credit insurance will be provided unless the appropriate statement(s) is signed by the Buyer(s) to be insured and the cost(s) shown below are included in the Amount Financed. See the CERTIFICATE OF INSURANCE or the NOTICE OF PROPOSED INSURANCE given to you on a separate document.

By signing, you want Single Credit Life Insurance, which costs $ N/A

Signature of Buyer to be insured for Single Credit Life Insurance

What is your age? _____ Years

By signing, you want Single Credit Accident & Health Insurance, which costs $ N/A

Signature of Buyer to be insured for Single Credit Accident & Health Insurance

What is your age? _____ Years

By signing, you both want Joint Credit Life Insurance, which costs $ N/A

What are your ages?

1. _____ _____ Years

2. _____ _____ Years

Signatures of both Buyers to be insured for Joint Credit Life Insurance

SECURITY AGREEMENT: To secure the payment of all sums owed to us and the performance of all your promises in this Contract, you grant us a lien and security interest in the Goods and in any parts called "accessions," which are attached to the Goods at any later time, and in all proceeds of the Goods.

ADDITIONAL TERMS: THIS CONTRACT CONTINUES ON THE REVERSE SIDE. YOU ARE BOUND TO ALL THE TERMS OF THIS CONTRACT WHICH APPEAR ON THE FRONT AND REVERSE SIDES.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

USE: You will use the goods primarily for personal, family or household purposes. You will maintain the Goods in good condition and will protect them against loss, damage and destruction. You will principally keep the Goods at your address shown above or at the following address:

NOTICE TO RETAIL BUYER(S): DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO A COPY OF THIS CONTRACT AT THE TIME YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.
BUYER(S) ACKNOWLEDGE(S) RECEIPT OF A COMPLETED COPY OF THIS CONTRACT AT THE TIME OF SIGNING.

PINE BELT ENTERPRISES INC
Seller (Corporate or Firm Name)

X [redacted] (SEAL)
Signature of Buyer — Date 01/07

X (SEAL)
Signature of Authorized Representative of Seller

X (SEAL)
Signature of Buyer — Date 01/07

CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH HAS BEEN GIVEN TO YOU ON A SEPARATE DOCUMENT, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.

CO-SIGNER'S AGREEMENT: You, the person (or persons) signing below as "Co-Signer," promise to pay to us, or to our order, the Amount Financed, plus Finance Charges and other charges, as provided in this Contract with the Buyer. You intend to be legally bound by all the terms of this Contract, separately and together, with the Buyer. You are making this promise to induce us to make this Contract with the Buyer, even though the proceeds will be used only for the Buyer's benefit. You agree that we may seek immediate payment from you without making any prior demand for payment on the Buyer. You also acknowledge receiving a completed copy of this Contract.

X [redacted] (SEAL) — Co-Signer's Signature — Address — Date

X (SEAL) — Co-Signer's Signature — Address — Date

CO-OWNER'S SECURITY AGREEMENT: You, the person signing below as "Co-Owner," together with the Buyer or otherwise being all of the Owners of the Goods, give us a Security Interest in the Goods identified above. You agree to be bound by the terms of the Security Agreement and all other parts of this Contract except the promise to pay contained in the Payment Schedule section. You are giving us the security interest to induce us to make this contract with the Buyer, and to secure the payment by the Buyer of all sums due on this Contract. You will not be responsible for any balance which might be due after repossession, sale of the Goods and application of the sale proceeds to the debt.

(SEAL) — Co-Owner's Signature — Address — Date

ASSIGNMENT: The Seller assigns this Contract to the Assignee, in accordance with the terms stated on the reverse side. The assignment is [ ] without recourse; [ ] with full recourse; [ ] with repurchase. If no box is checked it is without recourse.

Seller _____ By X _____ (SEAL) Title _____ Date _____

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

FORMS36995-0204

DEALER COPY

Customer Number: **218699** Invoice No [redacted]

[redacted]

INVOICE

PAGE 1

PINE BELT ENTERPRISES, INC.
CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1100
www.pinebeltcars.com
www.pinebeltparts.com
www.pinebeltaccessories.com

JACKSON, NJ [redacted]
Home: [redacted] Bus [redacted] Cell:
Email:

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		35961 35961	T9116

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07			WAIT 11MAR08		0.00	CASH	11MAR08

R.O. OPENED	READY	OPTIONS: STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ
09:16 11MAR08	15:26 11MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A 3,000 INTERVAL SERVICE -INCLUDES ENGINE OIL CHANGE AND FILTER,LUBRICATE CHASSIS,INSPECT AND TOP OFF FLUID LEVELS,INSPECT TIRES AND TIRE PRESSURES AND PERFORM GOODWRENCH MULTI-POINT INSPECTION

CAUSE: .

M0015 LUBE, OIL AND FILTER (N/C)
6270WGMPP (N/C)
1 12490147 FILTER (N/C)
5 12345615 OIL 5W30
FC: 97 PART#: COUNT: 0
CLAIM TYPE: 0
AUTH CODE:
MF

35961 LOF

****

B C/S: CK PULL PULLEY'S IN TRUNK FOR REAR SEAT LOOSE

CAUSE: .

C7274 REAR SEAT LATCH CABLE REPLACEMENT (N/C)
6270 WC
FC: 3F PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

35961 REINSTALL CABLE

****

C ROTATE TIRES

CAUSE: .

M0021 MAINTENANCE SERVICE TIRE ROTATION (N/C)
6270WGMPP
FC: 97 PART#: COUNT: 0

CHEVROLET
"A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / DED. -	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. Xb4812.205

Customer Copy

X4812.200_1

Customer Number: **218699** Invoice No [redacted]

[redacted]

JACKSON, NJ [redacted]
Home: [redacted] Bus: [redacted] Cell:
Email:

INVOICE

PAGE 2

PINE BELT ENTERPRISES, INC.
CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1200
www.pinebeltcars.com
www.pinebeltparts.com
www.pinebeltaccessories.com

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		35961	35961	T9116

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07			WAIT 11MAR08		0.00	CASH	11MAR08

R.O. OPENED	READY	OPTIONS: STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ
09:16 11MAR08	15:26 11MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CLAIM TYPE: 0
AUTH CODE:
MF

35961 ROTATE
****
D CUST STATES THAT WHEN TURNING THERE CLUNKING NOISE FELT IN FRT END CK
ADVISE
CAUSE: .
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE
6270 WC (N/C)
6780 WC (N/C)
1 25902150 GEAR (N/C)
FC: 4X
PART#: 25902150
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NE

35961 REPLACED NOISEY STEERING GEAR AND RESET TOE
****
E CUSTOMER DECLINES MENU/MULTI POINT INSP
CAUSE: .
CDS CUSTOMER DECLINES MENU/MULTI POINT INSP
6270 ICPS (N/C)
35961
****
~|-1117

"SINCE 1937...A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / DED. -	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. X6912.200_1

Customer Copy

Customer Number: **218699** Invoice No: [redacted]

[redacted]

JACKSON, NJ
Home: [redacted] Bus: [redacted] Cell:
Email:

INVOICE

PAGE 3

PINE BELT ENTERPRISES, INC.
CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1200
www.pinebeltcars.com
www.pinebeltparts.com
www.pinebeltaccessories.com

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		35961	35961	T9116

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07			WAIT 11MAR08		0.00	CASH	11MAR08

R.O. OPENED	READY	OPTIONS: STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWI :Z
09:16 11MAR08	15:26 11MAR08	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WAIT CREATED 2008-03-03 02:19:00PM TAKEN BY CAR MEN SCIAR#RABONE							

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID _____
PAYMENT METHOD _____

AMOUNT $ _____

CHEVROLET

"SINCE 1937...A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
DISC. / DED. -	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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Customer Copy

X4612.200_1

SERVICE DISCOUNTS

Customer Number: **218699** Invoice No [redacted]

[redacted]

JACKSON, NJ [redacted]
Home: [redacted] Bus: [redacted] Cell:
Email:

WARRANTY

PAGE 1

PINE BELT ENTERPRISES, INC.
CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
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SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		35961 35961	T9116

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS: STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ
09:16 11MAR08	15:26 11MAR08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 3,000 INTERVAL SERVICE -INCLUDES ENGINE OIL CHANGE AND FILTER,LUBRICATE CHASSIS,INSPECT AND TOP OFF FLUID LEVELS,INSPECT TIRES AND TIRE PRESSURES AND PERFORM GOODWRENCH MULTI-POINT INSPECTION			
CAUSE: .			
M0015 LUBE, OIL AND FILTER			
6270WGMPP 0.40		12.00	12.00
1 12490147 FILTER	4.35	4.14	4.14
5 12345615 OIL 5W30	2.99	2.99	14.95
FC: 97 PART#: COUNT: 0			
CLAIM TYPE: 0			
AUTH CODE:			
MF			
1194 1909 TPARTS			
1123 1200 TLABOR			
35961 LOF			
B C/S: CK PULL PULLEY'S IN TRUNK FOR REAR SEAT LOOSE			
CAUSE: .			
C7274 REAR SEAT LATCH CABLE REPLACEMENT			
6270 WC 0.30		27.66	27.66
FC: 3F PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
ON			
0 0 TPARTS			
842 2766 TLABOR			
35961 REINSTALL CABLE			
C ROTATE TIRES			
CAUSE: .			
M0021 MAINTENANCE SERVICE TIRE ROTATION			
6270WGMPP 0.50		46.10	46.10
FC: 97 PART#: COUNT: 0			
CLAIM TYPE: 0			
AUTH CODE:			

CHEVROLET "A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / DED. -	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

Copyright 2000 ADP, Inc. XIb4612.2R0

Warranty Copy

X4012.2R0_1

Customer Number: **218699** Invoice No: [redacted]

WARRANTY

PAGE 2

CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1100
www.pinebeltcars.com
www.pinebeltparts.com
www.pinebeltaccessories.com

[redacted]

JACKSON, NJ [redacted]
Home [redacted] Bus: [redacted] Cell:
Email:

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		35961	35961	T9116

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS: STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ
09:16 11MAR08	15:26 11MAR08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
MF			
0	0 TPARTS		
1404	4610 TLABOR		
35961 ROTATE			
D CUST STATES THAT WHEN TURNING THERE CLUNKING NOISE FELT IN FRT END C			
ADVISE			
CAUSE:			
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE			
6270 WC 0.70		64.54	64.54
6780 WC 0.70		64.54	64.54
1 25902150 GEAR	272.35	248.38	248.38
FC: 4X			
PART#: 25902150			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
NE			
15524	24838 TPARTS		
8705	12908 TLABOR		
35961 REPLACED NOISEY STEERING GEAR AND RESET TOE			
WAIT CREATED 2008-03-03			
02:19:00PM TAKEN BY CAR MEN			
SCIAR#RABONE			

DATE PAID _____
PAYMENT METHOD _____
AMOUNT $ _____

"SINCE 1937 A NAME YOU CAN TRUST"

COST, SALE, & COMP TOTALS 23792 48231 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 214.84
PARTS AMOUNT	$ 267.47
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 482.31
DISC. / DED. -	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 482.31**

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. XIS4N3.505

Warranty Copy

XAN13.2W5_1

218699

860534

INVOICE

PAGE 1

CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

[redacted]

JACKSON, NJ [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 6214 KEITH R BAILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		3239[illegible]/32394	T8743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07 IS			14:30 05SEP07		0.00	CASH	07SEP07

R.O. OPENED	READY	OPTIONS:
10:05 05SEP07	15:14 07SEP07	STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A QUICK LUBE PLUS			
CAUSE: .			
M0015 LUBE, OIL AND FILTER			
6701WGMPP			(N/C)
1 12490147 FILTER			(N/C)
5 12345615 OIL 5W30			(N/C)
FC: 97 PART#: COUNT: 0			
CLAIM TYPE: 0			
AUTH CODE:			
MF			
32394 MAINTENANCE PERFORM 3K SERVICE			
**********			
B CUST STATES THAT THEN BRAKING BETWEEN 45 TO 50 MPH THERE			
RUBBING/KNOCKING TYPE NOISE			
05 BRAKE SYSTEM			
6701 ICPS			(N/C)
32394			
**********			
C CUST STATES THAT DOME LIGHT INOP			
CAUSE: .			
N2280 SWITCH INSTRUMENT PANEL COMPARTMENT LAMP			
REPLACE			
6701 WC			(N/C)
1 15867543 HOUSING			(N/C)
FC: 6C			
PART#: 15867543			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OJ			

GENUINE CHEVROLET
GENUINE CHEVROLET
"SINCE 1937 A NAME YOU CAN TRUST"

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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

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

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

CUSTOMER SIGNATURE

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CUSTOMER COPY

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860534

INVOICE

PAGE 2

CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

[redacted]

JACKSON, NJ [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 6214 KEITH R BAILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		32394/32394	T8743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN07 IS			14:30 05SEP07		0.00	CASH	07SEP07

R.O. OPENED	READY	OPTIONS:
10:05 05SEP07	15:14 07SEP07	STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

32394 FAULTY DOME LIGHT SWITH REPLACE DOME LIGHT SWITCH ASSEMBLY
****

D CVUST STATES THAST THEN TURNING ONWER HEARS KNOCKING IN STEERING CK ADVISE

CAUSE:

E7700 SHAFT, STEERING INTERMEDIATE REPLACE
6701 WC (N/C)
FC: 2N PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NE

32394 NOSIE WHEN TURING LUBE STEERING SHAFT ROAD TEST OK
****

E CUST STATES THAT VEH GET NO AM STATION CK ADVISE

CAUSE:

R0520 MODULE, ANTENNA REPLACE
6701 WC (N/C)
1 25779158 MODULE (N/C)
FC: 6C
PART#: 25779158
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

32394 BAD ANTENNA MODULE REPLACE ANTENNA MODULE
****

"SINCE 1937 A NAME YOU CAN TRUST"

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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

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

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

CUSTOMER SIGNATURE

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CUSTOMER COPY

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INVOICE

PAGE 3

CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1100

[redacted]

JACKSON, NJ [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 6214 KEITH R BASILE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	06	CHEVROLET MALIBU	1G1ZT51856F[redacted]		3239[illegible]/32394	T8743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JUN07 IS			14:30 05SEP07		0.00	CASH	07SEP07

R.O. OPENED	READY	OPTIONS:
10:05 05SEP07	15:14 07SEP07	STK:LC67450 1)CUST HAS LTW 100 DED/RZESZEWICZ

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CREATED 2007-08-27 12:20:00PM "SINCE 1937 A NAME YOU CAN TRUST"
TAKEN BY TANYA GI BERSON

DATE PAID
PAYMENT METHOD
AMOUNT $

GENUINE CHEVROLET

"SINCE 1937 A NAME YOU CAN TRUST"

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISC./DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

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

VIA FAX ONLY

June 18, 2008

Robert Silverman, Esq.
Kimmel & Silverman
30 E Butler Ave
Ambler, PA 19002-4514

RE: [redacted]
Service Request: 71-634863034
2006 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT51856F[redacted]
Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated June 18, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (**5**) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: Release of Lien
☒ Finance, Buyer's agreement
☒ Repair Orders

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

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) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V07092007

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 02/10/07
PROCESSING SOURCE: CHEVROLET 13:22:47
PAGE: 1

VIN: 1GCHK2329 6F[redacted] SELLG SCE: 13 MDL YR: 06 ORD NO: JHSZN9

ODATE: 07/20/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 24042
DDATE: 12/28/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 12/28/05 ORDER BY:
CANC:
CANC DOE:
TRADE: 12/28/05 DLVY TO: R BARKER
TRD DOE: 12/28/05 PO BOX 1161
SRVC IN: LINDEN TX 75563
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CSR	01	13 24042	00029434823	12/29/05	2,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029434823 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
DSN	01	13 24042	00029434823	12/29/05	400.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029434823 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 24042	00029434823	12/29/05	60.06	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00029434823 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
SNM	01	13 24042	2264511	01/13/06	25.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2264511 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1GCHK2329 6F[redacted] SELLG SCE: 13 MDL YR: 06 ORD NO: JHSZN9

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
SNN	01	13 24042	2264508	01/13/06	100.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2264508 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

FAX

To: **shera**
Company:
Fax: 18662661792
Phone:

From: **Sharon J. Ledoux**
Fax: 248-267-4333
Phone: 313-665-1555

NOTES:

GM No. 658626 Settlement
Fw: A new 6 page fax has arrived from <unknown>

Captaris RightFax

Date and time of transmission: Friday, August 07, 2009 12:35:54 PM
Number of pages including this cover sheet: 10

This settlement is approved.

