

DAYTONA BEACH

FL 321

DEC 27 1999
19 DEC 2007 PM 2 L



Reimbursement Dept.
General Motors Corp.

P.O. Box 33170

Detroit, Michigan 48232-5170

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

48232+3170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-18-2007

17-Digit Vehicle Identification Number (VIN): 1G2ZG528954

Mileage at Time of Repair: 44824 Date of Repair: 11-28-07

Claimant Name (please print): _____

Street Address or PO Box Number: [REDACTED]

City: FLAGLER BEACH State: FL. ZIP Code: 32226

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code): _____ " " "

Amount of Reimbursement Requested: \$ 142.12

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

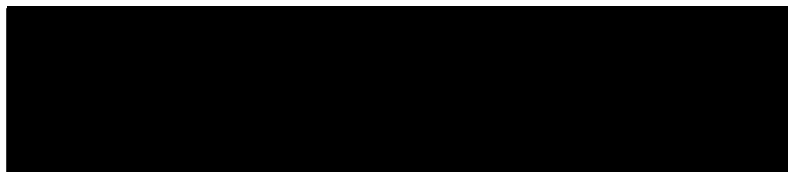
Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

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

If your claim is:

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

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





JON HALL

AUTOMOTIVE GROUP

PONTIAC • GMC



901 N. NOVA ROAD • DAYTONA BEACH, FLORIDA • 32117

904-258-3311 www.jonhall.com

STATE OF FLORIDA REGISTRATION # MV #1361

Steve - Serv. mgr

COPY

CUSTOMER NO	19419	ADVISOR	TIMOTHY ANGELIER	549	TAG NO	1087	INVOICE DATE	11/21/07	INVOICE NO	PNC587166
		LABOR RATE			MILEAGE	44,511	COLOR	SEDONA BEIG	STOCK NO	051143
		LICENSE NO					DELIVERY DATE	11/22/04	DELIVERY MILES	69
FLAGLER BCH, FL		YEAR / MAKE / MODEL	05 / PONTIAC / G6 SEDAN / 2 WD				SELLING DEALER NO.	10	PRODUCTION DATE	
		VEHICLE I.D. NO	1 G 2 Z G 5 2 8 9 5 4				P.O. NO.		E-MAIL	
		F.T.E. NO					P.Q. DATE	11/21/07		
		BUSINESS PHONE					COMMENTS			

LABOR & PARTS
J# 1 06PNZ

STRNG/SUSP CONCERN
CUST STATES NOISE IN STEERING WHEN MAKING TURNS
INT SHAFT LOOSE
NEEDS SHAFT REPLACED, CUST DECLINED AT THIS TIME

TECH(S): 488

35.00

JOB # 1 TOTAL LABOR & PARTS

35.00

TOTALS

The standard OEM parts warranty is 12 months or 12,000 miles
Some parts may differ depending on their origin or use.
Contact your Service consultant Service Consultant for info.

** Indicates Lifetime guarantee for Customer pay repairs

The State of Florida requires a \$1.50 fee collected for each
New tire sold in the state, and a \$1.50 fee to be collected
for each new battery. [s.403.718] Tire [s.403.7185] Battery

Thank You for choosing Jon Hall Pontiac GMC !

TOTAL LABOR....	35.00
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.....	2.28

TOTAL INVOICE \$ 37.28

Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be entered in any court having jurisdiction thereof.

A standard charge for shop supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and waste generated and used in vehicle repair is made on each repair order. This charge represents costs and profits to the repair facility and will appear as a charge on the repair invoice.

TERMS STRICTLY CASH
UNLESS ARRANGEMENTS MADE

DISCLAIMER OF WARRANTIES - The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for him any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

LOR EMA - PAUL MARTONE

1-866-790-5700

CUST ASSIT

called 11/26

Bill paid in cash.

71-579557

1-866-790-57

ET 31

41-068



JON HALL

PONTIAC • GMC

AUTOMOTIVE GROUP

901 N. NOVA ROAD • DAYTONA BEACH, FLORIDA • 32117

904-258-3311 www.jonhall.com

STATE OF FLORIDA REGISTRATION # MV 41361



COPY

CUSTOMER NO. 19419	ADVISOR TIMOTHY ANGELIER	549	1139	INVOICE DATE 11/28/07	INVOICE NO. PNC587311
	LABOR RATE	LICENSE NO.	MILEAGE 44,824	COLOR SEDONA BEIG	STOCK NO. 051143
FLAGLER BCH, FL	YEAR / MAKE / MODEL 05/PONTIAC/G6SEDAN/2 WD			DELIVERY DATE 11/22/04	DELIVERY MILES 69
	VEHICLE ID. NO. 1G2ZG528954			SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		11/28/07	E-MAIL
BUSINESS PHONE	COMMENTS				

LABOR & PARTS
J# 1 06PNZ STRNG/SUSP CONCERN TECH(S):488
CUST SAYS THERE IS CLUNKING NOISE FROM STEERING COLUMN WHEN
TURNING. CUST SEEKS ASSISTANCE FROM GM
INTERMEDIATE STEERING SHAFT IS BINDING
GOODWILL PART ONLY FOR CUSTOMER
REPLACED SHAFT

WARRANTY

Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be entered in any court having jurisdiction thereof.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	22687711	SHAFT KIT 6.526		

JOB # 1 TOTAL PARTS

WARRANTY

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2+06PNZ1 STRNG/SUSP CONCERN TECH(S):488
LABOR TO INSTALL STEERING SHAFT
REPLACED INTERMEDIATE STEERING SHAFT

91.99

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2					

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

91.99

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	MATERIAL/ENVIRONMENTAL CHARGE	

TOTAL - MISC

6.44

6.44

A standard charge for shop supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and waste generated and used in vehicle repair is made on each repair order. This charge represents costs and profits to the motor vehicle repair facility and will appear as a charge on the repair invoice.

**TERMS STRICTLY CASH
UNLESS ARRANGEMENTS MADE**

TOTALS

The standard OEM parts warranty is 12 months or 12,000 miles
Some parts may differ depending on thier origin or use.
Contact your Service consultant Service Consultant for info.

** Indicates Lifetime guarantee for Customer pay repairs

The State of Florida requires a \$1.50 fee collected for each
New tire sold in the state, and a \$ 1.50 fee to be collected
for each new battery. [s.403.718] Tire [s.403.7185] Battery

TOTAL LABOR....	91.99
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.44
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.41

TOTAL INVOICE \$ 104.84

DISCLAIMER OF WARRANTIES - The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products

Thank You for choosing Jon Hall Pontiac GMC !

CUSTOMER SIGNATURE

11/28
JON HALL PONTIAC GMC
901 N NOVA RD
DAYTONA, FL 32117
(386) 258-3311

NOV 28, 2007 11:41AM

MERCH ID: 275254781881

REF #: 001

ACT #: [REDACTED]

CARD : MASTERCARD

SALE \$ 104.84

APPROVAL CODE: 06106B

TRAN ID: MCC023KYS1128

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

X-----
SIGNATURE

PELSANG/ELMER

THANK YOU!
PLEASE COME AGAIN!

CUSTOMER COPY

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

February 4, 2011

[REDACTED]
Savannah, GA [REDACTED]

Service Request: 71-594281508
Customer Relationship Specialist: Sam Curtis

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.

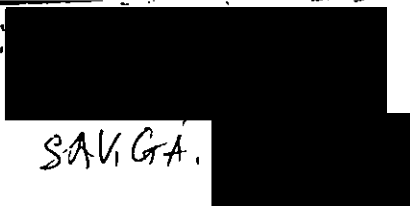
We have reviewed your request for reimbursement on the power steering that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

72



SAVGA.

DEC 21 2007



To : Reimbursement department
P.O. Box 33170
Detroit, MI 48232-5170

98232+5170-70 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 09/21/2007

17-Digit Vehicle Identification Number (VIN): 1G2Z4528154

Mileage at Time of Repair: 25,760 Date of Repair: 9/27/2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: SAVANNAH State: GA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ (5,453.89) and 250 cash Deductible

The following documentation must accompany this claim form. (Two hundred fifty)

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:

A- Require / if OK Reimbursement Department
add some P.O. Box 33170
V Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:

① please help me: 1-800-204-0261
 Q- I want return my car back by price market because, it has problem by accident - it appear electric, power, hook - not regular at the original - or send my car to dealer Pontiac at 1821 Victory SA, GA. 31404
 Thank you
 because, you explain very important on February -



December 2007

[REDACTED]
Savannah, GA [REDACTED]

Dear [REDACTED]

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

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).



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



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



07126 1G2ZH528154 [REDACTED] 16 0013480

[REDACTED]
SAVANNAH, GA [REDACTED]



THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY WARRANTY GRANTOR. THIS WARRANTY IS NOT TRANSFERABLE.

SPECIFICALLY EXCLUDED:

A. INCIDENTAL COSTS, SUCH AS TOWING FEES, CAR RENTAL CHARGES, TRAVEL EXPENSES, OR ASSEMBLIES AND COMPONENTS WHICH ARE NOT SPECIFICALLY COVERED BY THIS LIMITED WARRANTY, NOR ARE CONSEQUENTIAL DAMAGES SUCH AS DAMAGE TO OTHER ASSEMBLIES AND COMPONENTS RESULTING FROM A DEFECTIVE PART OR INSTALLATION OF SUCH PART INSTALLED OR REPAIRED DURING THE REPAIR.

B. RUST THROUGH, AND/OR DAMAGE CAUSED BY RUSTING OF INTERIOR OR EXTERIOR NON-REPLACED PANELS IS NOT COVERED.

THIS STATES ALL THE LIMITED WARRANTIES MADE BY THE SHOP AND CONTAINS THE ONLY PROMISES FOR WHICH IT WILL BE RESPONSIBLE.

CUSTOMER OBLIGATIONS: IN ORDER TO OBTAIN THE BENEFITS OF THIS WARRANTY, THE OWNER OF THE VEHICLE MUST DO THE FOLLOWING:

- A. PRESENT THE OWNER'S COPY OF THIS WARRANTY DOCUMENT TO THE WARRANTOR BEFORE REQUESTING WARRANTED REPAIRS OR PARTS, AND
- B. HAVE ANY WARRANTED REPAIR, ADJUSTMENT, OR INSPECTION MADE ONLY AT THE PREMISES OF THE WARRANTOR, DURING NORMAL BUSINESS HOURS.

ALL WARRANTIES IMPLIED BY LAW, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD HEREIN AND SHALL EXPIRE AT THE END OF SUCH PERIOD.

PURCHASER'S NAME: _____

MAILING ADDRESS: _____

CITY, STATE & ZIP: _____

Savannah Ga

REPAIR ORDER NAME: _____

MILEAGE: _____

VEHICLE YEAR/MAKE/MODEL: _____

2005 Pontiac G6 GT

DATE OF PURCHASE: _____

10-12-07

PURCHASER'S SIGNATURE: _____

AUTHORIZED WARRANTOR SIGNATURE: _____

Parula Blige

AUTHORIZATION FORM

WARD'S AUTO PAINTING & BODYWORKS

LIFETIME WARRANTY:

1028 HWY 80/CHATHAM PARKWAY

GARDEN CITY, GEORGIA 31408

PHONE (912) 966-1028 FAX (912) 966-1528

ESTIMATE OR REPAIR:

The Estimate of Repair includes parts, labor, diagnosis, and applicable taxes. If, on further inspection, additional parts or repairs are needed, you will be contacted for authorization. Upon signing this authorization, I understand that Ward's Auto Painting & Bodyworks will not be held responsible for loss or damage to vehicle or articles left in vehicle, while said vehicle is in their possession. I further understand, that my vehicle may be transported to another Ward's location if necessary, to have repairs completed in a timely & prompt manner.

ALL ORIGINAL ESTIMATES AND SUPPLEMENTAL DAMAGES MUST BE PAID IN FULL BEFORE THE VEHICLE IS RELEASED TO THE CUSTOMER.

SORRY WE DO NOT ACCEPT CHECKS. Initial Here: 

AUTHORIZED SIGNATURE: X  DATE: X 9/25/07

ADDITIONAL REPAIR AUTHORIZATION AMOUNT: \$ _____ DATE: _____

PHONE#: _____ TIME: _____ PERSON CONSENTING: _____

If vehicle is returned to customer before authorization repairs are performed, a diagnostic and handling charge, including reassembly, will incur.

DIRECTION TO PAY:

I hereby appoint the aforementioned business as my attorney in first to accept on my behalf any and all checks, drafts, or bills of exchange for deposit to the aforementioned business' account for credit on my account for repairs on my vehicle, which has been released and accepted.

ACCEPTED BY: X  DATE: X 9/25/07

-----OFFICE USE ONLY-----

PAYMENT:

DEDUCTIBLE: \$ 250.00

<u>RECEIVED FROM</u>	<u>AMT RECEIVED</u>	<u>TYPE OF PAYMENT</u>	<u>BALANCE</u>
----------------------	---------------------	------------------------	----------------

	<u>\$250.00</u>	<u>cash</u>	<u>0</u>
---	-----------------	-------------	----------

PAID 10-12-07

RB

Date: 09/27/2007 09:03 AM
Estimate ID: 07-3034091-01
Estimate Version: 0
Committed
Profile ID: SAVNH ALLEXCEPTAMSM

PROGRESSIVE
400 Mall Blvd Suite D, Savannah, GA 31406
(912) 691-3700
Fax: (912) 355-9864

SUPPLEMENTS MUST BE APPROVED BEFORE WORK BEGINS.
CONTACT ESTIMATING REPRESENTATIVE.

If an original estimate or supplement is conducted at a repair facility, the adjuster is to review the estimate in person with the repair shop and obtain a signed agree price. If this was not done on this inspection/supplement, or if there is an issue the adjuster was unable to resolve, please call the Network Team Leader: Jeffrey Chatland 912-655-2812.