Sharon J. Ledoux
GM Legal Staff, Legal Assistant
300 Renaissance Center
Mail Code: 482-C24-C66
Detroit, MI 48265-3000
Phone: 313-665-1555
Fax: 248-267-4333
----- Forwarded by Sharon J. Ledoux/US/GM/GMC on 08/07/2009 12:07 PM -----

Fax Server [USAH2SA0NAM19]

08/07/2009 12:21 PM

To SHARON J. LEDOUX/US/GM/GMC

cc

Subject A new 6 page fax has arrived from <unknown

Time Processed:	08/07/2009 12:21:09 PM	Number of Pages:	6
Gateway:		Duration:	
Fax Server:	USAH2SA0NAM19	Remote CSID:	

Images.TIF History.txt

TANSEY, FANNING, HAGGERTY, KELLY, CONVERY & TRACY
521 GREEN ST., P.O. BOX 5555
WOODBRIDGE, NEW JERSEY 07095
PHONE: (732) 634-7880
FAX: (732) 634-6036

FACSIMILE REQUEST FORM

DATE: 8/7

OUR FILE: _____
YOUR FILE: _____

PLEASE DELIVER THE FOLLOWING MATERIAL AS SOON AS POSSIBLE

TO:

RECEIVING FACSIMILE NUMBER:

SHARON LEDOUX

248-267-4333

FROM:

JOHN AMARI

RE: [redacted] v. General Motors Corporation
2006 Malibu, VIN 1G1ZT51856F[redacted]
GM File No. 658626

CHECK REQUEST

NUMBER OF PAGES: 6 (INCLUDING COVER PAGE)

IF YOU HAVE NOT PROPERLY RECEIVED THIS TELECOPY
PLEASE CALL US AS SOON AS POSSIBLE

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TANSEY, FANNING, HAGGERTY, KELLY, CONVERY & TRACY
ATTORNEYS AT LAW
521 GREEN STREET
P.O. BOX 5555
WOODBRIDGE, NEW JERSEY 07095
(732) 634-7880
FAX (732) 634-6036

221 JEFFERSON AVENUE
STATEN ISLAND, NEW YORK 10306
TELEPHONE (718) 227-5886
FAX (718) 227-5881

THOMAS M. KELLY◊
THOMAS V. CONVERY*
JAMES N. TRACY III◊

OF COUNSEL
THOMAS F. TANSEY
ROBERT B. HAGGERTY

JOHN A. AMARI
SHARON McCONVERY†

* ADMITTED N.Y., N.J. & CT. BARS
† ADMITTED N.Y., N.J., CT. & PA. BARS
△ ADMITTED N.J. & CT. BARS
◊ ADMITTED N.Y. & N.J. BARS

August 7, 2009

Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
P.O. Box 300
Mail Code 482-C24-C66
Detroit, MI 48265-1000

Att: Sharon Ledoux

RE: [redacted] v. General Motors Corporation
2006 Malibu, VIN 1G1ZT51856F[redacted]
GM File No. 658626

Dear Ms. Ledoux:

Based upon the repair history below, we negotiated a settlement of this claim for the total amount of $5,250.00.

M01 steering – general - noise
M01 steering – general – inoperative
M02 steering – linkage – vibration/balance
N11 electrical lamps – interior lighting – stays on
R39 electrical radio – antenna power/fixed – reception - poor

Please prepare and forward the drafts below to our office:.

1. A draft for $2,750.00 payable to:

[redacted]
Jackson, NJ [redacted]
Phone # [redacted]

2. A draft for $2,500.00 made payable to:

   KIMMEL & SILVERMAN, P.C.
   1930 E. Marlton Pike
   Executive Quarters
   Suite Q29
   Cherry Hill, New Jersey 08033
   Attorney's tax ID #23-267-1027

3. Mileage – 44,000

Attached is the W9.

Very truly yours,

TANSEY, FANNING, HAGGERTY,
KELLY, CONVERY & TRACY, ESQS.

BY: _____
JOHN A. AMARI

JAA:gw
Encs.
VIA FAX ONLY

Form **W-9**
(Rev. September 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return) [redacted]

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address [redacted]

Requester's name and address (optional)

City, state, and ZIP code
Jackson, NJ [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 7/30/09

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

Form **W-9**
(Rev. September 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above: Kimmel & Silverman, P.C.

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.): 30 East Butler Pike

Requester's name and address (optional)

City, state, and ZIP code: Ambler, PA 19002

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number: ☐☐☐ - ☐☐ - ☐☐☐☐

or

Employer identification number: 23-2671027

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ 02/26/08

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

Form **W-9**
(Rev. September 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return) [redacted]

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.) [redacted]

Requester's name and address (optional)

City, state, and ZIP code Jackson, NJ [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

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Social security number [redacted]

or

Employer identification number

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3. I am a U.S. citizen or other U.S. person (defined below).

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Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 7/30/09

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

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2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

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The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

2009-08-07 12:19:26 Transmission Record

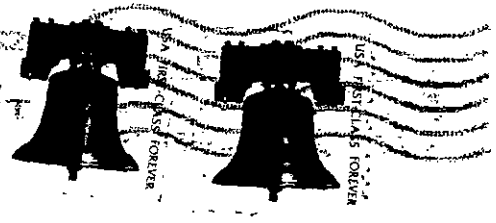
Transfer Type: Receive fax
Remote CSID: []
Unique ID: [LZT4A7C1C[redacted]]
Time to Transfer: 1:34
Sent on Channel: 2
Inbound user ID: LZTR7G, Routing Code: 4333
AOC: [0][0][0][0]
Result: Success
Brooktrout Res: Call [0:352]; Fax [0:0]
Pages Sent: 1 - 6

[redacted]

Wexford, PA [redacted]

PITTSBURGH PA 152

09 JUN 2008 PM 7 T



JUN 11 2008

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

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

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 6-1-08

17-Digit Vehicle Identification Number (VIN): 1G2ZH528954 [redacted]

Mileage at Time of Repair: 68,219 Date of Repair: 5-6-08

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Wexford State: PA ZIP Code: [redacted]

Daytime Telephone Number (include Area Code):

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

Amount of Reimbursement Requested: $ 246.10

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted] 6/8/08

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

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.

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December 2007

[redacted]

Wexford, PA [redacted]

Dear [redacted]

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

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

Steering Lock NUT had to be cut off shaft to remove Steering wheel. Had to pay for rental because job to repair was not finished. If possible would like reimbursed for CAR Rental

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

PONTIAC GMC TRUCKS

WRIGHT Automotive Group

ISUZU SAAB HUMMER

COPY

PONTIAC • GMC • ISUZU • SAAB • HUMMER
11015 PERRY HIGHWAY (RT. 19)
WEXFORD, PA 15090-9303
PHONE: (724) 935-4646 • (412) 931-6310

CELL: [redacted]

CUSTOMER NO. 135176	ADVISOR RYAN M KAVANAGH 9895	TAG NO. 107	INVOICE DATE 05/06/08	INVOICE NO. PNCS141340
[redacted] WEXFORD, PA [redacted]	LABOR RATE [redacted]	MILEAGE 68,219	COLOR GRANITE MET	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN GT		DELIVERY DATE 09/14/04	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 9 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E NO.	P.O. NO.	R.O. DATE 05/05/08	REPRINT# 1
[redacted]	COMMENTS			MO: 68225

JOB# 1 CHARGES----------

LABOR----------

* # 1 42PNZMPI MULTI POINT INSP HOURS: TECH(S):9484 INTERNAL

CUSTOMER REQUESTS A COMPLETE MULTI-POINT INSPECTION
REFER TO MULTI-POINT INSPECTION REPORT FOR ADDITIONAL
INFORMATION
COMPLETED MULTI-POINT INSPECTION

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

7	CAR RENTAL CUSTOMERS	25.00
12	PTA RENTAL TAX	2.00
16	$2 DAY ALLEG CO. RENTAL TAX	2.00
14	RENTAL TAX	0.50
65	DISCOUNTS	-15.00
	TOTAL - MISC	14.50

JOB# 1 TOTALS----------

MISC	14.50
JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL	14.50

JOB# 2 CHARGES----------

LABOR----------

2 98PNZ MISC HOURS: TECH(S):9484 11.34

CUSTOMER STATES REPLACE WIPER BLADES
REPLACE BLADES

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

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	15779416	BLADE 10.146	20.30	20.30
1	15779415	BLADE 10.146	20.30	20.30
		TOTAL - PARTS		40.60

JOB# 2 TOTALS----------

LABOR	11.34
PARTS	40.60
JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL	51.94

JOB# 3 CHARGES----------

LABOR----------

* # 3 98PNZMIS MISC HOURS: 2.00 TECH(S):9484 WARRANTY

CUSTOMER STATES STEERING WHEEL LOOSE CHECK AND ADVISE ALSO
CHECK POWER STEERING FLUID
C0545CODE SET IN POWER STEERING MODULE. STEERING WHEEL
INPUT SIGNAL ELECTRICAL FAILURE.
DIAG. CHART C0545 SYMPTOM 00. FOUND INPUT SIGNAL
SENSOR BAD. NO WIRING OR CONNECTOR PROBLEMS.
REPLACE STEERING COLUMN ASSEMBLY AS SENSOR IS PART
OF COLUMN. PROGRAM AND RELEARN SENSOR CALIBRATION,POSITION
AND TUNING. OLH. 0.5 STEERING LOCK NUT HAD TO BE CUT OFF
SHAFT TO REMOVE STEERING WHEEL.

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

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	15926870	COLUMN 6.518		WARRANTY

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

ASE

Our service department offers the best in automotive service to our customers. We are proud of our state-of-the-art facility, which features the most current diagnostic and repair equipment availabe. Our highly trained, factory technicians share in the Wright Automotive Group sentiment that you and yur vehicle deserve only the best of care.

 [CONTINUED ON NEXT PAGE] 02:50pm

SF823019 Q (01/06)

PONTIAC GMC TRUCKS

WRIGHT Automotive Group

ISUZU SAAB HUMMER

COPY

PONTIAC • GMC • ISUZU • SAAB • HUMMER
11015 PERRY HIGHWAY (RT. 19)
WEXFORD, PA 15090-9303
PHONE: (724) 935-4646 • (412) 931-6310

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
135176	RYAN M KAVANAGH 9895	107	05/06/08	PNCS141340
[redacted]	LABOR RATE / [redacted]	MILEAGE 68,219	COLOR GRANITE MET	STOCK NO.
WEXFORD, PA [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN GT		DELIVERY DATE 09/14/04	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 9 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E NO.	P.O. NO.	R.O. DATE 05/05/08	REPRINT# 1
[redacted]	COMMENTS			MO: 68225

```
PARTS------QTY---FP-NUMBER--------------DESCRIPTION-------------------UNIT PRICE-
             1     21044092              RETAINER 6.518                                WARRANTY
                                                                 TOTAL - PARTS          0.00

JOB#  3 TOTALS-----------------------------------------------------------

                                   JOB#  3 JOURNAL PREFIX  PNCS  JOB#  3 TOTAL         0.00
JOB#  4 CHARGES----------------------------------------------------------------------------

LABOR--------------------------------------------------------------------------------
J# 4+35PNZ          FRONT END          HOURS:        TECH(S):9484                    165.24
           DURING SERVICE TECH FOUND LOOSE OUTER TIE ROD ENDS
           2 OUT TIE ROD JOINTS LOOSE
           REPLACE BOTH OUTEWR TIE ROD ENDS.

PARTS------QTY---FP-NUMBER--------------DESCRIPTION-------------------UNIT PRICE-
             2     15944090              ROD KIT 6.230                      53.59      107.18
                                                                 TOTAL - PARTS        107.18

JOB#  4 TOTALS-----------------------------------------------------------
                                                                 LABOR                165.24
                                                                 PARTS                107.18

                                   JOB#  4 JOURNAL PREFIX  PNCS  JOB#  4 TOTAL         272.42
JOB#  5 CHARGES----------------------------------------------------------------------------

LABOR--------------------------------------------------------------------------------
J# 5+35PNZ01F       STEERING/SUSPENSION  HOURS:        TECH(S):9484                     81.00
           DURING SERVICE TECH FOUND CLUNK NOISE WHILE TURNING STEERING
           WHEEL
           WORN
           REPLACE STEERING INT. SHAFT

PARTS------QTY---FP-NUMBER--------------DESCRIPTION-------------------UNIT PRICE-
             1     22687711              SHAFT KIT 6.526                   149.00      149.00
                                                                 TOTAL - PARTS        149.00

JOB#  5 TOTALS-----------------------------------------------------------
                                                                 LABOR                 81.00
                                                                 PARTS                149.00

                                   JOB#  5 JOURNAL PREFIX  PNCS  JOB#  5 TOTAL         230.00
JOB#  6 CHARGES----------------------------------------------------------------------------

LABOR--------------------------------------------------------------------------------
J# 6+35PNZ3999C     THRUST ANGLE ALIGN   HOURS:        TECH(S):9484                     79.95
           CUSTOMER REQUEST TO PERFORM A FOUR WHEEL COMPUTER ALIGNMENT
           AND ROAD TEST, CHECK ALL SUSPENSION COMPONENTS
           GSP FALL PROMOTION WITH COUPON
           CHECK FRT AND REAR SUSPENSION - COMPLETE THRUST ANGLE
           ALIGNMENT
```

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ASE

Our service department offers the best in automotive service to our customers. We are proud of our state-of-the-art facility, which features the most current diagnostic and repair equipment availabe. Our highly trained, factory technicians share in the Wright Automotive Group sentiment that you and yur vehicle deserve only the best of care.