Damage Assessed By: Walt Langford

Claim Rep: April Stark

* Product Type: Auto
* Date of Loss: 09/21/2007
* Deductible: 250.00
Days to Repair: 12
Policy No: [REDACTED]

* Claim Number: [REDACTED]

Insured: [REDACTED]
Claimant: [REDACTED]
Address: [REDACTED] SAVANNAH, GA [REDACTED]
Telephone: Home Phone: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED] SAVANNAH, GA [REDACTED]
Telephone: Home Phone: [REDACTED]

Mitchell Service: 910410

Description: 2005 Pontiac G6 GT
Body Style: 4D Sed
VIN: 1G2ZH528154 [REDACTED]
Mileage: 25,760
OEM/ALT: A
Color: BLACK
Options: ANTI-LOCK BRAKE SYS. (ABS), ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING
POWER BRAKES, POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEEL
CRUISE CONTROL, AM-FM STEREO, AUTOMATIC TRANSMISSION, POWER DRIVER SEAT
AM-FM STEREO/CDPLAYER(SINGLE), CENTER CONSOLE, PASSENGER-FRONT AIR BAG
POWER REMOTE MIRROR, DISC BRAKES, SINGLE EXHAUST, 4-DOOR, DRIVER-FRONT AIR BAG

Vehicle Production Date: 00/00
Drive Train: -3.5L Inj 6 Cyl 4A FWD
License: [REDACTED]
Search Code: SAVANNAH2

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
FRONT BUMPER							
1		BDY	OVERHAUL	FRT BUMPER COVER ASSY			2.8 #
2	000008	BDY	REMOVE/REPLACE	FRT BUMPER COVER	19120467 GM PART	398.08	INC #
3		REF	REFINISH	FRT BUMPER COVER			C 2.6
4	000011	BDY	REMOVE/REPLACE	FRT BUMPER ADHESIVE EMBLEM	25771372 GM PART	36.35	0.1
5	000012	BDY	REMOVE/REPLACE	FRT BUMPER IMPACT ABSORBER	22624987 GM PART	134.70	INC
6	000016	BDY	REMOVE/REPLACE	L FRT BUMPER BRACKET	22703311 GM PART	13.73	INC

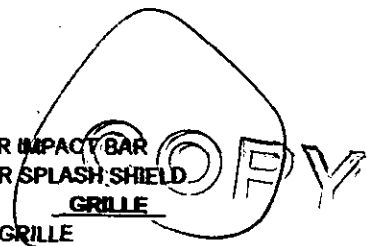
ESTIMATE RECALL NUMBER: 09/27/2007 09:03:28 07-3034091-01

Mitchell Data Version: SEP_07_A
UltraMate Version: 6.0.027

UltraMate is a Trademark of Mitchell International
Copyright (C) 1994 - 2005 Mitchell International
All Rights Reserved

Page 1 of 6

4



7	000014	BDY	REMOVE/REPLACE	FRT BUMPER IMPACT BAR	22692632	GM PART	151.11	1.5	#
8	000021	BDY	REMOVE/REPLACE	FRT BUMPER SPLASH SHIELD GRILLE	15859479	GM PART	73.79	INC	
9	000027	BDY	REMOVE/REPLACE	R OTR UPR GRILLE	15221712	GM PART	36.21	INC	#
10	000028	BDY	REMOVE/REPLACE	L OTR UPR GRILLE	15221711	GM PART	36.21	INC	#
11	000029	BDY	REMOVE/REPLACE	R INR UPR GRILLE	22699328	GM PART	32.87	INC	#
12	000030	BDY	REMOVE/REPLACE	L INR UPR GRILLE	22699329	GM PART	32.87	INC	#
13	002488	BDY	REMOVE/REPLACE	R LWR GRILLE	15243287	GM PART	48.78	INC	#
14	002489	BDY	REMOVE/REPLACE	L LWR GRILLE	15243286	GM PART	48.78	INC	#
<u>FRONT LAMPS</u>									
15	000033	BDY	REMOVE/REPLACE	R FRONT COMBINATION LAMP ASSEMBLY	** Non-OEM		130.00	INC	
16		BDY	CHECK/ADJUST	HEADLAMPS				0.4	
17				Sherry @ keystone					
18	000034	BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	** Non-OEM		130.00	INC	
19				sherry @ keystone					
20	000050	BDY	REMOVE/REPLACE	R FRT FOG LAMP ASSEMBLY	** Non-OEM		61.14 *	INC	#
21				tammy @ port city					
22	000051	BDY	REMOVE/REPLACE	L FRT FOG LAMP ASSEMBLY	** Non-OEM		61.14 *	INC	#
23				tammy @ port city					
<u>HOOD</u>									
24	000058	BDY	REPAIR	HOOD PANEL	Existing			2.5*	
25		REF	REFINISH/REPAIR	HOOD PANEL				C 1.3*	
26				MODIFIED REFINISH WITH FULL CLEAR COAT					
<u>COOLING</u>									
27	000082	BDY	REMOVE/REPLACE	COOLING RADIATOR	** Non-OEM		155.00 *	INC	#
28				Sherry @ keystone					
29	000089	BDY	REMOVE/REPLACE	L COOLING RADIATOR BAFFLE	22705986	GM PART	3.14		
30	000100	BDY	REMOVE/REPLACE	COOLING FAN BLADE	** Non-OEM		148.00	INC	#
31				sherry @ keystone					
<u>A/C HEATER/VENTILATION</u>									
32	001324	MCH	REMOVE/REPLACE	A/C REFRIGERANT RECOVERY -M				0.3	
33	000117	MCH	REMOVE/REPLACE	AIR COND CONDENSER -M	** Non-OEM		196.00 *	INC	#
34		MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C -M				1.4	
35				sherry @ keystone					
<u>FRONT FENDER</u>									
36	001114	BDY	REMOVE/INSTALL	R FENDER ASSY				1.5* #	
37				access upper tie bar replacement					
38	001115	BDY	REMOVE/INSTALL	L FENDER ASSY				1.5* #	
39				access upper tie bar replacement					
40	000138	BDY	REPAIR	L FENDER PANEL	Existing			3.5* #	
41		REF	REFINISH	L FENDER OUTSIDE				C 1.9	
42	000146	BDY	REMOVE/REPLACE	L FENDER LINER	15255732	GM PART	34.73	0.4	
<u>FRONT INNER STRUCTURE</u>									
43	000163	BDY	REMOVE/REPLACE	UPR FRONT BODY TIE BAR -S	25800756	GM PART	200.59	5.9 #	
44		REF	REFINISH	UPPER TIE BAR				1.0	
45	001067	BDY	REMOVE/REPLACE	L FRONT BODY SIDE RAIL -S	15867379	GM PART	415.36	5.0* #	
46		REF	REFINISH	L SIDEMEMBER				1.0	
47				section in left rail					
<u>WHEEL</u>									
48	000217	BDY	REMOVE/INSTALL	WHEEL	Existing			0.3	
49				R&R Time Used in R&I Operation					
<u>FRONT SUSPENSION</u>									
50	001340	MCH	REMOVE/REPLACE	BLEED BRAKE SYSTEM -M				0.5	
51	000255	MCH	REMOVE/INSTALL	R FRT SUSP STRUT ASSY -M	Existing			1.4 #	
52				R&R Time Used in R&I Operation					
53				needed to removed shield next to frame rail					
<u>ELECTRICAL</u>									
54	000388	BDY	REMOVE/INSTALL	BATTERY	Existing			INC	

ESTIMATE RECALL NUMBER: 09/27/2007 09:03:28 07-3034091-01

Mitchell Data Version: SEP_07_A
 UltraMate Version: 6.0.027

UltraMate is a Trademark of Mitchell International
 Copyright (C) 1994 - 2005 Mitchell International
 All Rights Reserved