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:50pm

SF623019 Q (01/06)

COPY

PONTIAC • GMC • ISUZU • SAAB • HUMMER
11015 PERRY HIGHWAY (RT. 19)
WEXFORD, PA 15090-9303
PHONE: (724) 935-4646 • (412) 931-6310

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
135176	RYAN M KAVANAGH 9895	107	05/06/08	PNCS141340
[redacted]	LABOR RATE [redacted]	MILEAGE 68,219	COLOR GRANITE MET	STOCK NO.
WEXFORD, PA [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN GT		DELIVERY DATE 09/14/04	DELIVERY MILES 10
	VEHICLE I.D. NO. 1G2ZH528954 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E NO.	P.O. NO.	R.O. DATE 05/05/08	REPRINT# 1
[redacted]	COMMENTS			MO: 68225

JOB# 6 TOTALS----------

LABOR	79.95
JOB# 6 JOURNAL PREFIX PNCS JOB# 6 TOTAL	79.95

MISC------CODE--------DESCRIPTION----------CONTROL NO---------	
JOB # A ENV ENVIRONMENTAL WASTE REMOVAL	6.25
TOTAL - MISC	6.25

COMMENTS----------
DROP 724-355-6011
IN 8C170 5-5-08 3:00PM CUSTOMER PAY

TOTALS----------

TOTAL LABOR....	337.53
TOTAL PARTS....	296.78
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.75
TOTAL MISC DISC	-15.00
TOTAL TAX.....	46.59
TOTAL INVOICE $	**701.65**

PLEASE READ THIS IMPORTANT MESSAGE
FROM YOUR SERVICE CONSULTANT

Soon you may receive a survey from General Motors asking you to rate this service visit - YOUR RESPONSE IS VERY IMPORTANT TO US. It's a measure of how satisfied you are with the service we provide. While the survey asks a range of questions, only one answer gives us a passing grade: COMPLETELY SATISFIED.

If you are happy with your service experience please indicate your satisfaction with a COMPLETELY SATISFIED for each survey question.

CUSTOMER SIGNATURE

5/6/08
CHSH $300.00
MC $401.65

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 CUSTOMER COPY [END OF INVOICE] 02:50pm

SF623019 Q (01/06)

WRIGHT PONTIAC-WEXFORD
11015 RT 19 NO PERRY HW
WEXFORD, PA 15090

TERMINAL ID: 003237864
MERCHANT #: 178515964991

MC
[redacted]
SALE
BATCH: 000180 INVOICE: 000788
DATE: MAY 05, 08 TIME: 14:52
SQ: 000 AUTH NO: R4451B

TOTAL $401.65

CUSTOMER COPY

March 23, 2011

[redacted]

Wexford, PA [redacted]

Service Request: 71-635474446
Customer Relationship Specialist: Pinkie Smith

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering 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 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)

[redacted]
ELKINS PARK, PA [redacted]

BRYNER CHEVROLET Inc.
140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

SERVICE ADVISOR STEPHEN G FISHER

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE DATE	INVOICE NO.
10JUN08	13JUN08		1G1ZT58N77F[redacted]	26999	T5760		14JUN08	322611

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PROMISED BY	S/A
14:50	14:08	07	CHEVROLET MALIBU		102.00	01JAN07	11	11

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28127	28127	

DESCRIPTION	TOTAL
SUBL ENTERPRISE RENTAL	
ISL	(N/C)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE OR DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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.

X _____
CUSTOMER SIGNATURE

In a few weeks Chevrolet Motor Division will send you a survey for warranty service performed on your vehicle. If anything during your service visit should not allow you to answer "COMPLETLY SATISFIED" on your Chevrolet Survey PLEASE contact your service consultant listed at the top of this invoice.

CUSTOMER COPY

With Our Collision Service, Quality is No Accident.
We work on All Makes & Models.
We have an electronic measuring system.
We are I-car Certified.
We offer a Lifetime Warranty on All of our repairs.
Bryner Collision Center

Bryner Chevrolet Celebrating 75 Years 1932-2007

It's yours. Now make it your own.
As your GM Accessories dealer, we offer a complete selection of accessories that meet GM standards for quality and are engineered to fit Your GM car or light truck. See our parts dept. for details.

[redacted]
ELKINS PARK, PA [redacted]
INSERVICE

BRYNER CHEVROLET Inc.
140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

SERVICE ADVISOR STEPHEN G FISHER

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE DATE	INVOICE NO.
10JUN08	13JUN08		1G1ZT58N77F[redacted]	26999	T5760		14JUN08	322611

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST PAY LABOR RATE	DELIVERY DATE	PROMISED BY	S/A
14:50	14:08	07	CHEVROLET MALIBU		102.00	01JAN07	11	11

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28127	28127	

QTY	PART NO.	DESCRIPTION	UNIT PRICE	AMOUNT	TOTAL
1	22687711	SHAFT KIT			(N/C)

FC: 4X
PART#: 22687711
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NE

C MULTI-POINT VEHICLE INSPECTION
MPVI MULTI-POINT VEHICLE INSPECTION
17 PEARCE, JAMES K LIC#: 1075
CGK 0.00 0.00 0.00
D COURTESY TRANSPORTATION (RENTAL VEHICLE--3 DAYS)
CAUSE: F
Z7904 COURTESY TRANSPORTATION (RENTAL VEHICLE--4 DAYS)
11 FISHER, STEVE LIC#: 1115
WA4 0.00 (N/C)
FC: 6G PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OA

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

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SERVICE ADVISOR STEPHEN G FISHER

REPAIR ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	FLEET NO.	TAG NO.	P.O. NO.	DELIVERY PROMISED	INVOICE NO.
10JUN08	13JUN08		1G1ZT58N77F[redacted]	26999	T5760		14JUN08	322611

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST PAY LABOR RATE	DELIVERY DATE	PERFORMED BY	SPA
14:50	14:08	07	CHEVROLET MALIBU		102.00	01JAN07	11	11

MILEAGE IN	RELEASE OUT	LICENSE NO.
28127	28127	

A OWNER STATES LOST POWER STEERING
MOMENTARILY...RESULT IN COLLISION...CHECK
POWER STEERING LIGHT APPEARED ON DISPLAY
CAUSE: F
J4100 GENERATOR ASSEMBLY REPLACE
17 PEARCE, JAMES K LIC#: 1075
WA4 1.10 (N/C)
1 15794597 W-GENERATOR (N/C)
FC: 6G
PART#: 15794597
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OA

B OWNER STATES CLUNK IN STEERING TURNING BOTH
WAYS...OCCURING PRIOR TO AND AFTER
COLLISION...
CAUSE: F
E7700 SHAFT, STEERING INTERMEDIATE
REPLACE
17 PEARCE, JAMES K LIC#: 1075
WA4 0.50 (N/C)

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

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(1)

BRYNER Collision Center

140 York RD., Jenkintown, PA. 19046
Phone # 215 572-2423 Fax # 215 886-2093
Tax ID # 23-1912111

corrected INVOICES

FAX COVER SHEET

Date : 7/10/08

To: Joe Garcia

Insurance Company : GM Warranty

Fax Number : 866-270-6217

Claim # : 71-6367226 94

From: Traci

Number of pages including cover sheet : 8

Please call if you have any questions or problems.

Thank you!

Traci

Comments: Thanks!

07/09/2008 at 09:29 AM
66088

Job Number: 323472

(2)

BRYNER COLLISION CENTER
License #:190928 Federal ID #:231912111
JAMES J. PFAU - BODYSHOP MANAGER
140 YORK ROAD
JENKINTOWN, PA 19046
(215)572-2423x404 Fax: (215)886-2093

SUPPLEMENT OF RECORD 1 WITH SUMMARY

Written By: JAMES PFAU #209533 07/09/2008 09:29 AM
Adjuster:

Insured: [redacted]
Owner:
Address:
ELKINS PARK, PA [redacted]
Other: [redacted]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 12. Front

Inspect Location: BRYNER COLLISION CENTER
140 YORK ROAD
JENKINTOWN, PA 19046

Business: (215)572-2423x404

Insurance Company: GM WARRANTY

Days to Repair

2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:
VIN: 1G1ZT58N77F[redacted] **Lic:** **Prod Date:** **Odometer:** 28559
Condition: Good

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Steering Wheel Controls	Message Center	Dual Mirrors
Console/Storage	Traction Control	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	Power Trunk/Tailgate
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	Head/Curtain Air Bags
Cloth Seats	Bucket Seats	Automatic Transmission
Overdrive	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		PRODUCT ALIGATION DUE TO MECHANICAL FAILURE	1			
2#		GM REP. JOE GARCIA - FILE #71-636722694	1			
3#		REPAIR AUTH. BY ED BRUNTON - SERVICE MANAGER	1			
4#		May have hidden damage	1			
5		FRONT BUMPER				
6		O/H front bumper				
7*	S01	Repl Bumper cover w/o fog lamps	1	408.27	2.0 Incl.	2.6

JUL.10.2008 9:41AM NO.280 P. 2

07/09/2008 at 09:29 AM
66088

Job Number: 323472

3

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

	NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
	8		Add for Clear Coat				1.0
	9*	S01	Repl Energy absorber	1	108.72	Incl.	
	10		GRILLE				
	11*	S01	Repl Grille	1	154.11	Incl.	
	12*	S01	Repl Molding	1	190.46	Incl.	
	13*	S01	Repl Emblem	1	41.21	Incl.	
	14		Repl Grille retainer	2	1.38		
	15		FRONT LAMPS				
N	16		R&I RT Headlamp assy			0.3	
	17		R&I LT Headlamp assy			0.3	
	18		Repl Aim headlamps	1		0.5	
	19		HOOD				
	20*	S01	Repl Hood	1	417.35	1.0	3.0
	21		Add for Clear Coat				1.2
	22		Add for Underside(Complete)				1.5
	23		Add for Clear Coat				0.3
	24		FENDER				
	25		Blnd RT Fender				0.9
	26*	S01	Repl LT Fender	1	191.97	2.0	1.8
	27		Overlap Major Adj. Panel				-0.4
	28		Add for Clear Coat				0.3
	29		Add for Edging				0.5
	30		Add for Clear Coat				0.1
	31		Deduct for Overlap			-0.3	
	32		R&I RT Fender liner			0.4	
	33		R&I LT Fender liner			Incl.	
	34		FRONT DOOR				
	35		Blnd LT Outer panel				1.0
	36		R&I LT Belt w'strip			0.2	
	37*	S01	Repl LT Body side mldg paint to match LT & LTZ	1	82.10	0.3	0.4
	38	S01	Overlap Minor Panel				-0.2
	39		Add for Clear Coat				0.1
	40		Repl LT Emblem	1	4.75	0.2	
	41		R&I LT Mirror assy w/o heated paint to matc			0.3	
	42		R&I LT Handle, outside			0.4	
	43		R&I LT R&I trim panel			0.4	
	44#		Subl Hazardous waste	1	4.00 X		
	45#		Repl Car cover	1	10.00 T	0.3	
	46#		Subl Clean for delivery	1	15.00 T		
	47#		Rpr Color sand and polish			0.5	
	48#		Repl Flex additive	1	8.00 T		
	49#	S01	Subl ENTERPRISE RENTAL CAR	1	383.00 X		
			Subtotals ==>		2020.32	8.8	14.1

Line 16 : NOTE A/M LAMPS DRILLED INTO OEM LAMPS

07/09/2008 at 09:29 AM
66088

Job Number: 323472 (4)

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

Prior Damage Notes:
PRIOR DAMAGE PIC'S ON FILE
INTERIOR STAINED
A/M LAMPS AND WIRING

Parts		1600.32
Body Labor	8.8 hrs @ $ 46.00/hr	404.80
Paint Labor	14.1 hrs @ $ 46.00/hr	648.60
Paint Supplies	14.1 hrs @ $ 23.00/hr	324.30
Body Supplies	4.8 hrs @ $ 1.50/hr	7.20
Sublet/Misc.		420.00
SUBTOTAL		$ 3405.22
Sales Tax	$ 3018.22 @ 6.0000%	181.09
GRAND TOTAL		$ 3586.31

ESTIMATES OF RECORD ARE NOT AGREED PRICES.
PARTS PRICES ARE SUBJECT TO CHANGE
HIDDEN DAMAGE MAY BE FOUND DURING THE DISASSEMBLY PROCESS

07/09/2008 at 09:29 AM
66088

Job Number: 323472

(5)

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
		------- CHANGED ITEMS -------				
6	Repl	Bumper cover w/o fog lamps	1	-398.31	Incl.	-2.6
7* S01	Repl	Bumper cover w/o fog lamps	1	408.27	Incl.	2.6
8	Repl	Energy absorber	1	-106.07	Incl.	
9* S01	Repl	Energy absorber	1	108.72	Incl.	
10	Repl	Grille	1	-150.35	Incl.	
11* S01	Repl	Grille	1	154.11	Incl.	
11	Repl	Molding	1	-185.81	Incl.	
12* S01	Repl	Molding	1	190.46	Incl.	
12	Repl	Emblem	1	-40.20	Incl.	
13* S01	Repl	Emblem	1	41.21	Incl.	
19	Repl	Hood	1	-407.17	-1.0	-3.0
20* S01	Repl	Hood	1	417.35	1.0	3.0
25	Repl	LT Fender	1	-187.29	-2.0	-1.8
26* S01	Repl	LT Fender	1	191.97	2.0	1.8
36	Repl	LT Body side mldg paint to match LT & LTZ	1	-95.50	-0.3	-0.4
37* S01	Repl	LT Body side mldg paint to match LT & LTZ	1	82.10	0.3	0.4
		------- DELETED ITEMS -------				
38		Overlap Minor Panel				0.2
		------- ADDED ITEMS -------				
38 S01		Overlap Minor Panel				-0.2
49# S01	Subl	ENTERPRISE RENTAL CAR	1	383.00 X		
		Subtotals ==>		406.49	0.0	0.0

Prior Damage Notes:
PRIOR DAMAGE PIC'S ON FILE
INTERIOR STAINED
A/M LAMPS AND WIRING

Parts		23.49
Paint Labor	0.0 hrs @ $ 46.00/hr	0.00
Paint Supplies	0.0 hrs @ $ 23.00/hr	0.00
Sublet/Misc.		383.00
SUBTOTAL		$ 406.49
Sales Tax	$ 23.49 @ 6.0000%	1.41
TOTAL SUPPLEMENT AMOUNT		$ 407.90
NET COST OF SUPPLEMENT		$ 407.90

07/09/2008 at 09:29 AM
66088

Job Number: 323472

6

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

Estimate	3178.41	JAMES PFAU
Supplement S01	407.90	JAMES PFAU

Job Total	$ 3586.31	

ESTIMATES OF RECORD ARE NOT AGREED PRICES.
PARTS PRICES ARE SUBJECT TO CHANGE
HIDDEN DAMAGE MAY BE FOUND DURING THE DISASSEMBLY PROCESS

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. MQVP=MANUFACTURER'S QUALITY AND VALIDATION PROGRAM.OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

JUL. 10. 2008 9:42AM NO. 280 P. 6

(7)

[redacted]
ELKINS PARK, PA [redacted]
INSERVICE|

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JENKINTOWN, PA 19046
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CHEVROLET

SERVICE ADVISOR **TRACI E FREED-NAJBRT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUN08	10JUL08		1G1ZT58N77F[redacted]	26999	B7537		10JUL08	323472

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY HOURS RATE	DELIVERY DATE	PREPARED BY	P/A
07:59	09:50	07	CHEVROLET MALIBU		102.00	01JAN07	22	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28559	28559	

```
                                   TECH  TYPE  HOURS  LIST/UNIT  NET/UNIT   TOTAL
A PRODUCT ALIGATION DO DUE MECHANICAL FAILURE
     100 REPAIR LEFT FRONT DAMAGE
                 69 JONES,RONALD J LIC#: 1007
                       CBL    8.00                   368.00     368.00
        1 15266276 FASCIA                  408.27    408.27     408.27
        1 15266336 GRILLE                  154.11    154.11     154.11
        1 15853884 MOLDING                 190.46    190.46     190.46
        1 10382588 EMBLEM                   41.21     41.21      41.21
        2 20664092 RET-MLDG                  0.69      0.69       1.38
        1 10398518 FENDER                  191.97    191.97     191.97
        1 15223484 EMBLEM                    4.75      4.75       4.75
        1 22730964 HOOD                    417.35    417.35     417.35
        1 15266330 ABSORBER                108.72    108.72     108.72
        1 19120337 MOLDING                  82.10     82.10      82.10
     100 REFINISH LEFT SIDE
                 69 JONES,RONALD J LIC#: 1007
                       CBL   14.90                   685.40     685.40
B CHEVY REP - JOE GARCIA - FILE # 71-636722694
CAUSE: PRODUCT ALIGATION
     WBS4 Z7906
                 69 JONES,RONALD J LIC#: 1007
                       WBS4   0.00                              (N/C)
        FC: 98 PART#:   COUNT: 0
        CLAIM TYPE:
```

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

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X _____
CUSTOMER SIGNATURE

(8)

[redacted]
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JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

CHEVROLET

SERVICE ADVISOR **TRACI E FREED-NAJBRT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUN08	10JUL08		1G1ZT58N77F[redacted]	26999	B7537		10JUL08	323472

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:59	09:50	07	CHEVROLET MALIBU		102.00	01JAN07	22	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28559	28559	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
AUTH CODE: MJ					
SUBL ENTERPRISE RENTAL	CBL			383.00	383.00
MISC MATERIALS	CBL			353.50	353.50
SUBL CLEAN CAR	CBCL			15.00	15.00

DESCRIPTION	TOTALS
LABOR AMOUNT	1053.40
PARTS AMOUNT	1600.32
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	398.00
MISC. CHARGES	353.50
TOTAL CHARGES	3405.22
LESS INSURANCE OR DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3405.22

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X _____
CUSTOMER SIGNATURE

GM WARRANTY
OK PER JOE GARCIA
71-636722694

DUPLICATE 4

Page 1

(8)

[redacted]

ELKINS PARK, PA [redacted]

INSERVICE|

BRYNER CHEVROLET Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE (215) 886-3140

Fax(215) 886-7570

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SERVICE ADVISOR **TRACI E FREED-NAJBRT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUN08	11JUL08		1G1ZT58N77F[redacted]	26999	B7537		11JUL08	323472

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:59	11:02	07	CHEVROLET MALIBU		102.00	01JAN07	22	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28559	28559	

TECH	TYPE	HOURS	LISTUNIT	NETUNIT	TOTAL	SALE	COMP.
A PRODUCT ALIGATION DO DUE MECHANICAL FAILURE							
CAUSE: F							
100 REPAIR LEFT FRONT DAMAGE							
69 JONES,RONALD J LIC#: 1007							
WBS4 8.00					(N/C)	36800	
1 15266276 FASCIA					(N/C)	33723	0
1 15266336 GRILLE					(N/C)	12729	0
1 15853884 MOLDING					(N/C)	15732	0
1 10382588 EMBLEM					(N/C)	3399	0
2 20664092 RET-MLDG					(N/C)	118	0
1 10398518 FENDER					(N/C)	15856	0
1 15223484 EMBLEM					(N/C)	392	0
1 22730964 HOOD					(N/C)	34474	0
1 15266330 ABSORBER					(N/C)	8980	0
1 19120337 MOLDING					(N/C)	6780	0
100 REFINISH LEFT SIDE							
69 JONES,RONALD J LIC#: 1007							
WBS4 14.90					(N/C)	68540	
						132183	TPARTS
						105340	TLABOR
B CHEVY REP - JOE GARCIA - FILE # 71-636722694							
CAUSE: PRODUCT ALIGATION							
WBS4 Z7906							
69 JONES,RONALD J LIC#: 1007							

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

STATEMENT OF DISCLAIMER

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X _____

CUSTOMER SIGNATURE

(9)

[redacted]

ELKINS PARK, PA [redacted]

BRYNER CHEVROLET Inc.
140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

SERVICE ADVISOR **TRACI E FREED-NAJBRT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUN08	11JUL08		1G1ZT58N77F[redacted]	26999	B7537		11JUL08	323472

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY AUTH DATE	DELIVERY DATE	PREPARED BY	S/A
07:59	11:02	07	CHEVROLET MALIBU		102.00	01JAN07	22	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28559	28559	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	SALE	COMP.
	WBS4	0.00			(N/C	0	
FC; 98 PART#: COUNT; 0							
CLAIM TYPE:							
AUTH CODE:							
MJ							
						0	TPARTS
SUBL ENTERPRISE RENTAL						0	TLABOR
	WBS4						
MISC MATERIALS					(N/C)	38300	
	WBS4						
SUBL CLEAN CAR					(N/C)	35350	
	WBS4						
					(N/C)	1500	
						312673	0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE OR DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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X _____
CUSTOMER SIGNATURE

GM WARRANTY
OK PER JOE GARCIA
71-636722694

BRYNER Collision Center

140 York RD., Jenkintown, PA. 19046
Phone # 215 572-2423 Fax # 215 886-2093
Tax ID # 23-1912111

FAX COVER SHEET

Date : 7/9/08

To: Joe Garcia

Insurance Company : GM Warranty

Fax Number : 866-270-0217

Claim # : 71-6367226 94

From: Traci

Number of pages including cover sheet : 8

Please call if you have any questions or problems.

Thank you!

Traci

Comments: Thanks!

07/09/2008 at 09:29 AM
66088

Job Number: 323472

BRYNER COLLISION CENTER
License #:190928 Federal ID #:231912111
JAMES J. PFAU - BODYSHOP MANAGER
140 YORK ROAD
JENKINTOWN, PA 19046
(215)572-2423x404 Fax: (215)886-2093

SUPPLEMENT OF RECORD 1 WITH SUMMARY

Written By: JAMES PFAU #209533 07/09/2008 09:29 AM
Adjuster:

Insured: [redacted]
Owner:
Address:
ELKINS PARK, PA [redacted]
Other:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 12. Front

Inspect Location: BRYNER COLLISION CENTER
140 YORK ROAD
JENKINTOWN, PA 19046

Business: (215)572-2423x404

Insurance Company: GM WARRANTY

Days to Repair

2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:
VIN: 1G1ZT58N77F [redacted] **Lic:** **Prod Date:** **Odometer:** 28559
Condition: Good

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Steering Wheel Controls	Message Center	Dual Mirrors
Console/Storage	Traction Control	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	Power Trunk/Tailgate
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	Head/Curtain Air Bags
Cloth Seats	Bucket Seats	Automatic Transmission
Overdrive	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		PRODUCT ALIGATION DUE TO MECHANICAL FAILURE	1			
2#		GM REP. JOE GARCIA - FILE #71-636722694	1			
3#		REPAIR AUTH. BY ED BRUNTON - SERVICE MANAGER	1			
4#		May have hidden damage	1			
5		FRONT BUMPER				
6		O/H front bumper			2.0	
7*	S01 Repl	Bumper cover w/o fog lamps	1	408.27	Incl.	2.6

JUL. 9. 2008 9:53AM NO. 265 P. 2

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

	NO.		OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
	8			Add for Clear Coat				1.0
	9*	S01	Repl	Energy absorber	1	108.72	Incl.	
	10			GRILLE				
	11*	S01	Repl	Grille	1	154.11	Incl.	
	12*	S01	Repl	Molding	1	190.46	Incl.	
	13*	S01	Repl	Emblem	1	41.21	Incl.	
	14		Repl	Grille retainer	2	1.38		
	15			FRONT LAMPS				
N	16		R&I	RT Headlamp assy			0.3	
	17		R&I	LT Headlamp assy			0.3	
	18		Repl	Aim headlamps	1		0.5	
	19			HOOD				
	20*	S01	Repl	Hood	1	417.35	1.0	3.0
	21			Add for Clear Coat				1.2
	22			Add for Underside(Complete)				1.5
	23			Add for Clear Coat				0.3
	24			FENDER				
	25		Blnd	RT Fender				0.9
	26*	S01	Repl	LT Fender	1	191.97	2.0	1.8
	27			Overlap Major Adj. Panel				-0.4
	28			Add for Clear Coat				0.3
	29			Add for Edging				0.5
	30			Add for Clear Coat				0.1
	31			Deduct for Overlap			-0.3	
	32		R&I	RT Fender liner			0.4	
	33		R&I	LT Fender liner			Incl.	
	34			FRONT DOOR				
	35		Blnd	LT Outer panel				1.0
	36		R&I	LT Belt w'strip			0.2	
	37*	S01	Repl	LT Body side mldg paint to match LT & LTZ	1	82.10	0.3	0.4
	38	S01		Overlap Minor Panel				-0.2
	39			Add for Clear Coat				0.1
	40		Repl	LT Emblem	1	4.75	0.2	
	41		R&I	LT Mirror assy w/o heated paint to matc			0.3	
	42		R&I	LT Handle, outside			0.4	
	43		R&I	LT R&I trim panel			0.4	
	44#		Subl	Hazardous waste	1	4.00 X		
	45#		Repl	Car cover	1	10.00 T	0.3	
	46#		Subl	Clean for delivery	1	15.00 T		
	47#		Rpr	Color sand and polish			0.5	
	48#		Repl	Flex additive	1	8.00 T		
	49#	S01	Subl	ENTERPRISE RENTAL CAR	1	383.00 X		
				Subtotals ==>		2020.32	8.8	14.1

Line 16 : NOTE A/M LAMPS DRILLED INTO OEM LAMPS

07/09/2008 at 09:29 AM Job Number: 323472
66088

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

Prior Damage Notes:
PRIOR DAMAGE PIC'S ON FILE
INTERIOR STAINED
A/M LAMPS AND WIRING

Parts		1600.32
Body Labor	8.8 hrs @ $ 46.00/hr	404.80
Paint Labor	14.1 hrs @ $ 46.00/hr	648.60
Paint Supplies	14.1 hrs @ $ 23.00/hr	324.30
Body Supplies	4.8 hrs @ $ 1.50/hr	7.20
Sublet/Misc.		420.00
SUBTOTAL		$ 3405.22
Sales Tax	$ 3018.22 @ 6.0000%	181.09
GRAND TOTAL		$ 3586.31

ESTIMATES OF RECORD ARE NOT AGREED PRICES.
PARTS PRICES ARE SUBJECT TO CHANGE
HIDDEN DAMAGE MAY BE FOUND DURING THE DISASSEMBLY PROCESS

07/09/2008 at 09:29 AM Job Number: 323472
66088

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
		------- CHANGED ITEMS -------				
6	Repl	Bumper cover w/o fog lamps	1	-398.31	Incl.	-2.6
7* S01	Repl	Bumper cover w/o fog lamps	1	408.27	Incl.	2.6
8	Repl	Energy absorber	1	-106.07	Incl.	
9* S01	Repl	Energy absorber	1	108.72	Incl.	
10	Repl	Grille	1	-150.35	Incl.	
11* S01	Repl	Grille	1	154.11	Incl.	
11	Repl	Molding	1	-185.81	Incl.	
12* S01	Repl	Molding	1	190.46	Incl.	
12	Repl	Emblem	1	-40.20	Incl.	
13* S01	Repl	Emblem	1	41.21	Incl.	
19	Repl	Hood	1	-407.17	-1.0	-3.0
20* S01	Repl	Hood	1	417.35	1.0	3.0
25	Repl	LT Fender	1	-187.29	-2.0	-1.8
26* S01	Repl	LT Fender	1	191.97	2.0	1.8
36	Repl	LT Body side mldg paint to match LT & LTZ	1	-95.50	-0.3	-0.4
37* S01	Repl	LT Body side mldg paint to match LT & LTZ	1	82.10	0.3	0.4
		------- DELETED ITEMS -------				
38		Overlap Minor Panel				0.2
		------- ADDED ITEMS -------				
38 S01		Overlap Minor Panel				-0.2
49# S01	Subl	ENTERPRISE RENTAL CAR	1	383.00 X		
		Subtotals ==>		406.49	0.0	0.0

Prior Damage Notes:
PRIOR DAMAGE PIC'S ON FILE
INTERIOR STAINED
A/M LAMPS AND WIRING

Parts		23.49
Paint Labor	0.0 hrs @ $ 46.00/hr	0.00
Paint Supplies	0.0 hrs @ $ 23.00/hr	0.00
Sublet/Misc.		383.00
SUBTOTAL		$ 406.49
Sales Tax	$ 23.49 @ 6.0000%	1.41
TOTAL SUPPLEMENT AMOUNT		$ 407.90
NET COST OF SUPPLEMENT		$ 407.90

JUL. 9. 2008 9:53AM NO. 265 P. 5

07/09/2008 at 09:29 AM Job Number: 323472
66088

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

Estimate	3178.41	JAMES PFAU
Supplement S01	407.90	JAMES PFAU

Job Total	$ 3586.31	

ESTIMATES OF RECORD ARE NOT AGREED PRICES.
PARTS PRICES ARE SUBJECT TO CHANGE
HIDDEN DAMAGE MAY BE FOUND DURING THE DISASSEMBLY PROCESS

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. MQVP=MANUFACTURER'S QUALITY AND VALIDATION PROGRAM.OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

JUL. 9. 2008 9:53AM NO. 265 P. 6

[redacted]

ELKINS PARK, PA [redacted]
INSERVICE|

BRYNER CHEVROLET Inc.
140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

CHEVROLET

SERVICE ADVISOR **TRACI E FREED-NAJBRT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUN08	09JUL08		1G1ZT58N77F[redacted]	26999	B7537		09JUL08	323472

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:59	10:03	07	CHEVROLET MALIBU		102.00	01JAN07	22	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28559	28559	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A PRODUCT ALIGATION DO DUE MECHANICAL FAILURE					
100 REPAIR LEFT FRONT DAMAGE					
69 JONES,RONALD J LIC#: 1007					
	CBL	8.00		368.00	368.00
1 15266276 FASCIA			408.27	408.27	408.27
1 15266336 GRILLE			154.11	154.11	154.11
1 15853884 MOLDING			190.46	190.46	190.46
1 10382588 EMBLEM			41.21	41.21	41.21
2 20664092 RET-MLDG			0.69	0.69	1.38
1 10398518 FENDER			191.97	191.97	191.97
1 15223484 EMBLEM			4.75	4.75	4.75
1 22730964 HOOD			417.35	417.35	417.35
1 15266330 ABSORBER			108.72	108.72	108.72
1 19120337 MOLDING			82.10	82.10	82.10
100 REFINISH LEFT SIDE					
69 JONES,RONALD J LIC#: 1007					
	CBL	14.90		685.40	685.40
B CHEVY REP - JOE GARCIA - FILE # 71-636722694					
CAUSE: PRODUCT ALIGATION					
100 WBS4 Z7906					
69 JONES,RONALD J LIC#: 1007					
	WBS4	0.00			(N/C)
FC: 98 PART#: COUNT: 0					
CLAIM TYPE:					

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

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X _____
CUSTOMER SIGNATURE

[redacted]

ELKINS PARK, PA [redacted]

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140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

CHEVROLET

SERVICE ADVISOR **TRACI E FREED-NAJBRT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUN08	09JUL08		1G1ZT58N77F[redacted]	26999	B7537		09JUL08	323472

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:59	10:03	07	CHEVROLET MALIBU		102.00	01JAN07	22	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28559	28559	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
AUTH CODE: MJ					
SUBL ENTERPRISE RENTAL	WBS4				(N/C)
MISC MATERIALS	CBL			353.50	353.50
SUBL CLEAN CAR	CBCL			15.00	15.00