5

55	000162	BDY	REMOVE/INSTALL	BATTERY TRAY	Existing			
56	000394	BDY	REMOVE/REPLACE	DUCT	22680814	GM PART	7.96	INC #
57	000400	BDY	REMOVE/REPLACE	HIGH NOTE HORN ASSY	89046919	GM PART	60.04	INC #
58	000401	BDY	REMOVE/REPLACE	LOW NOTE HORN ASSY	89046918	GM PART	66.36	INC #
<u>WINDSHIELD</u>								
59	000450	BDY	REMOVE/INSTALL	R W/SHIELD WASHER NOZZLE	Existing		0.2	
60				R&R Time Used in R&I Operation				
61	000451	BDY	REMOVE/INSTALL	L W/SHIELD WASHER NOZZLE	Existing		0.2	
62				R&R Time Used in R&I Operation				
63	000453	BDY	REMOVE/REPLACE	W/SHIELD WASHER TANK	22711037	GM PART	35.00	0.3 #
64	000457	BDY	REMOVE/REPLACE	W/SHIELD WASHER PUMP	22875866	GM PART	50.28	INC #
<u>FRONT DOOR</u>								
65	000541	BDY	REPAIR	L FRT DOOR REPAIR PANEL	Existing		0.5* #	
66		REF	REFINISH/REPAIR	L FRT DOOR REPAIR PANEL			C 1.0*	
67				MODIFIED REFINISH WITH FULL CLEAR COAT				
68	001223	BDY	REMOVE/INSTALL	L FRT OTR BELT MOULDING				INC #
69	001225	BDY	REMOVE/INSTALL	L FRT UPR DOOR GLASS REVEAL MOULDING				0.9 #
70	000545	BDY	REMOVE/INSTALL	L FRT DOOR ADHESIVE MOULDING	Existing		0.4*	
71				includes clean and relape				
72	001231	BDY	REMOVE/INSTALL	L FRT DOOR TRIM PANEL				INC
73	001237	BDY	REMOVE/INSTALL	L FRT OTR DOOR HANDLE				0.3 #
<u>ADDITIONAL COSTS & MATERIALS</u>								
74	936012		ADD'L COST	HAZARDOUS WASTE DISPOSAL			3.50*	
<u>ADDITIONAL OPERATIONS</u>								
75		REF	ADD'L OPR	CLEAR COAT			2.2	
<u>ADDITIONAL COSTS & MATERIALS</u>								
76			ADD'L COST	PAINT/MATERIALS			308.00*	
<u>MANUAL ENTRIES</u>								
77	900500	REF *	REMOVE/REPLACE	FLEX ADDITIVE	Sublet		8.00*	0.0*
78	900500	REF *	REFINISH/REPAIR	COVER CAR FOR OVERSPRAY	Sublet		8.00*	0.0*
79	900500	BDY *	REPAIR	SET UP AND MEASURE	Existing		2.0*	
80	900500	BDY *	REMOVE/REPLACE	FRONT WHEEL ALIGNMENT	Sublet		69.95*	0.0*
81	900500	FRM *	REPAIR	PULL AND ALIGN	Existing		4.5*	
82				rt/lft frame horns, left suspension mount area				
83	900500	REF *	REFINISH/REPAIR	CORROSION PROTECTION - MAJOR REPAIR	Sublet		10.00*	0.0*
84	900500	REF *	REFINISH/REPAIR	SEAM SEALER	Sublet		5.00*	0.0*
85	900500	MCH *	REMOVE/REPLACE	AUTOMATIC TRANSMISSION OIL- 2 QTS	Sublet		6.25*	0.0*
86	900500	BDY *	REMOVE/REPLACE	COOLANT - 1 GAL	Sublet		10.00*	0.0*
87	900500	BDS *	REPAIR	PDR CENTER OF HOOD	Sublet		125.00*	0.0*

* - Judgment Item

- Labor Note Applies

** Non-OEM - Non-Original Equipment Manufacturer Replacement Part

C - Included in Clear Coat Calc

KEYSTONE AUTOMOTIVE
 429 TALLEYRAND AVE.
 JACKSONVILLE
 FL 32202
 (800) 432-8019 (904) 354-2400

ACTION CRASH PROG
 SAVANNAH
 1321 HWY. 80 W.
 SAVANNAH
 GA 31408
 (866) 375-4374 (912) 231-0800

15 ** GM2503263 130.00
 18 ** GM2502255 130.00
 30 ** GM3115178 148.00

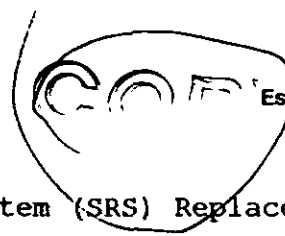
2 19120467 GM PART 398.08

ESTIMATE RECALL NUMBER: 09/27/2007 09:03:28 07-3034091-01

Mitchell Data Version: SEP_07_A
 UltraMate Version: 6.0.027

UltraMate is a Trademark of Mitchell International
 Copyright (C) 1994 - 2005 Mitchell International
 All Rights Reserved

Page 3 of 6



Seatbelt and Supplemental Restraint System (SRS) Replacement

"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep"

"Refer to manufacturer SRS replacement requirements"

		Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			Amount
I. Labor Subtotals							II. Part Replacement Summary		
Body		30.2	40.00	0.00	0.00	1,208.00	Taxable Parts		2,806.20
Bdy-S		0.0	40.00	0.00	125.00	125.00	Sales Tax	@ 7.000%	196.43
Refinish		11.0	40.00	0.00	23.00	463.00	Non-Taxable Parts		86.20
Frame		4.5	60.00	0.00	0.00	270.00	Total Replacement Parts Amount		3,088.83
Mechanical		3.8	60.00	0.00	0.00	216.00			
Non-Taxable Labor						2,282.00			
Labor Summary		49.3				2,282.00			
							IV. Adjustments		Amount
III. Additional Costs						Amount	Insurance Deductible		250.00-
Taxable Costs						308.00	Customer Responsibility		250.00-
Sales Tax			@ 7.000%			21.56			
Non-Taxable Costs						3.50			
Total Additional Costs						333.06			
							I. Total Labor:		2,282.00
							II. Total Replacement Parts:		3,088.83
							III. Total Additional Costs:		333.06
							Gross Total:		5,703.89
							IV. Total Adjustments:		250.00-
							Net Total:		5,453.89

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Point(s) of Impact

11 Left Front Corner (P)

ESTIMATE RECALL NUMBER: 09/27/2007 09:03:28 07-3034091-01

Mitchell Data Version: SEP_07_A
UltraMate Version: 6.0.027

UltraMate is a Trademark of Mitchell International
Copyright (C) 1994 - 2005 Mitchell International
All Rights Reserved

>

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

Issued by:
Pontiac

Certificate No. 1G2ZH528054 [REDACTED]

Issue Date: April 4, 2011

Issued exclusively for:

[REDACTED]
[REDACTED]
Arlington, TX [REDACTED]

Valid through: October 3, 2009

Amount: One Thousand Five Hundred Dollars and Zero Cents
******\$1,500.00******

April 4, 2011

[REDACTED]
[REDACTED]
Arlington, TX [REDACTED]

Service Request: 71-668451055
Customer Relationship Specialist: Sharon Turknett

Dear [REDACTED]:

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2005 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Confirming our conversation regarding your Pontiac, vehicle identification number, 1G2ZH528054 [REDACTED] enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through October 3, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Pontiac your choice when you purchased your 2005 Pontiac G6 and trust you will give us the opportunity to retain you as a valued Pontiac customer. Should you have any questions regarding General Motors' products and current incentives, please call Pontiac Marketing Support at 800-276-6842. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Pontiac Customer Assistance Center



1G1ZG57B08F





MFD BY GENERAL MOTORS CORP.

DATE
11/07

GVWR
1987 KG
4381 LB

GAWR FRT
1055 KG
2326 LB

GAWR RR
932 KG
2055 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN
EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1ZG57B08F

TYPE: PASS CAR



140

86°F

11172 MI













Malibu
1.5













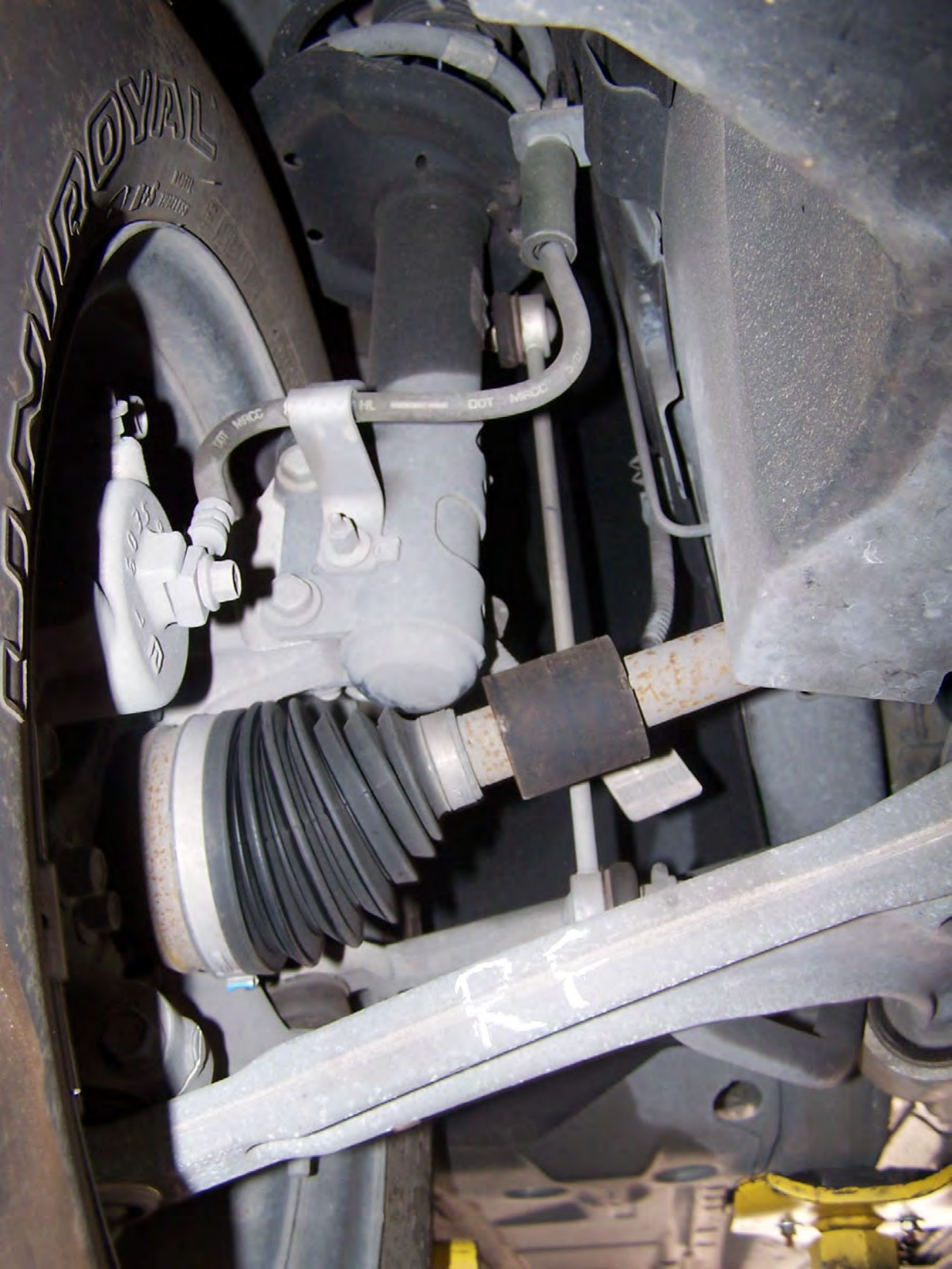




(P)25928253
(1P)16607107-
(1T)748253130271392









TJ02987P0443

P25889220
TNG2977A0285





DTC Information

ECU Name	Status
ECM	0
ECM	0
Instrument Panel Cluster	0
Power Steering Control No	0
Radio	0
Remote Control Door Lock	0
Power Steering Control Module	7 / 13

DLC Pin : 14, 6

Restart

View All
DTCs

Veh. DTC Info.

ECU Name	Status
----------	--------

Power Steering Control Mo	0
---------------------------	---

1 / 1

Power Steering Control Module

DLC Pin : 14, 6

Restart

View All
DTCs







CDR File Information

Vehicle Identification Number	1G1ZG57B08F [REDACTED]
Investigator	Gary L. Dixon
Case Number	71-669694600
Investigation Date	Monday, October 13 2008
Crash Date	Friday, October 3 2008
Filename	10-13-08 71-669694600 1G1ZG57B08F [REDACTED].CDR
Saved on	Monday, October 13 2008 at 11:16:40 AM
Collected with CDR version	Crash Data Retrieval Tool 3.09
Reported with CDR version	Crash Data Retrieval Tool 3.09
EDR Device Type	airbag control module
Event(s) recovered	None

Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01 00 01 00 00 4D 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 10 96
$07 00 29 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 8B 8A 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 1C 06 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D FE B9 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F BB 80 00 00 00 00 00
$10 47 31 5A 47 35 37 42
$11 30 38 46 31 36 32 36
$12 37 32 00 00 00 00 00
$13 01 04 44 00 00 00 00
$14 06 57 54 BB 00 00 00
$15 6B 96 CF BF 00 00 00
$16 08 0A 0D 10 11 07 00
$17 04 04 03 03 02 02 00
$18 03 02 00 00 00 07 07
$19 03 03 00 00 00 00 00
$1B FF 30 00 66 00 1A 00
$1C FF 30 00 66 00 1A 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 4F 00 4F 00 01 00
$1F 33 C1 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 91 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 06 D0 00 00
$2F 00 FE 06 D0 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
```

\$43 FF FF FF 00 00 00 00
\$44 FF FF FF FF FF FF 00
\$45 FF FF FF FF FF FF 00
\$46 FF FF FF FF FF FF 00
\$47 FF FF FF FF FF FF 00
\$48 FF FF FF FF FF FF 00
\$49 FF FF FF FF FF FF 00
\$4A FF FF FF FF FF FF 00
\$4B FF FF FF FF FF FF 00
\$4C FF FF FF FF FF FF 00
\$4D FF FF FF FF FF FF 00
\$4E FF FF FF FF FF FF 00
\$4F FF FF FF FF FF FF 00
\$50 FF FF FF FF FF FF 00
\$51 F0 00 00 F0 00 00 00
\$52 81 FF FF FF 00 00 00
\$53 FF FF FF 00 00 00 00
\$54 82 FF FF 00 00 00 00
\$55 FF FF FF FF FF FF 00
\$67 A0 FF 00 00 00 00 00
\$68 F8 F8 90 C0 00 00 00
\$69 80 FF FF FF FF 00 00
\$6A FF FF FF 00 00 00 00
\$6B FF FF FF FF FF FF 00
\$6C FF FF FF FF FF FF 00
\$6D FF FF FF FF FF FF 00
\$6E FF FF FF FF FF FF 00
\$6F FF FF FF FF FF FF 00
\$70 FF FF FF FF FF FF 00
\$71 FF FF FF FF FF FF 00
\$72 FF FF FF FF FF FF 00
\$73 FF FF FF FF FF FF 00
\$74 FF FF FF FF FF FF 00
\$75 FF FF FF FF FF FF 00
\$76 FF FF FF FF FF FF 00
\$77 FF FF FF FF FF FF 00
\$78 F0 00 00 F0 00 00 00
\$79 81 FF FF FF 00 00 00
\$7A 82 FF FF 00 00 00 00
\$7B FF FF FF FF FF FF 00

\$01 41 55 31 30 39 38 52 30 30 39 45 37 38 35 39 30
\$02 3F 0A 00 00
\$03 41 54 31 30 39 38 52 30 30 31 44 34 38 33 31 30
\$04 3F 0A 00 00
\$05 42 55 00 00 00 00 52 FF FF FF FF FF FF FF FF
\$06 FF FF 00 00
\$07 42 54 00 00 00 00 52 FF FF FF FF FF FF FF FF
\$08 FF FF 00 00
\$0D 41 48 31 30 39 37 52 30 30 44 34 41 43 30 31 30
\$0E 3F 0A 00 00
\$0F 41 4A 31 30 39 37 52 30 30 36 38 39 34 35 39 30
\$10 3F 0A 00 00
\$13 42 52 33 38 32 30 4A 32 37 32 38 35 34 31 48 39
\$14 4B 18 00 41
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$18 FF FF FF FF
\$21 27 35 B4 97 0E F2 9E 3F
\$22 10 96
\$23 FA 5A FA FA FA FA FA
\$24 FA 5A FA FA FA FA FA
\$25 FA 5A FA FA FA FA FA
\$26 FA 5A FA FA FA FA FA
\$40 00 00
\$41 FF 30 00 66 00 1A
\$42 D0 E4
\$43 00 00 8E 80

```
$44 C6 08 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 31 30 39 36 32 31 30 39 36 55 20 20 20 20
$B7 50 AA 01 02 07
$B8 44 45 84 05 04
$C1 30 32 30 37
$CA 30 32 30 37
$CB 00 F1 69 28
$CC 00 F1 69 28
$D1 00 00
$DB 00 00
$DC 00 00
```



Dissatisfied Customer

Pasadena IX



Home telephone:

Change to: (

Please provide us with your preferred email address:

Dear

Our records indicate that you had your **2008 Malibu serviced at Norman Frede Chevrolet on September 23, 2008**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal User ID: [REDACTED] and Password: [REDACTED]. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Norman Frede Chevrolet.

Sincerely,

Det. _____

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2008 Malibu, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON SEPTEMBER 23, 2008, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|-------------------------------------|-----------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options?..... | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | | | | | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |

1G1ZG57B08F [REDACTED] 30190

021839256779 00000114910 286151

2101

Please complete other side

CSI 020730

About Your Service Consultant/Advisor (continued)

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit?..... | <input type="checkbox"/> | <input type="checkbox"/> | | | |

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
☒ Work performed did not correct the problem
☐ Service Department could not duplicate problem
☐ Service Department was too busy

- ☐ Parts not available
☐ I declined repair
☐ Other (please specify) _____
☐ Don't know

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-----------------------------------|--|-------------------------------------|-------------------------------------|---|
| 16. Based on this service visit, overall, how satisfied are you with Norman Frede Chevrolet?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2008 Malibu? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you... | <input type="checkbox"/> Male | <input checked="" type="checkbox"/> Female | | | |
| 20. Your age... | <input type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64 |
| | | | | | <input checked="" type="checkbox"/> 65 or older |
| 21. May we include your name when providing this survey information to your dealership? | | | Yes | | No |
| | | | <input type="checkbox"/> | | <input checked="" type="checkbox"/> |
| 22. Do you have any other comments/recommendations about Norman Frede Chevrolet? | | | | | |

My car has been back in shop for 3 weeks. Not very happy. I'm thinking about getting a lawyer

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

0299

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43682-4074



CDR File Information

Vehicle Identification Number	1G1ZG57B08F [REDACTED]
Investigator	Gary L. Dixon
Case Number	71-669694600
Investigation Date	Monday, October 13 2008
Crash Date	Friday, October 3 2008
Filename	10-13-08 71-669694600 1G1ZG57B08F [REDACTED].CDR
Saved on	Monday, October 13 2008 at 11:16:40 AM
Collected with CDR version	Crash Data Retrieval Tool 3.09
Reported with CDR version	Crash Data Retrieval Tool 3.09
EDR Device Type	airbag control module
Event(s) recovered	None

Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01 00 01 00 00 4D 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 10 96
$07 00 29 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 8B 8A 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 1C 06 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D FE B9 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F BB 80 00 00 00 00 00
$10 47 31 5A 47 35 37 42
$11 30 38 46 31 36 32 36
$12 37 32 00 00 00 00 00
$13 01 04 44 00 00 00 00
$14 06 57 54 BB 00 00 00
$15 6B 96 CF BF 00 00 00
$16 08 0A 0D 10 11 07 00
$17 04 04 03 03 02 02 00
$18 03 02 00 00 00 07 07
$19 03 03 00 00 00 00 00
$1B FF 30 00 66 00 1A 00
$1C FF 30 00 66 00 1A 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 4F 00 4F 00 01 00
$1F 33 C1 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 91 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 06 D0 00 00
$2F 00 FE 06 D0 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
```



```

$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 31 30 39 38 52 30 30 39 45 37 38 35 39 30
$02 3F 0A 00 00
$03 41 54 31 30 39 38 52 30 30 31 44 34 38 33 31 30
$04 3F 0A 00 00
$05 42 55 00 00 00 00 52 FF FF FF FF FF FF FF FF FF
$06 FF FF 00 00
$07 42 54 00 00 00 00 52 FF FF FF FF FF FF FF FF FF
$08 FF FF 00 00
$0D 41 48 31 30 39 37 52 30 30 44 34 41 43 30 31 30
$0E 3F 0A 00 00
$0F 41 4A 31 30 39 37 52 30 30 36 38 39 34 35 39 30
$10 3F 0A 00 00
$13 42 52 33 38 32 30 4A 32 37 32 38 35 34 31 48 39
$14 4B 18 00 41
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 27 35 B4 97 0E F2 9E 3F
$22 10 96
$23 FA 5A FA FA FA FA FA
$24 FA 5A FA FA FA FA FA
$25 FA 5A FA FA FA FA FA
$26 FA 5A FA FA FA FA FA
$40 00 00
$41 FF 30 00 66 00 1A
$42 D0 E4
$43 00 00 8E 80

```

```
$44 C6 08 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 31 30 39 36 32 31 30 39 36 55 20 20 20 20
$B7 50 AA 01 02 07
$B8 44 45 84 05 04
$C1 30 32 30 37
$CA 30 32 30 37
$CB 00 F1 69 28
$CC 00 F1 69 28
$D1 00 00
$DB 00 00
$DC 00 00
```