DESCRIPTION	TOTALS
LABOR AMOUNT	1053.40
PARTS AMOUNT	1600.32
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	15.00
MISC. CHARGES	353.50
TOTAL CHARGES	3022.22
LESS INSURANCE OR DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	**3022.22**

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X _____
CUSTOMER SIGNATURE

GM WARRANTY
OK PER JOE GARCIA
71-636722694

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information

Date	7/14/08	**Service Request #**	**71-636722694**
Customer Name	[redacted]		
VIN	1G1ZT58N77F[redacted]		
In-Service Date	8/10/06	**Service Contract?**	No
Current Mileage	28559	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	10

Dealer and Claim Information

Dealer Name	Bryner Chevrolet, Inc.		
Dealer Svc Mgr	Ed Brunton	**Dlr Warranty Admin:**	Traci Freed-Najbrt
Dealer Phone	(215) 886-3140	**Dealer Fax**	215-886-7570
Dealer BAC	113794		
Dealer Division and Code	13-Chevy-15072		
Repair Order Number	323472		
Repair Order Close Date	7/11/08		
Labor Op. Code Z1242	Dollar Amt:	3126.73	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	3126.73

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	n/a

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP

AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 270-0217

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:

Concern w/steering cuased collision

Cause:

Mechanical failure w/the steering

Correction:

Repair vehicle

Justification: Mechanical failure w/steering caused collision

PAR CRS: Joe Garcia

Additional Comments: n/a

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	7/14/08	**Service Request #**	**71-636722694**
Customer Name	[redacted]		
VIN	1G1ZT58N77F[redacted]		
In-Service Date	8/10/06	**Service Contract?**	No
Current Mileage	28559	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	10

Dealer and Claim Information			
Dealer Name	Bryner Chevrolet, Inc.		
Dealer Svc Mgr	Ed Brunton	**Dlr Warranty Admin:**	Traci Freed-Najbrt
Dealer Phone	(215) 886-3140	**Dealer Fax**	215-886-7570
Dealer BAC	113794		
Dealer Division and Code	13-Chevy-15072		
Repair Order Number	323472		
Repair Order Close Date	7/11/08		
Labor Op. Code Z1242	Dollar Amt:	3126.73	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	3126.73

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	n/a

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 270-0217

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:
Concern w/steering cuased collision

Cause:
Mechanical failure w/the steering

Correction:
Repair vehicle

Justification: Mechanical failure w/steering caused collision

PAR CRS: Joe Garcia

Additional Comments: n/a

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

(1)

BRYNER Collision Center

140 York RD., Jenkintown, PA. 19046
Phone # 215 572-2423 Fax # 215 886-2093
Tax ID # 23-1912111

FAX COVER SHEET

Date : 7/11/08

To: Joe Garcia

Insurance Company : GM Warranty

Fax Number : 866 - 270 - 0217

Claim # : 71-1636727691

From: Traci

Number of pages including cover sheet : 9

Please call if you have any questions or problems.

Thank you!

Traci

Comments: Revised

07/11/2008 at 10:36 AM
66088

Job Number: 323472

BRYNER COLLISION CENTER
License #:190928 Federal ID #:231912111
JAMES J. PFAU - BODYSHOP MANAGER
140 YORK ROAD
JENKINTOWN, PA 19046
(215)572-2423x404 Fax: (215)886-2093

SUPPLEMENT OF RECORD 1 WITH SUMMARY

Written By: JAMES PFAU #209533 07/09/2008 09:29 AM
Adjuster:

Insured: [redacted]
Owner: [redacted]
Address: [redacted]
ELKINS PARK, PA [redacted]
Other: [redacted]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 12. Front

Inspect Location: BRYNER COLLISION CENTER
140 YORK ROAD
JENKINTOWN, PA 19046

Business: (215)572-2423x404

Insurance Company: GM WARRANTY

Days to Repair

2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:
VIN: 1G1ZT58N77F[redacted] **Lic:** **Prod Date:** **Odometer:** 28559
Condition: Good

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Steering Wheel Controls	Message Center	Dual Mirrors
Console/Storage	Traction Control	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	Power Trunk/Tailgate
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	Head/Curtain Air Bags
Cloth Seats	Bucket Seats	Automatic Transmission
Overdrive	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		PRODUCT ALIGATION DUE TO MECHANICAL FAILURE	1			
2#		GM REP. JOE GARCIA - FILE #71-636722694	1			
3#		REPAIR AUTH. BY ED BRUNTON - SERVICE MANAGER	1			
4#		May have hidden damage	1			
5		FRONT BUMPER				
6		O/H front bumper			2.0	
7*	S01 Repl	Bumper cover w/o fog lamps	1	408.27	Incl.	2.6

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

	NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
	8		Add for Clear Coat				1.0
	9*	S01	Repl Energy absorber	1	108.72	Incl.	
	10		GRILLE				
	11*	S01	Repl Grille	1	154.11	Incl.	
	12*	S01	Repl Molding	1	190.46	Incl.	
	13*	S01	Repl Emblem	1	41.21	Incl.	
	14		Repl Grille retainer	2	1.38		
	15		FRONT LAMPS				
N	16		R&I RT Headlamp assy			0.3	
	17		R&I LT Headlamp assy			0.3	
	18		Repl Aim headlamps	1		0.5	
	19		HOOD				
	20*	S01	Repl Hood	1	417.35	1.0	3.0
	21		Add for Clear Coat				1.2
	22		Add for Underside(Complete)				1.5
	23		Add for Clear Coat				0.3
	24		FENDER				
	25		Blnd RT Fender				0.9
	26*	S01	Repl LT Fender	1	191.97	2.0	1.8
	27		Overlap Major Adj. Panel				-0.4
	28		Add for Clear Coat				0.3
	29		Add for Edging				0.5
	30		Add for Clear Coat				0.1
	31		Deduct for Overlap			-0.3	
	32		R&I RT Fender liner			0.4	
	33		R&I LT Fender liner			Incl.	
	34		FRONT DOOR				
	35		Blnd LT Outer panel				1.0
	36		R&I LT Belt w'strip			0.2	
	37*	S01	Repl LT Body side mldg paint to match LT & LTZ	1	82.10	0.3	0.4
	38	S01	Overlap Minor Panel				-0.2
	39		Add for Clear Coat				0.1
	40		Repl LT Emblem	1	4.75	0.2	
	41		R&I LT Mirror assy w/o heated paint to matc			0.3	
	42		R&I LT Handle, outside			0.4	
	43		R&I LT R&I trim panel			0.4	
	44#		Subl Hazardous waste	1	4.00 X		
	45#		Repl Car cover	1	10.00 T	0.3	
	46#		Subl Clean for delivery	1	15.00 T		
	47#		Rpr Color sand and polish			0.5	
	48#		Repl Flex additive	1	8.00 T		
	49#	S01	Subl ENTERPRISE RENTAL CAR	1	383.00 X		
			Subtotals ==>		2020.32	8.8	14.1

Line 16 : NOTE A/M LAMPS DRILLED INTO OEM LAMPS

07/11/2008 at 10:36 AM
66088

Job Number: 323472

4

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

Prior Damage Notes:
PRIOR DAMAGE PIC'S ON FILE
INTERIOR STAINED
A/M LAMPS AND WIRING

Parts		1600.32
Body Labor	8.8 hrs @ $ 46.00/hr	404.80
Paint Labor	14.1 hrs @ $ 46.00/hr	648.60
Paint Supplies	14.1 hrs @ $ 23.00/hr	324.30
Body Supplies	4.8 hrs @ $ 1.50/hr	7.20
Sublet/Misc.		420.00
SUBTOTAL		$ 3405.22
Sales Tax	$ 3018.22 @ 6.0000%	181.09
GRAND TOTAL		$ 3586.31

ESTIMATES OF RECORD ARE NOT AGREED PRICES.
PARTS PRICES ARE SUBJECT TO CHANGE
HIDDEN DAMAGE MAY BE FOUND DURING THE DISASSEMBLY PROCESS

07/11/2008 at 10:36 AM
66088

Job Number: 323472

5

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
		------- CHANGED ITEMS -------				
6	Repl	Bumper cover w/o fog lamps	1	-398.31	Incl.	-2.6
7* S01	Repl	Bumper cover w/o fog lamps	1	408.27	Incl.	2.6
8	Repl	Energy absorber	1	-106.07	Incl.	
9* S01	Repl	Energy absorber	1	108.72	Incl.	
10	Repl	Grille	1	-150.35	Incl.	
11* S01	Repl	Grille	1	154.11	Incl.	
11	Repl	Molding	1	-185.81	Incl.	
12* S01	Repl	Molding	1	190.46	Incl.	
12	Repl	Emblem	1	-40.20	Incl.	
13* S01	Repl	Emblem	1	41.21	Incl.	
19	Repl	Hood	1	-407.17	-1.0	-3.0
20* S01	Repl	Hood	1	417.35	1.0	3.0
25	Repl	LT Fender	1	-187.29	-2.0	-1.8
26* S01	Repl	LT Fender	1	191.97	2.0	1.8
36	Repl	LT Body side mldg paint to match LT & LTZ	1	-95.50	-0.3	-0.4
37* S01	Repl	LT Body side mldg paint to match LT & LTZ	1	82.10	0.3	0.4
		------- DELETED ITEMS -------				
38		Overlap Minor Panel				0.2
		------- ADDED ITEMS -------				
38 S01		Overlap Minor Panel				-0.2
49# S01	Subl	ENTERPRISE RENTAL CAR	1	383.00 X		
		Subtotals ==>		406.49	0.0	0.0

Prior Damage Notes:
PRIOR DAMAGE PIC'S ON FILE
INTERIOR STAINED
A/M LAMPS AND WIRING

Parts		23.49
Paint Labor	0.0 hrs @ $ 46.00/hr	0.00
Paint Supplies	0.0 hrs @ $ 23.00/hr	0.00
Sublet/Misc.		383.00
SUBTOTAL		$ 406.49
Sales Tax	$ 23.49 @ 6.0000%	1.41
TOTAL SUPPLEMENT AMOUNT		$ 407.90
NET COST OF SUPPLEMENT		$ 407.90

JUL. 11. 2008 11:09AM NO. 299 P. 5

07/11/2008 at 10:36 AM
66088

Job Number: 323472

(b)

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2007 CHEV MALIBU LT 6-3.5L-FI 4D SED BLUE Int:

Estimate	3178.41	JAMES PFAU
Supplement S01	407.90	JAMES PFAU

Job Total	$ 3586.31	

ESTIMATES OF RECORD ARE NOT AGREED PRICES.
PARTS PRICES ARE SUBJECT TO CHANGE
HIDDEN DAMAGE MAY BE FOUND DURING THE DISASSEMBLY PROCESS

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. MQVP=MANUFACTURER'S QUALITY AND VALIDATION PROGRAM.OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

JUL. 11. 2008 11:09AM NO. 299 P. 6

05:30PM 7/08/08
OUT 07:54AM 6/30/08

24-HOUR DAY

ENTERPRISE LEASING COMPANY OF PHILADELPHIA
140 YORK ROAD 215-886-0502
JENKINTOWN PA 19046-3617 1720
RENTAL TYPE D SOURCE CH1720 - 999

RENTAL AGREEMENT
D365590
PAGE 1 OF 1

7

UNIT 1
UNIT # WW19L8
LIC# [redacted]
MODEL S15C
COLOR GRAYSTO
IN 14471
OUT 14371
V# 2CCEK13CX81[redacted]

RENTER
[redacted]
ELKINS PARK PA [redacted]
LOCAL:
(H) [redacted] (W) [redacted]

DR. LICENSE [redacted]
STATE PA EXPIRE 5/24/09
DOB [redacted] HT WT
EYES HAIR
S.S.#
EMPLOYER

SUMMARY OF CHARGES
DAY - 24 HOUR PERIOD
MILES
NO CHARGE

8 DAYS	@	42.00	336.00
SPECIAL	@	47.00	47.00

BILL TO Y CUST # 170311A
BRYNER CHEVROLET
ATTN: BODY SHOP**
140 YORK ROAD
JENKINTOWN PA
215-886-3140 19046

ADDITIONAL DRIVER
NONE

CLAIM INFO
POL/CLAIM/PO#

NO 3426
INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR
CHEVROLET

SHOP BRYNER CHEVR
PHONE 215-886-3140
NAME BODY SHOP**

PERMISSION TO LEAVE STATE
YES X NO

STATES PA NJ DE
CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

TOTAL CHARGES 383.00

DEPOSITS
REFUND

BILL TO CUST 170311A 383.00

OPENED BY #679F6 NYDIA A ERNEY
CLOSED BY #400DG THOMAS A CAMPBELL

CLOSED TICKET PAYMENT INFO
CLOSED TICKET PAYMENT INFO

(8)

[redacted]
ELKINS PARK, PA [redacted]
INSERVICE|

BRYNER CHEVROLET Inc.
140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

SERVICE ADVISOR **TRACI E FREED-NAJBRT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUN08	11JUL08		1G1ZT58N77F[redacted]	26999	B7537		11JUL08	323472

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
07:59	11:02	07	CHEVROLET MALIBU		102.00	01JAN07	22	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28559	28559	

TECH	TYPE	HOURS	TIS/UNIT	KEY/UNIT	TOTAL	SALD	COMP
A PRODUCT ALIGATION DO DUE MECHANICAL FAILURE							
CAUSE: F							
100 REPAIR LEFT FRONT DAMAGE							
69 JONES,RONALD J LIC#: 1007							
WBS4 8.00					(N/C)	36800	
1 15266276 FASCIA					(N/C)	33723	0
1 15266336 GRILLE					(N/C)	12729	0
1 15853884 MOLDING					(N/C)	15732	0
1 10382588 EMBLEM					(N/C)	3399	0
2 20664092 RET-MLDG					(N/C)	118	0
1 10398518 FENDER					(N/C)	15856	0
1 15223484 EMBLEM					(N/C)	392	0
1 22730964 HOOD					(N/C)	34474	0
1 15266330 ABSORBER					(N/C)	8980	0
1 19120337 MOLDING					(N/C)	6780	0
100 REFINISH LEFT SIDE							
69 JONES,RONALD J LIC#: 1007							
WBS4 14.90					(N/C)	68540	
						132183	TPARTS
						105340	TLABOR
B CHEVY REP - JOE GARCIA - FILE # 71-636722694							
CAUSE: PRODUCT ALIGATION							
WBS4 Z7906							
69 JONES,RONALD J LIC#: 1007							

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

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.

X
CUSTOMER SIGNATURE

SERVICE INVOICE #1 XS116

ACCOUNTING COPY

[redacted]
ELKINS PARK, PA [redacted]

BRYNER CHEVROLET Inc.
140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

SERVICE ADVISOR **TRACI E FREED-NAJBRT**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUN08	11JUL08		1G1ZT58N77F[redacted]	26999	B7537		11JUL08	323472

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:59	11:02	07	CHEVROLET MALIBU		102.00	01JAN07	22	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28559	28559	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	SALE	COMP.
	WBS4	0.00			(N/C	0	
FC: 98 PART#: COUNT: 0							
CLAIM TYPE:							
AUTH CODE:							
MJ							
						0	TPARTS
						0	TLABOR
SUBL ENTERPRISE RENTAL							
	WBS4				(N/C)	38300	
MISC MATERIALS							
	WBS4				(N/C)	35350	
SUBL CLEAN CAR							
	WBS4				(N/C)	1500	
						312673	0

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE OR DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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.