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]
Vehicle Brand: **Chevrolet**
File #: **71-669694600**

Inspection Date: **10/13/2008**
Model: **Malibu**
Vin: **1G1ZG57B08F** [REDACTED]

Inspector: **Gary L. Dixon**

Page One

Photo #:	Description:
100-8053	VIN PLATE
100-8054	VIN LABEL B-PILLAR
100-8055	ODOMETER
100-8056	FRONT VIEW
100-8057	RIGHT FRONT QUARTER VIEW
100-8058	RIGHT SIDE VIEW
100-8059	RIGH REAR QUARTER VIEW
100-8060	REAR VIEW
100-8061	LEFT REAR QUARTER VIEW
100-8062	LEFT SIDE VIEW
100-8063	LEFT FRONT QUARTER VIEW
100-8064	LEFT FRONT FENDER AND WHEEL AREA VIEW
100-8065	DAMAGED RIGHT FRONT WHEEL COVER
100-8066	LEFT REAR QUARTER PANEL AND WHEEL AREA VIEW
100-8067	DAMAGED LEFT REAR WHEEL COVER
100-8068	ENGINE COMPARTMENT
100-8069	NO PICTURE
100-8070	BRAKE FLUID RESERVOR SHOWING FLUID LEVEL
100-8071	LEFT FRONT INNER WHEEL AND STRUT AREA
100-8072	LEFT FRONT INNER WHEEL AND STRUT AREA
100-8073	RIGHT FRONT INNER WHEEL AND STRUT AREA
100-8074	STEERING RACK RIGHT END
100-8075	STEERING RACK MIDDLE SECTION
100-8076	STEERING REAC LEFT END
100-8077	TECH II – NO DTC CODES FOR STEERING
100-8078	NO PICTURE
100-8079	TECH II – NO DTC CODES FOR STEERING
100-8080	STEERING WHEEL
100-8081	DRIVERS SEATING AREA
100-8082	HEADLINER ABOVE FRONT SEATING AREA

79876

ANNA KALIL

2801

2179

11/03/08

CVWS286727

BSK422

11,138

DK GRY MET/

162672

08/CHEVROLET/MALIBU/4DR SDN LS

11/30/07

26

PASADENA, TX

1 G 1 Z G 5 7 B 0 8 F

5000

10/06/08

MO: 11201

J# 1 25CVZ PRIORITY HOURS TECH(S): 2759
 PRIORITY: REFER TO REPAIR ORDER #
 286151 DATED 09-23-2008
 SHOP MANAGER TO INSPECT

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 10CVZ01 FRONT-END HOURS TECH(S): 2759 102.66

CUSTOMER STATES STEERING LOCKS UP WHEN DRIVING STEERING
 WHEEL SHAKES REAL BAD AND UNABLE TO STEER. PASSENGER SIDE
 WHEELS HAVE DAMAGE ON BOTH HUB CAPS FROM WHERE CUSTOMER
 WAS UNABLE TO STEER. CUSTOMER ALSO STATED POWER STEERING
 LIGHT CAME ON ONE AND WENT AWAY.
 EB434 1.2 POWER STEERING ELECT ASSIST MOTOR/MODULE
 ASSEMBLY INTERMITTENTLY SHORTING CAUSING STEERING WHEEL
 TO SHAKE SIDE TO SIDE. TAC CASE #10504175, PAR CASE
 #71-669-694-600
 TEST DROVE VEHICLE OVER 30 MILES WITHOUT DUPLICATING
 CUSTOMER CONCERN. FOUND NO CODES STORE IN SCAN DATA
 ON THIS SERVICE VISIT AND NO SERVICE BULLETINS ADDRESSING
 THIS CONCERN. GM TECHNICAL ASSISTANCE HAD NO CASE HISTORY
 RELATING TO THIS CONCERN. CONTACTED DISTRICT SERVICE MANAGER
 KIM MCLOUD WHO INSTRUCTED TO CALL THE DEALER BUSINESS
 CENTER AND START A PAR CASE. STARTED CASE #71-669-694-600.
 THE PAR DEPARTMENT SENT OUT A INSPECTOR ON 10/13/08 AND
 HE WAS ABLE TO DUPLICATE PART OF THE CUSTOMERS CONCERN
 OF THE STEERING WHEEL SHAKING SIDE TO SIDE. NO CODES
 WERE STORED AND NO SERVICE MESSAGES WERE DISPLAYED WHEN
 EVENT OCCURED. THIS WAS ALSO DUPLICATE BY SHOP FOREMAN
 ON A SEPERATE TEST DRIVE. ON 10/28/08 THE PAR DEPARTMENT
 AGENT AUTHORIZED REPLACEMENT OF THE POWER STEERING ELECTRIC
 ASSIT MOTOR/MODULE ASSEMBLY AND REPLACEMENT OF THE DAMAGED
 WHEEL COVERS ON THE RIGHT SIDE OF THE VEHICLE. TEST DROVE
 MULTIPLE TIMES AFTER THE REPAIR AND VERIFIED THAT STEERING
 SYSTEM IS OPERATING PROPERLY AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	25805894	MOTOR 6.605	219.25	219.25	306.95
JOB # 2	2	9596919	COVER 5.858	27.40	54.80	66.72
JOB # 2 COST TOTAL				274.05		
JOB # 2 TOTAL PARTS						373.67

JOB # 2 TOTAL LABOR & PARTS 476.33

J# 5 18CVZ CHEVROLET RENTAL HOURS TECH(S): 1325 0.00

Added Operation (CHANCEC @ 10/06/2008 15:02)
 CUSTOMER REQUESTED ALTERNATE TRANSPORTATION
 ENTERPRISE RENTAL VEHICLE

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL
JOB # 2	256855		10/31/08	ENTERPRISE INV#308798	299.55
TOTAL - SUBLET					299.55

COMMENTS
 LEFT CUSTOMER SEVERAL MESSAGES ON HOME #

ANNA KALIL 2801 2179 11/03/08 CVWS286727

BSK422 11,138 DK GRY MET/ 162672

08/CHEVROLET/MALIBU/4DR SDN LS 11/30/07 26

1 G 1 Z G 5 7 B 0 8 F 5000

10/06/08

MO: 11201

COMMENTS-----

GAVE THE CUSTOMER AN UPDATE ON 10-20-2008
PAR AGENT ALLSION HALLARD AUTHORIZED REPLACEMENT OF THE POWER
STEERING ELECTRIC ASSIT MOTOR/MODULE ASSEMBLY AND THE DAMAGED
WHEEL COVERS AND ALL OF THE RENTAL TIME PER PAR CASE#71-669-694-600
ON 10/28/08
DO NOT CLOSE GET W/DAN/JOB#5 RENTAL
CUSTOMER DROPPED OFF RENTAL ON 10-31-2008 3:30 P.M.