X
CUSTOMER SIGNATURE

GM WARRANTY
OK PER JOE GARCIA
71-636722694

SERVICE INVOICE #1 X8110

ACCOUNTING COPY

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

GM

CHECK **No.** [redacted]

50-937
213

VOID VOID VOID VOID

DATE 07/02/08

**************307 DOLLARS ****26 CENTS

AMOUNT **************307.26

PAY TO THE ORDER OF [redacted] HOUSTON TX [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000128 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 07/02/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F85F[redacted]	07/01/08 .71-636972018.1-ALOPOP	VM 1-ALOPOP	00.0000	307.26	.00	307.26
			TOTAL	307.26	.00	307.26

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

W3

AP150X

March 23, 2011

[redacted]

Houston, TX [redacted]

Service Request: 71-636972018
Customer Relationship Specialist: John Schnitzer

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that you are being reimbursed for the amount that pertains to the special coverage. We have enclosed a check in the amount of $307.26.

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.

CERTIFIED MAIL™

[redacted]
Houston, TX [redacted]

7008 0150 0003 2108 7525

UNITED STATES POSTAL SERVICE

0000 48232

U.S. POSTAGE
PAID
HOUSTON, TX
77072
JUN 19, 08
AMOUNT
$3.12
00066747-10

JUN 23 2008

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

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 06-17-08

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F85F[redacted]

Mileage at Time of Repair: 55513 Date of Repair: ~~18 FEB~~ 12-JUN 07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Houston State: Texas ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 328.25 Three hundred twenty eight and Twenty Five cents.

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

GM

December 2007

[redacted]

Houston, TX [redacted]

Dear [redacted]

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

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

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

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

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

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

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

Control= 71-636 97 2018
Control #=

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

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

4487456

410189

INVOICE

Champion Chevrolet
8100 S. Hwy. 6
Houston, Texas 77083
(281) 561-9900

[redacted]
HOUSTON, TX
HOME: [redacted] BUS: [redacted]

PAGE 1

Parts
(281) 983-9800

SERVICE ADVISOR: 8502 DAVID NAVARRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET MALIBU	1G1ZS52F85F[redacted]		55513/55513	T2639

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12FEB05 IS			09:24 12JUN07		0.00	CASH	11JUN07

R.O. OPENED	READY	OPTIONS:
14:04 08JUN07	14:04 11JUN07	DLR:30238 ENG:2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S CLUNKING/KNOCKING NOISE FROM STEERING COLUMN			
140 SUSPENSION/STEERING			
3166 RAMSEY,JOE LIC#: 2117			
CPR		127.66	127.66
1 22687711 SHAFT KIT	164.97	164.97	164.97
55513 ROAD TESTED AND FOUND INTERMEDIATE STEERING SHAFT BOUND UP,,,,,,1.3 HRS,,,,,REMOVE STEERING SHAFT AND REPLACE.			
**********			
B NO CHARGE TO CUSTOMER MULTI-POINT INSPECTION			
99P NO CHARGE TO CUSTOMER MULTI-POINT INSPECTION			
3166 RAMSEY,JOE LIC#: 2117			
INT			(N/C)
55513 COMPLETE.			
**********			
C PREFERRED PROTECTION PLAN 1-877-565-0825			
CALL CONTACT EXTENDED SERVICE COMPANY			
3125 HOUSE TECH LIC#: 100			
INT			(N/C)
55513 EXTENDED WARRANTY DECLINED REPAIRS			
**********			
D** CHANGE OIL AND OIL FILTER ($34.95) UP TO 6 QUARTS			
M1H CHANGE OIL AND OIL FILTER ($34.95) UP TO 6 QUARTS			
8716 CQL		20.78	20.78
1 12605566 FILTER	8.96	4.42	4.42
5 OIL	2.25	1.95	9.75
55513 .3 LOF			
**********			
CUSTOMER PAY MISC SHOP CHARGE FOR REPAIR ORDER			19.30

NJK
CHA
CON
$363.25
ORIGINAL

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

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

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

Copyright 2000 ADP, Inc.

4487456

410189

Champion Chevrolet

8100 S. Hwy. 6
Houston, Texas 77083
(281) 561-9900

INVOICE

[redacted]

HOUSTON, TX
HOME: [redacted] BUS: [redacted]

PAGE 2

Parts
(281) 983-9800

SERVICE ADVISOR: 8502 DAVID NAVARRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET MALIBU	1G1ZS52F85F[redacted]		55513/55513	T2639

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12FEB05 IS			09:24 12JUN07		0.00	CASH	11JUN07

R.O. OPENED	READY	OPTIONS:
14:04 08JUN07	14:04 11JUN07	DLR:30238 ENG:2.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					** WE SELL & INSTALL ONLY GENUINE GM PARTS **		
					MISC. SHOP CHARGE: REFLECTS A PERCENTAGE OF LABOR CHARGES NOT TO EXCEED $35.00. THIS IS AN ENVIRONMENTAL FEE TO OFFSET COSTS FOR HAZARDOUS WASTE DISPOSAL INCLUDING BUT NOT LIMITED TO : BATTERY AND TIRE DISPOSAL,ANTI-FREEZE,FREON,SHOP TOWELS,CLEANERS,SOLVENTS.		

ORIGINAL

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	148.44
PARTS AMOUNT	179.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.30
TOTAL CHARGES	346.88
LESS INSURANCE	0.00
SALES TAX	16.37
PLEASE PAY THIS AMOUNT	363.25

CUSTOMER COPY

Copyright 2000 ADP, Inc.

SPECIAL INSTRUCTIONS:

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

1. DATE OF RECEIPT 05-14-2007	2.	3. EXPIRES LAST DAY OF MONTH 02 YEAR 2008	12. TEXAS LICENSE PLATE NO. [redacted] Z803454
4. [X] TRANSFER OF CURRENT REGISTRATION [ ] REGISTRATION FEE PAID-NO PLATES ISSUED [ ] REGISTRATION FEE PAID-NEW PLATES ISSUED			13. REG. CLASS 25 / 14. TONNAGE / 15. EMPTY WEIGHT 3100
5.	6. PREVIOUS TEXAS LICENSE PLATE NO.		16. CARRYING CAPACITY / 17. GROSS WEIGHT / 18. DIESEL FEE 0.00
7. OWNER (NAME AND MAILING ADDRESS) [redacted] HOUSTON TX [redacted]			19. YEAR 2005 / 20. MAKE CHEV / 21. MODEL MALIBU / 22. BODY STYLE 4DR SDN
			23. VEHICLE IDENTIFICATION NUMBER (VIN) 1G1ZS52F85F [redacted]
			24. ODOMETER 52384 / 25. BRAND A / 26. SURRENDERED TITLE NUMBER
8. 1st LIENHOLDER (NAME AND MAILING ADDRESS) BANK OF AMERICA, N.T.S.A. P O BOX 2759 JACKSONVILLE FL 32203			27. [ ] $90.00 NEW RESIDENT [ ] $5.00 EVEN TRADE [ ] $10.00 GIFT [ ] $65.00 REBUILT SALVAGE [ ] 2.5% EMISSIONS FEE ____ [ ] 1% EMISSIONS FEE ____ [ ] EXEMPT / 28. SALES PRICE 9,500.00
DATE OF LIEN 04-26-2007			29. TRADE-IN 0.00 / 30. REBATE 0.00 / 31. TAXABLE VALUE 9,500.00
			32. SALES TAX 593.75 / 33. PENALTY 0.00 / 34. TOTAL REG. TRANS. FEE 2.50
9. 2nd LIENHOLDER (NAME AND MAILING ADDRESS)			35. TAX & PENALTY PAID 593.75 / 36. TITLE APPL. FEE 33.00
DATE OF LIEN			37. MISCELLANEOUS FEES N/A / 38. REG FEE - DPS N/A
10. 3rd LIENHOLDER (NAME AND MAILING ADDRESS)			39. RESIDENT COUNTY 101 / 40. LOCAL FEES 0.00
DATE OF LIEN			41. DEPUTY PCOLLINS / 42. TOTAL FEES 629.25
11. SELLER (NAME OF PREVIOUS OWNER AND MAILING ADDRESS) GILLMAN HONDA HOUSTON, TX			43. TAX ASSESSOR-COLLECTOR PAUL BETTENCOURT / 44. PROCESSING CO HARRIS

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

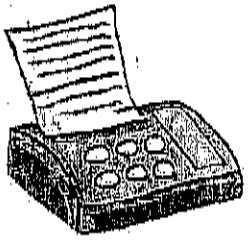
DUPLICATE ORIGINAL OWNER'S COPY 4

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

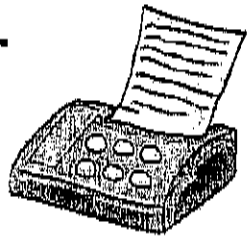
HOWARD AUTO GROUP

BUICK PONTIAC GMC
364 W. Grand Ave.
Elmhurst, IL 60126
630-835-9500
Fax 630-279-0680

HYUNDAI
750 N. York Rd.
Elmhurst, IL 60126
630-832-9500
Fax 630-832-5175



FAX COVER SHEET



Date 7/16/08

Company GM Cust Assistance

Fax # 866-357-5543

Attn: Edwin Love

Number of pages 19 (Including cover sheet)

RE:

Message:

From:

Howard
Buick • Pontiac • GMC • Hyundai
AUTO GROUP

BUICK • PONTIAC • GMC • 364 WEST GRAND AVENUE • ELMHURST, IL 60126 • (630) 832-9500
HYUNDAI • 750 N. YORK ROAD • ELMHURST, IL 60126 • (630) 279-3000

50%

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/27/07	272931	19659	456	252	W	10PNZ	GENERAL REPAIR
				252	I	10PNZ0310	POWER WINDOWS
				252	W	10PNZ03	BODY ELECTRICAL
				252	I	20PNZ0221	POOR PERFORMANCE

SALESPERSON NO. B O D Y STATE REG# 0946-5278

CALL WHEN READY ☐ YES ☐ NO

SAVE PARTS FOR CUST ☐ YES ☐ NO

VEHICLE ID NO. 1G2ZF55BX64[redacted]
YEAR/MAKE/MODEL 06/PONTIAC/G6/4 DOOR SEDAN
PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO. 296545

[redacted]
WOOD DALE, IL
[redacted]

CUSTOMER NO. 103420 | SERVICE CONTRACT | DELIVERY DATE 02/01/06 | DELIVERY MILES | DELIVING DEALER NO. | R. O. DATE 06/23/08
COLOR SILVER/2 | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 270

TURBO	M/MU	AIR COND.	R.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ	Y	Y	A	339,990	117	BILL CLARKE

CORRECT

☐ CASH
☐ CREDIT [redacted]
☐ CHARGE
☐ INTERNAL

TIME RECEIVED 11:05am | DATE/TIME PROMISED 06/23/08 05:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

TERMS CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts supplied to the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle hereon on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereon.

[redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

1 W 50PNZ **BODY SHOP**
REPAIR FRNT AND REAR DAMAGE PER ESTIMATE
TOW IN / Rt L RAR wheel / 4-Wheel 8+3
BAL L FRnd. ALIGN E7631

2 W 10PNZ03 **BODY ELECTRICAL**
CUSTOMER STATES POWER STEERING INOP AT TIME OF THE ACCIDENT
Replace P/S motor

3 Repair Battery 50%

CONSUMER RIGHTS NOTICE

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.
You may waive your right to an estimate which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

(a) I request an estimate in writing before you begin repairs

Signature X _____

(b) Please proceed with the repairs but call me for approval before continuing if the price exceeds $ _____

Signature X _____

(c) I do not want an estimate and you may set the price of repairs.

Signature X _____

Date _____ Time _____

The estimated price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the consumer and the motor vehicle repair facility.

Howard AUTO GROUP
(630) 832-9500 • Hyundai (630) 279-3000
www.howardautogroup.com

Save 10%
On Your Next
Service Visit
With This Coupon

PLEASE PEEL OFF SLOWLY

The Reynolds and Reynolds Company BHURW02 0225-390 (MD)

 TECH COPY 296545

Howard
Buick • Pontiac • GMC • Hyundai
AUTO GROUP

CB296545

BUICK • PONTIAC • GMC • 364 WEST GRAND AVENUE • ELMHURST, IL 60126 • TELEPHONE (630) 832-9500 • FAX (630) 279-06[illegible]
HYUNDAI • 750 N. YORK ROAD • ELMHURST, IL 60126 • TELEPHONE (630) 279-3000 • FAX (630) 832-5175
www.howardautogroup.com

CB296545

CUSTOMER NO. 103420	ADVISOR BILL CLARKE 117	TAG NO. 270	INVOICE DATE 07/15/08	INVOICE NO. PNCB296545
[redacted]	LABOR RATE / LICENSE NO / MILEAGE 37,770		COLOR SILVER/2	STOCK NO.
WOOD DALE, IL [redacted]	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE 02/01/06	DELIVERY MILES
	VEHICLE ID NO. 1G2ZF55BX64[redacted]		DELIVERING DEALER NO.	PRODUCTION DATE
	F.T.I. NO.	R.O. NO.	R.O. DATE 06/23/08	
H[redacted]	BUSINESS PHONE	COMMENTS R# 0-BED		MO: 37804

LABOR
J# 3+20PNZ DRIVABILITY TECH(S):5046 23.00
Added Operation (JOY @ 06/23/2008 15:04)
REPLACE BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	88900669	75-60	105.63	105.63
			TOTAL - PARTS		105.63

JOB# 3 TOTALS

LABOR	23.00
PARTS	105.63
JOB# 3 JOURNAL PREFIX PNCB JOB# 3 TOTAL	128.63

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $0.00 (+TAX) ON 06/27/08 AT 03:43pm
BY CUST COMMENTS CUST CONTACTED GM-GM MAY SEND ADJUSTER TO LOOK AT VEH
TOTALS

TOTAL LABOR....	23.00
TOTAL PARTS....	105.63
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**128.63**

** TO RECEIVE DISCOUNTS ON FUTURE SERVICES PLEASE **
** VISIT OUR WEBSITE AND BOOK YOUR APPOINTMENT **
** DIRECTLY ON LINE: www.HOWARDAUTOGROUP.COM **
** GO TO SERVICE DROP DOWN BOX AND CLICK **
** APPOINTMENTS. BOOKS IN REAL TIME!!!! **

** I AUTHORIZE HOWARD PONTIAC AS "POWER OF ATTORNEY" ON MY**
** BEHALF TO SIGN ANY AND ALL PAYMENTS FOR THIS REPAIR **

TO RECEIVE DEALER SPECIALS ON LINE PLEASE PROVIDE YOUR
VISIT WWW.HOWARDAUTOGROUP.COM

REPAIR ESTIMATE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES
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.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE, APPLIES TO CUSTOMER PAY REPAIRS.

MANUFACTURER PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FROM DATE OF REPAIR.

SERVICE HOURS:
MON-FRIDAY: 7AM - 6PM
PARTS HOURS:
MON-FRIDAY: 7AM - 6PM
COLLISION REPAIR CENTER HOURS:
MON-FRIDAY: 8AM - 5PM

FREE ESTIMATES

Howard
Buick • Pontiac • GMC • Hyundai
AUTO GROUP

CB296545

BUICK • PONTIAC • GMC • 364 WEST GRAND AVENUE • ELMHURST, IL 60126 • TELEPHONE (630) 832-9500 • FAX (630) 279-06
HYUNDAI • 750 N. YORK ROAD • ELMHURST, IL 60126 • TELEPHONE (630) 279-3000 • FAX (630) 832-5175
www.howardautogroup.com

CB296545

CUSTOMER NO. 103420	ADVISOR BILL CLARKE 117	TAG NO. 270	INVOICE DATE 07/15/08	INVOICE NO. PNCB296545	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 37,770	COLOR SILVER/2	STOCK NO.
WOOD DALE, IL [redacted]	YEAR/MAKE/MODEL 06/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE 02/01/06	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z F 5 5 B X 6 4 [redacted]			BUILDING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.		R.O. DATE 06/23/08	
[redacted]	BUSINESS PHONE	COMMENTS 1/4 0 DLD			MO: 37804

JOB# 1 CHARGES

LABOR

J# 1 50PNZ BODY SHOP TECH(S):367 5046 WARRANTY

REPAIR FRNT AND REAR DAMAGE PER ESTIMATE
TOW IN /
REPAIR LFT SIDE BODY DAMAGE PER ESTIMATE,REPLACE LFT SIDE
WHEELS AND LFT REAR HUB BEARING,PERFORM 4 WHEEL ALIGNMENT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		19121114	FASCIA 7.831		WARRANTY
	1		22712777	FASCIA 7.831		WARRANTY
	1		25822943	SHIELD 12.944		WARRANTY
	2		9595769	WHEEL 5.803		WARRANTY
	2		9596526	COVER 5.858		WARRANTY
	1		19151158	FASCIA 7.831		WARRANTY
	1		15243289	GRILLE 1.266		WARRANTY
	1		25956106	SHIELD 8.153		WARRANTY
	1		15209853	MOLDING 8.304		WARRANTY
	1		15143604	DEFLECTOR 9.264		WARRANTY
	1		15225542	BRACKET 7.831		WARRANTY
	1		22706424	BEARING 5.855		WARRANTY
				TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	102245		06/23/08	TOW	WARRANTY
	102517			GM WARRANTY	WARRANTY
				TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES

1.0 PAINT AND MATERIAL @ /UNIT WARRANTY
TOTAL - GOG 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCB JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 10PNZ03 BODY ELECTRICAL TECH(S):5046 WARRANTY

CUSTOMER STATES POWER STEERING INOP AT TIME OF THE ACCIDENT
NO COMMUNICATION WITH P/STEERING MODULE
REPLACE POWER STEERING MODULE, CALIBRATE SENSORS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		25805894	MOTOR 6.605		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCB JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

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SERVICE HOURS:
MON-FRIDAY: 7AM - 6PM
PARTS HOURS:
MON-FRIDAY: 7AM - 6PM
COLLISION REPAIR CENTER HOURS:
MON-FRIDAY: 8AM - 5PM

FREE ESTIMATES

 [CONTINUED ON NEXT PAGE] 12:06pm

WEST & SONS TOWING, INC.

COMPLETE 24 HOUR TOWING & RECOVERY SERVICE
1821 W. Fullerton Avenue • Addison, IL 60101
(630) 627-4466 Fax (630) 620-0377
IL C. C. 78463 MC-TR

345029

DATE 6-23-08
R.O. 296545
P.O. 102345

TIME COMP | MIL END
TIME START 1030 | MIL START
TOTAL TIME | TOTAL MIL

DEALER HOWARD PONTIAC
ADDRESS BODY SHOP
PHONE

CUSTOMER NAME [redacted]
ADDRESS [redacted]
PHONE [redacted] (WD)

☒ CHARGED ☐ PAID NET 10TH

MAKE OF CAR OLD PONT G6 GRAY
LOCATION 259 W ASH (WD)
DESTINATION SERVICE
VIN # 1GZZF55BX64 [redacted]
LICENSE NO. [redacted] MIL. N-A
DRIVER'S NAME Reg TRUCK NO. 15
RECEIVED BY
REQUESTED BY REASON FOR TOW W/S
NOTES P/S

ADVANCE CHARGES	$
ADMINISTRATION FEE	$
TOWING SERVICE	$ 85.00
FLATBED SERVICE	$
SERVICE CALL	$
FLOAT SERVICE	$
WINCHING	$
LABOR	$
PARTS	$
PARKING OR STORAGE	$
TOTAL	$ 85.00

CUSTOMER'S OWN RISK FOR: CONTINENTAL KITS - STEERING - PERSONAL PROPERTY LEFT IN CARS DAMAGE CAUSED BY FAULTY TIRES, & NOT RESPONSIBLE AFTER CAR IS DROPPED.
CUSTOMER COPY

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	02/01/2006	6 miles	02/01/2009	36006 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/01/2006	6 miles	02/01/2012	100006 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/01/2006	6 miles	02/01/2014	80006 miles
36/36000 FEDERAL EMISSION	02/01/2006	6 miles	02/01/2009	36006 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/27/2007	272931	#	C3348 - FRONT SIDE DOOR TRIM PANEL REPLACEMENT - RIGHT SIDE	19659 miles
06/27/2007	272931	#	N0520 - BULBS, LAMP - INTERIOR/COURTESY - REPLACE	19659 miles

[redacted]

SICBK50 CLAIM NOTES INQUIRY 06 25 2008 11:07
POL NO [redacted] TP 6714 GMPP 48/48 MAJOR GUARD ICNT MLOPCNT
[redacted] CL# [redacted]

LOC	ID	CN	
DATE			
TIME			
M0364	SICBK50		MIC APPRAISER: BILL KVIZ 800-320-0900 EXT. 3107
06 25 2008			LABOR RATE $98.56 - TAX RATE 7.50% ON PARTS ONLY
11:06 AM			DEDUCTIBLE $0.00, WAIVE DEDUCTIBLE NO
			VIN: 64[redacted] RO: 296545
			* E7631 1.1 (.8, ADD .3 DIAG). ELECTRIC POWER STEERING
			MOTOR/ CONTROLLER ASSY--364.39.
			TOTALS: PTS $364.39, TAX $27.33, LBR $108.42,
			LINE TOTAL $500.14
			* T2020 TOWED TO SHOP--$50 MAX COVERED.
			NO RENTAL AT THIS TIME.
			~~BATTERY AND COLLISION ARE NOT COVERED BY THE GMPP~~

CATS ASSIGNED KVIZ
06 25 2008 06/24/08
CMD: ____ NXT FCN: ICNT__ 24160655,987
MSG: PLEASE PRESS ENTER OR FRWD PF TO CONTINUE BROWSING.

Page: 1 Document Name: untitled

SICBK50 CLAIM NOTES ADD 06 25 2008 11:08
POL NO [redacted] TP 6714 GMPP 48/48 MAJOR GUARD ACNT MLOPCNT
[redacted] CL# [redacted]

LOC	ID	CN	
DATE			
TIME			
M0364	SICBK50		BATTERY AND COLLISION DAMAGE ARE NOT COVERED BY THE
06 25 2008			GMPP AGREEMENT.

CMD: ____ NXT FCN: ACNT__ 24160655,987
MSG: TRANSACTION COMPLETED SUCCESSFULLY. PRESS ENTER TO CONTINUE.

Howard Hyundai
750 North York Avenue
Elmhurst, IL 60126
630-279-3000

Name
Address

Telephone
Vehicle (VIN)
License
Technician
Mileage
Time Printed 7/15/08 12:38 PM

Pontiac : G6 : 2005-07 : with Electronically Controlled Power Steering

Front : Left

Actual	Before	Specified Range	
		-1.65°	-0.15°
		2.35°	3.85°
	1.43°	0.00°	0.20°
12.72°	12.76°	.....	.....
11.73°	11.73°	.....	.....
.....	.....	.....	.....

Front : Right

	Actual	Before	Specified Range	
Camber			-1.45°	0.05°
Caster			2.35°	3.85°
Toe		-0.44°	0.00°	0.20°
SAI	13.05°	13.08°	.....	.....
Included Angle	12.27°	12.27°	.....	.....
Turning Angle Diff.	.....	.....	.....	.....

Front

	Actual	Before	Specified Range	
Cross Camber			-0.95°	0.55°
Cross Caster			-0.75°	0.75°
Cross SAI	-0.33°	-0.32°	.....	.....
Total Toe		0.99°	0.00°	0.40°
Cross Turn Diff.	.....	.....	.....	.....

Rear : Left

Actual	Before	Specified Range	
	0.04°	-1.30°	-0.30°
	-0.96°	0.00°	0.20°

Rear : Right

	Actual	Before	Specified Range	
Camber			-1.30°	-0.30°
Toe		0.21°	0.00°	0.20°

Rear

	Actual	Before	Specified Range	
Cross Camber	0.49°	1.09°	.....	.....
Total Toe		-0.76°	0.00°	0.40°
Thrust Angle		-0.59°	-0.30°	0.30°

07/15/2008 at 02:45 PM Job Number: 46541

HOWARD PONTIAC
License #:UDL13216 Federal ID #:362536189
Attention to Detail Makes the Difference !
364 West Grand Avenue
ELMHURST, IL 60126
(630)592-0016 Fax: (630)832-9984

PRELIMINARY ESTIMATE

Written By: BILL CLARKE
Adjuster:

Insured: [redacted]
Owner:
Address:
WOODDALE, IL
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect Location:

Insurance Company:

Days to Repair

2006 PONT G6 4-2.4L-FI 4D SED Int:
VIN: 1G2ZF55BX64[redacted] **Lic:** **Prod Date:** **Odometer:**

Air Conditioning	Rear Defogger	Tilt Wheel
Telescopic Wheel	Intermittent Wipers	Keyless Entry
Body Side Moldings	Dual Mirrors	Console/Storage
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Mirrors
Power Trunk/Tailgate	AM Radio	FM Radio
Stereo	CD Player	Driver Air Bag
Passenger Air Bag	4 Wheel Disc Brakes	Cloth Seats
Bucket Seats	Automatic Transmission	Overdrive
Full Wheel Covers		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE		LABOR	PAINT
1		FRONT BUMPER					
2		O/H bumper assy				2.2	
3*	Repl	Bumper cover	1	404.22		Incl.	2.8
4		Add for Clear Coat					1.1
5	Repl	LT Lower grille w/o fog lamps	1	41.22		Incl.	
6		FENDER					
7*	Repl	LT Fender liner	1	39.28		0.4	
8*	Rpr	LT Fender				3.0	1.8
9		Add for Clear Coat					0.7
10		WHEELS					
11*	Repl	LT Wheel cover	2	94.50			
12*	Repl	LT Wheel, steel FRNT	1	96.92	m	0.3 M	0.0
13*	Repl	LT Wheel, steel REAR	1	99.34	m	0.3 M	0.0

07/15/2008 at 02:45 PM Job Number: 46541

PRELIMINARY ESTIMATE

2006 PONT G6 4-2.4L-FI 4D SED Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
14		PILLARS, ROCKER & FLOOR				
15*	Repl	LT Rocker molding	1	122.80	0.5	
16		FRONT DOOR				
17*	Rpr	LT Door shell			2.0	2.0
18		Overlap Major Adj. Panel				-0.4
19		Add for Clear Coat				0.3
20	R&I	LT Belt molding			0.2	
21	R&I	LT Mirror assy			0.3	
22	R&I	LT Handle, outside			0.4	
23	R&I	LT R&I trim panel			0.4	
24		REAR DOOR				
25*	Rpr	LT Outer panel			1.0	2.0
26		Overlap Major Adj. Panel				-0.4
27		Add for Clear Coat				0.3
28	R&I	LT Belt molding			0.2	
29	R&I	LT Handle, outside			0.4	
30		QUARTER PANEL				
31*	Rpr	LT Quarter panel			12.0	2.0
32		Overlap Major Adj. Panel				-0.4
33		Add for Clear Coat				0.3
34*	Repl	LT Air deflector	1	12.82		
35*	Rpr	LT Outer wheelhouse		s	2.0	
36*	Repl	LT Wheelhouse liner	1	34.62	0.5	
37		REAR LAMPS				
38	R&I	LT Tail lamp assy			0.3	
39		REAR BUMPER				
40		O/H rear bumper			1.8	
41*	Repl	Bumper cover	1	363.70	Incl.	2.8
42		Add for Clear Coat				1.1
43*	Repl	Lower cover base model	1	93.16	Incl.	
44*	Repl	LT Bumper cover bracket	1	8.74	Incl.	
45#	Rpr	SET UP			1.0	
46#	Rpr	PRE PULL LFT 1/4 AT LFT REAR DOOR GAP			2.0	
47#	Rpr	PERFORM 4 WHEEL ALIGNMENT			1.3 M	
48		REAR SUSPENSION				
49*	Repl	LT Hub & bearing	1	336.78 m	0.8 M	
50*		Align four wheels		m	0.0	
51#	Refn	Corrosion Protection				0.5
52#		Car cover	1	5.00 X		
53#		NIB SAND AND BUFF	1		1.6	
54#	Refn	Tint COLOR				0.5
		Subtotals ==>		1753.10	34.9	17.0

07/15/2008 at 02:45 PM Job Number:
46541

PRELIMINARY ESTIMATE

2006 PONT G6 4-2.4L-FI 4D SED Int:

Parts		1748.10
Body Labor	32.2 hrs @ $ 46.00/hr	1481.20
Paint Labor	17.0 hrs @ $ 46.00/hr	782.00
Mechanical Labor	2.7 hrs @ $ 98.50/hr	265.95
Paint Supplies	17.0 hrs @ $ 26.00/hr	442.00
Sublet/Misc.		5.00
SUBTOTAL		$ 4724.25
Sales Tax	$ 2190.10 @ 7.2500%	158.78
GRAND TOTAL		$ 4883.03
ADJUSTMENTS:		
Deductible		0.00
CUSTOMER PAY		$ 0.00
INSURANCE PAY		$ 4883.03

ILLINOIS LAW REQUIRES THAT VEHICLE REPAIRERS MUST BE LICENSED IN ACCORDANCE WITH SECTION 5-301 OF THE ILLINOIS VEHICLE CODE.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ05, CCC Data Date 05/01/2008, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

JUL 16, 2008 R/O CLOSE OUT Store 01 SERVC01 PORT 5014 3651

X. R/O NO. 296545 TYPE BODY SHOP

1. CUSTOMER [redacted]
WOOD DALE IL [redacted]
PHONE(B) PHONE(H) [redacted]

2. SERIAL# 1G2ZF55BX64[redacted] PROD DT
LICENSE# STK# DEL 02/01/2006
DESC. PN G6 SILVER 2 06

11. ADVISOR 117
12. DATE IN 06/23/2008
13. TIME IN 11:05am
14. DATE PR 06/23/2008
15. TIME PR 05:00pm
16. TAG NO. 270
17. MI I/O 37770/37804
18. PO NO.
19. COMMENTS
20. RECOMMEN
21. JRNL PFX PICKUP
22.

3. JOBS (J#)	1	2	3				
STATUS	F	F	F				
4. LABOR				23.00		2529.15	0.00
5. PARTS				105.63		1761.99	0.00
6. SUBLET				0.00		196.00	0.00
7. G.O.G.				0.00		442.00	0.00
8. MISC				0.00		0.00	0.00
9. TAX			O	0.00	O	0.00 O	0.00
10. EST $ [0.00] TOTALS			C	128.63	[W]	4929.14 [I]	0.00

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=CLAIMS)(D=DISPLAY PAYMENT)(TAB)

JUL 16, 2008 PARTS DISPLAY R/O 296545 Store 01 SERVC01 PORT 5014 3651

J#	PART-NO.....	DESCRIPTION...	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	GM19121114	FASCIA 7.831	O	214.58	1	311.14	311.14	W	
1	GM22712777	FASCIA 7.831	O	54.97	1	79.71	79.71	W	
1	GM25822943	SHIELD 12.944	O	20.43	1	29.62	29.62	W	
1	GM9595769	WHEEL 5.803	O	58.62	2	85.00	170.00	W	
1	GM9596526	COVER 5.858	O	27.87	2	40.41	80.82	W	
1	GM19151158	FASCIA 7.831	O	238.49	1	345.81	345.81	W	
1	GM15243289	GRILLE 1.266	O	24.93	1	36.15	36.15	W	
1	GM25956106	SHIELD 8.153	O	23.18	1	32.78	32.78	W	
1	GM15209853	MOLDING 8.304	O	72.44	1	105.04	105.04	W	
1	GM15143604	DEFLECTOR 9.26	O	7.31	1	10.60	10.60	W	
1	GM15225542	BRACKET 7.831	O	5.16	1	7.48	7.48	W	

BILL TYPE		COST	PRICE
CUSTOMER		75.62	105.63
WARRANTY		1215.74	1761.99
INTERNAL		0.00	0.00
TOTALS		1291.36	1867.62

(E=ENTER) (P=PAGE) (T=TRANSFER) (F=FORWARD) (S=SP ORD)

JUL 16, 2008 PARTS DISPLAY R/O 296545 Store 01 SERVC01 PORT 5014 3651

J#	PART-NO.....	DESCRIPTION...	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	GM22706424	BEARING 5.855	O	168.38	1	244.15	244.15	W	
2	GM25805894	MOTOR 6.605	O	212.89	1	308.69	308.69	W	
3	GM88900669	75-60	O	75.62	1	105.63	105.63	C	

GMPP paying
Customer paid

BILL TYPE		COST	PRICE
CUSTOMER		75.62	105.63
WARRANTY		1215.74	1761.99
INTERNAL		0.00	0.00
TOTALS		1291.36	1867.62

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

JUL 16, 2008 LABOR OPERATION R/O 296545 Store 01 SERVC01 PORT 5014 3651

JOB#(1) OP/CODE 50PNZ BODY SHOP LT/?
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME LABOR RATE 95.62 GRP
LABOR CHARGES 2529.15 NOTE
COMPLAINT REPAIR FRNT AND REAR DAMAGE PER ESTIMATE
TOW IN /
CAUSE

CORRECTION REPAIR LFT SIDE BODY DAMAGE PER ESTIMATE,REPLACE LFT SIDE
WHEELS AND LFT REAR HUB BEARING,PERFORM 4 WHEEL ALIGNMENT

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	1453.30	0.00
2. SUBLET	0.00	196.00	0.00
3. G.O.G.	0.00	442.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	367	EVERITT	F	W	07/09/08	0.00	10.00	10.00		U
2	1	367	EVERITT	F	W	07/11/08	0.00	10.00	10.00		

TOTAL LABOR TIME 51.90 labor total

(C=CHANGE)(CC=CCC SCREEN)(D=DELETE)(E=ENTER)(J=JRNL PFX)(TAB)

JUL 16, 2008 LABOR OPERATION R/O 296545 Store 01 SERVC01 PORT 5014 3651

JOB#(2) OP/CODE 10PNZ03 BODY ELECTRICAL LT/?
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 1.10 LABOR RATE 95.62 GRP
LABOR CHARGES 105.18 NOTE
COMPLAINT CUSTOMER STATES POWER STEERING INOP AT TIME OF THE ACCIDENT

CAUSE NO COMMUNICATION WITH P/STEERING MODULE

CORRECTION REPLACE POWER STEERING MODULE, CALIBRATE SENSORS

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	308.69	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	2	5046	MATT RUDOLPH	F	W	07/01/08	0.00	1.10	1.10		U

TOTAL LABOR TIME 1.10 Gmpp paying

(C=CHANGE)(CC=CCC SCREEN)(D=DELETE)(E=ENTER)(J=JRNL PFX)(TAB)

JUL 16, 2008 SUBLET DISPLAY R/O 296545 3651

J#	T	PO#.....	VENDOR.....	DESCRIPTION.....	COST....	PRICE...	CWI	LP	GRP
1	O	102245	WEST & SONS TOW	TOW	85.00	85.00	W	L	
1	O	102517	ENTERPRISE RENT	GM WARRANTY	630.00	630.00	W	L	

BILL TYPE		COST	PRICE
CUSTOMER		0.00	0.00
WARRANTY		715.00	715.00
INTERNAL		0.00	0.00
TOTALS		715.00	715.00

(E=ENTER) (P=PAGE) (S=SUBLET PO) (RR=RENTAL REQUEST)

JUL 16, 2008 GOG DISPLAY R/O 296545 3651

J#	QTY..	T	DESCRIPTION.....	PRICE..	COST...	EXT.PRC	T/N	CWI	GRP	OP/CD
1	1.0	P	PAINT AND MATERIAL	442.000	442.000	442.00	O	W		50PNZ

BILL TYPE		COST	PRICE
CUSTOMER		0.00	0.00
WARRANTY		442.00	442.00
INTERNAL		0.00	0.00
TOTALS		442.00	442.00

(E=ENTER) (P=PAGE)

®ARMS HOWARD AUTO GROUP

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D278700-1501

Bill To:
HOWARD AUTO GROUP**
ATTN: WILLIAM CLARKE
null
ELMHURST , IL 60126

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1501)
896 NORTH YORK ROAD
ELMHURST, IL 601261153
(630) 941-1001

ADDITIONAL INFORMATION:
AP# or RO#/PO# :RO296545/102517

Owner's Vehicle: 2006 PN4 DOOR S
Additional Driver: LEGAL SPOUSE**

Repair Facility:
HOWARD AUTO GROUP**
ELMHURST, IL 60126
(630) 832-9500

Billing Detail:

Rental Period: 6/30/08 to 7/15/08 (15 days)
Billed Period: 6/30/08 to 7/15/08 (15 days)

Description	Rate:	Amount:
15 DAYS @	$39.62	$594.30
1 ART	%6.00	$35.66
TOTAL CHARGES:		$630.00
Less Amount Received:		$0.00
AMOUNT DUE.....		$630.00

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN
7/1/08 9:34 AM	2008	BUIC	LUCE	1G4HD572X8U119539

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (15AA)
460 FORT HILL DR
NAPERVILLE,, IL 605403961
Federal ID:43-1298227

Total Charges:	$630.00
Less Amount Received:	$0.00
Total Amount Due.....	**$630.00**

Please include on your check:
Invoice: [redacted]

[redacted]

WEST & SONS TOWING, INC.

COMPLETE 24 HOUR TOWING & RECOVERY SERVICE
1821 W. Fullerton Avenue • Addison, IL 60101
(630) 627-4466 Fax (630) 620-0377
IL C. C. 78463 MC-TR

345029

DATE 6-23-08
R.O. 296545
P.O. 102345

TIME COMP | MIL END
TIME START 1030 | MIL START
TOTAL TIME | TOTAL MIL

DEALER HOWARD PONTIAC
ADDRESS BODY SHOP
PHONE

CUSTOMER NAME [redacted]
ADDRESS [redacted]
PHONE [redacted]

☒ CHARGED ☐ PAID NET 10TH

MAKE OF CAR 06 PONT G6 GRAY
LOCATION 259 N ASH
DESTINATION SERVICE
VIN # 1G2ZF55BX64 [redacted]
LICENSE NO. [redacted] MIL N-A
DRIVER'S NAME RAY TRUCK NO. 15
RECEIVED BY
REQUESTED BY REASON FOR TOW W/S
NOTES P/S

ADVANCE CHARGES	$
ADMINISTRATION FEE	$
TOWING SERVICE	$ 85.00
FLATBED SERVICE	$
SERVICE CALL	$
FLOAT SERVICE	$
WINCHING	$
LABOR	$
PARTS	$
PARKING OR STORAGE	$
TOTAL	$ 85.00

CUSTOMER'S OWN RISK FOR: CONTINENTAL KITS - STEERING - PERSONAL PROPERTY LEFT IN CARS DAMAGE CAUSED BY FAULTY TIRES, & NOT RESPONSIBLE AFTER CAR IS DROPPED.

CUSTOMER COPY

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	02/01/2006	6 miles	02/01/2009	36006 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/01/2006	6 miles	02/01/2012	100006 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/01/2006	6 miles	02/01/2014	80006 miles
36/36000 FEDERAL EMISSION	02/01/2006	6 miles	02/01/2009	36006 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/27/2007	272931	#	C3348 - FRONT SIDE DOOR TRIM PANEL REPLACEMENT - RIGHT SIDE	19659 miles
06/27/2007	272931	//	N0520 - BULBS, LAMP - INTERIOR/COURTESY - REPLACE	19659 miles

[redacted]

6/23/2008

®ARMS HOWARD AUTO GROUP

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D278700-1501

Bill To:
HOWARD AUTO GROUP**
ATTN: WILLIAM CLARKE
null
ELMHURST , IL 60126

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1501)
896 NORTH YORK ROAD
ELMHURST, IL 601261153
(630) 941-1001

ADDITIONAL INFORMATION:
AP# or RO#/PO# :RO296545/102517

Owner's Vehicle: 2006 PN4 DOOR S
Additional Driver: LEGAL SPOUSE**

Repair Facility:
HOWARD AUTO GROUP**
ELMHURST, IL 60126
(630) 832-9500

Billing Detail:

Rental Period: 6/30/08 to 7/15/08 (15 days)
Billed Period: 6/30/08 to 7/15/08 (15 days)

Description	Rate:	Amount:
15 DAYS @	$39.62	$594.30
1 ART	%6.00	$35.66
TOTAL CHARGES:		$630.00
Less Amount Received:		$0.00
AMOUNT DUE.....		$630.00

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN
7/1/08 9:34 AM	2008	BUIC	LUCE	1G4HD572X8U[redacted]

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (15AA)
460 FORT HILL DR
NAPERVILLE,, IL 605403961
Federal ID:43-1298227

Total Charges:	$630.00
Less Amount Received:	$0.00
Total Amount Due.....	**$630.00**

Please include on your check:
Invoice: [redacted]

[redacted]

WB296545

WB296545

103420 BILL CLARKE 117 270 07/18/08 PNWB296545

[redacted]

37,770 SILVER/2

WOOD DALE, IL [redacted] 06/PONTIAC/G6/4 DOOR SEDAN 02/01/06

1 G 2 Z F 5 5 B X 6 4 [redacted]

06/23/08

[redacted] E# 0 DED MO: 37804

JOB# 2 TOTALS----------

LABOR	105.18
PARTS	308.69
JOB# 2 JOURNAL PREFIX PNWB JOB# 2 TOTAL	413.87
R/O TAX	0.00
R/O TOTALS	5553.32

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	5645.20
CLAIM TOTALS	5645.20

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.718
07/18/2008 WARRANTY NEW CLAIM
1306

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
296545	06/23/2008	1G2ZF55BX64[redacted]	6	10250	37770	[redacted]

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		MJ				98	Z2142			5139.45	

LN-TOT: 5139.45 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02	0	OJ	1	25805894	373.50	6G	E7631	1.1			105.18

LN-TOT: 505.75 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 5645.20

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	8/15/08	**Service Request #**	**71-640280911**
Customer Name	[redacted]		
VIN	1G2ZF55BX64[redacted]		
In-Service Date	2/1/2006	**Service Contract?**	No
Current Mileage	37804	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	

Dealer and Claim Information			
Dealer Name	Howard Pontiac, Inc..		
Dealer Svc Mgr	Joy Nevels	**Dlr Warranty Admin:**	Patty Waters
Dealer Phone	(630) 832-9500	**Dealer Fax**	630-832-9534
Dealer BAC	116053		
Dealer Division and Code	16-Pontiac-10250		
Repair Order Number	296545		
Repair Order Close Date	7/18/2008		
Labor Op. Code Z1242	Dollar Amt:	5139.45	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS	
Parts and Labor Costs:	**DO NOT** PUT IN COSTS	
Net Amount:		5139.45

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478

Retain Copy with Dealer Repair Order

Internal PAR Information	
Complaint:	Body damage due to 4 wheel driver failure
Cause:	n/a
Correction:	
Justification:	Repair vehicle
PAR CRS:	Alyson Hollar
Additional Comments:	n/a

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Pre-Authorization/Warranty Claim Tracking Form

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VIN	1G2ZF55BX64[redacted]		
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Current Mileage	37804	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	

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Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	5139.45

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	

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TO:18667759478 P:2/3

WB296545

WB296545

103420 BILL CLARKE 117 270 07/18/08 PNWB296545

[redacted] 37,770 SILVER/2

WOOD DALE, IL [redacted] 06/PONTIAC/G6/4 DOOR SEDAN 02/01/06

1 G 2 Z F 5 5 B X 6 4 [redacted]

06/23/08

[redacted] MO: 37804

JOB# 1 CHARGES

LABOR

J# 1 50PNZ BODY SHOP HOURS: TECH(S):367 5046 2529.15

REPAIR FRNT AND REAR DAMAGE PER ESTIMATE
TOW IN /
REPAIR LFT SIDE BODY DAMAGE PER ESTIMATE.REPLACE LFT SIDE
WHEELS AND LFT REAR HUB BEARING.PERFORM 4 WHEEL ALIGNMENT

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		19121114	FASCIA 7.831	214.58	214.58	311.14	311.14
	1		22712777	FASCIA 7.831	54.97	54.97	79.71	79.71
	1		25822943	SHIELD 12.944	20.43	20.43	29.62	29.62
	2		9595769	WHEEL 5.803	58.62	117.24	85.00	170.00
	2		9596526	COVER 5.868	27.87	55.74	40.41	80.82
	1		19151158	FASCIA 7.831	238.49	238.49	345.81	345.81
	1		15243289	GRILLE 1.266	24.93	24.93	36.15	36.15
	1		25956106	SHIELD 8.153	23.18	23.18	32.78	32.78
	1		15209853	MOLDING 8.304	72.44	72.44	105.04	105.04
	1		15143604	DEFLECTOR 9.264	7.31	7.31	10.60	10.60
	1		15225542	BRACKET 7.831	5.16	5.16	7.48	7.48
	1		22706424	BEARING 5.855	168.38	168.38	244.15	244.15
				COST TOTAL		1002.85		
						TOTAL - PARTS		1453.30

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	102245		06/23/08	TOW	85.00
	102517		07/16/08	GM WARRANTY	630.00
				TOTAL - SUBLET	715.00

G.O.G. & SUPPLIES

1.0 PAINT AND MATERIAL @ 442.000 /UNIT 442.00

TOTAL - GOG 442.00

JOB# 1 TOTALS

LABOR	2529.15
PARTS	1453.30
SUBLET	715.00
G.O.G.	442.00
JOB# 1 JOURNAL PREFIX PNWB JOB# 1 TOTAL	5139.45

JOB# 2 CHARGES

LABOR

J# 2 10PNZ03 BODY ELECTRICAL HOURS: 1.10 TECH(S):5046 105.18

CUSTOMER STATES POWER STEERING INOP AT TIME OF THE ACCIDENT
NO COMMUNICATION WITH P/STEERING MODULE
REPLACE POWER STEERING MODULE. CALIBRATE SENSORS

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		25805894	MOTOR 6.605	212.89	212.89	308.69	308.69
				COST TOTAL		212.89		
						TOTAL - PARTS		308.69

red Hand copy

report

[CONTINUED ON NEXT PAGE] 01:06pm