R/O TAX 0.00
R/O TOTALS 775.88

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
	775.88
CLAIM TOTALS	775.88

APPROVED BY SIGNATURE

DATA 281-486-2253

ENTERPRISE LEASING COMPANY OF HOUSTON, 123 W BAY AREA BLVD, WEBSTER, TX 775984111 (281) 554-4100

RENTAL AGREEMENT REF#
308798 3VWBF7

RENTER

DATE & TIME OUT
10/06/2008 08:52 AM
DATE & TIME IN
11/01/2008 09:00 AM

BILLING CYCLE
24-HOUR

VEH #1 2008 CHEV COBA 4DLT
VIN# 1G1AL58F387
LIC#
MILES DRIVEN 328

BILL TO ACCOUNT# 819943
NORMAN FREDE CHEVYPORT**
ATTN: JOAN, INTERNAL
16801 FEATHER CRAFT LANE
HOUSTON, TX 77058

CLAIM INFO
SHOP: NORMAN FREDE
CHEVYPORT**
PHONE: (281) 486-2200
ATTN: JOAN, INTERNAL

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/06 - 11/01	26	DAY	\$29.25	\$760.50
REFUELING CHARGE	10/06 - 11/01				\$0.00
Subtotal:					\$760.50

Taxes & Surcharges

SPORT AUTHORITY TAX	10/06 - 11/01			5%	\$40.23
TEXAS REIMBURSEMENT	10/06 - 11/01	26	DAY	\$1.69	\$43.94
TX MTR VHCLE RNTL TAX	10/06 - 11/01			10%	\$80.44

Total Charges: \$925.11

Bill-To / Deposits

NORMAN FREDE CHEVYPORT**

TIME & DISTANCE	10/06 - 11/01	26	DAY		
SPORT AUTHORITY TAX	10/06 - 11/01	1	PERCENT	5%	
TEXAS REIMBURSEMENT	10/06 - 11/01	26	DAY		
TX MTR VHCLE RNTL TAX	10/06 - 11/01	1	PERCENT	10%	

Subtotal: (\$925.11)

Total Amount Due

\$0.00

PAYMENT INFORMATION
AMOUNT PAID TYPE

CREDIT CARD NUMBER

11/5/2008

NOV. 11. 2008 4:17PM

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08R [REDACTED]

Mileage at Inspection: 11172

Inspection Location: Norman Frede
 16801 Feather Craft – Houston, TX 77058

Inspector's phone number: 281-376-2696

Inspected By: Gary L. Dixon

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

[REDACTED] states that the steering feels like it locks up, and just before it does the steering wheel shakes and vibrates and becomes very hard to steer.

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

Inspection found that both right side wheel covers were damaged and the sidewalls of the both tires scuffed. Upon starting a road test while writing down the mileage the steering when started to shake from side to side for approximately two seconds and then stopped, tried the steering wheel at that time and still had power assist but did not complete road test.

Section 2 INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 10/03/2008 3:55 PM

Interview date: 10/13/2008

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] stated that she had just left her residence and had traveled about six blocks when the steering wheel started to shake and vibrate and steering seemed to lock up. [REDACTED] stated that the car went right almost at the same time and hit the curb. [REDACTED] stated that she proceeded with cautions and the vehicle repeated what had happened just a short time before and this time she almost went into a ditch [REDACTED] stated that she then took the vehicle to the dealership for diagnosis of her concerns and asked that they correct the problem.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):

[REDACTED], female, 5', 150 pounds, no disabilities

If there was a collision:

Describe extent of any injuries to the Driver:

[REDACTED] stated that she was not injured.

Describe where other occupants were seated & extent of any injuries:

No other passengers in the vehicle.

What was the exact location of the incident. Approximately six blocks from owner's residence at Federal Road in Pasadena, TX

Weather conditions & Visibility: Clear Approximate Temp (°F): 90+

Road Surface: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **10/13/2008**
Vehicle Brand: **Chevrolet** Model: **Malibu**
File # **71-669694600** VIN: **1G1ZG57B08F** [REDACTED]

Shoulder ☐ Curb ☒: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: { _____ }

Posted Speed Limit **35 MPH**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **None**

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **5 min** Distance (miles): **6 blocks**

Estimate of vehicle speed: **25** mph Source of est. [REDACTED]

Estimated vehicle speed at impact **25** mph Source of est. [REDACTED]

(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe <u>Steering was hard before and dealership had replaced the steering column</u>
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). [REDACTED] stated that the dealership had addressed hard steering before on 9/23/08 at 10825 miles when they replaced the steering column.

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No**

Describe any evasive action: ☐ Turning ☒ Braking ☐ Accelerating ☐ Other: { _____ }

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): **None**

Estimated total weight of cargo: { _____ } Estimated weight of the trailer, if any. { _____ }

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☐ Yes ☒ No Describe: _____
 Objects Impacted: **Curb**

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☒ Other

Additional comments concerning the incident: { _____ }
 { _____ }
 { _____ }

Section 3

INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant: _____

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

Comments: (Additional cmts may be placed in section 9)

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date _____ Used? ☐ Yes ☒ No Date _____

VEHICLE MODIFICATIONS / ALTERATIONS

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:

None

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? ☒ No ☐ Yes If yes, describe: { _____ }

Prior collision repair? ☒ No ☐ Yes If yes, describe: { _____ }

Repaired by whom? (name, address, phone) { _____ }

Prior chassis system service, repair, or replacement? ☐ No ☒ Yes If yes, describe what was done:

Steering column replaced by Norman Frede Chevrolet on 9/23/2008 RO 286151 at 10825 miles.

Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ No ☐ Yes

If yes, describe: { _____ }

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.
PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED. AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

No body damage noted to the vehicle, the only damage noted was the two right side wheel covers.

UNDERBODY / FRAME / CHASSIS AREA: Describe any damage to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

None

CORNER ASSEMBLIES

Struts/shocks
Springs
Control arms

Ball joints
Steering knuckles
Axle assemblies

Tire/wheel assemblies

Comments:

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **10/13/2008**
Vehicle Brand: **Chevrolet** Model: **Malibu**
File # **71-669694600** VIN: **1G1ZG57B08F** [REDACTED]

UNDERHOOD

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

No leaks found**GENERAL OBSERVATIONS**

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:

No aftermarket equipment on the vehicle.**Section 5****VEHICLE INSPECTION - PASSENGER COMPARTMENT****INTERIOR**

Instrument panel

Controls

Overall view of seat position

Photo of options label-glove box/trunk

Personal items/cargo

Odometer

Steering wheel and column

Driver and passenger seat back angle (inclinator measurement)

Sunvisors and headliner

INTERIOR INSPECTION (Describe any damage and photograph)**No damage to the interior of the vehicle.****Section 6****STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	<u>All components in place.</u> <u>Yes</u> <u>No</u>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<u>No damage noted to any of the steering linkage.</u> <u>None</u>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<u>None</u>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<u>Yes</u> <u>Yes</u>
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	<u>Vehicle is equipped with electrical assist and not hydraulic</u>
PS fluid level and condition-Color, contamination, odor	<u>No fluid with electrical assist</u>
Steering knuckle-All attachments secure and proper?	<u>Yes</u>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<u>Okay</u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<u>Okay</u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<u>Okay</u>

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **10/13/2008**
Vehicle Brand: **Chevrolet** Model: **Malibu**
File # **71-669694600** VIN: **1G1ZG57B08F** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<u>Okay</u>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<u>No damage of deformed parts</u>
Deformation to the frame	<u>None</u>
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<u>None</u>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<u>None</u>
Stability Enhancement system/components-check for codes with Tech II	<u>No codes found</u>
Engine (normal, other)-Obtain codes using a Tech II.	<u>No codes found</u>
Electrical (normal, other)	<u>Normal</u>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<u>None</u>
Anything components missing?	<u>No</u>
Other	

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

TIRE AND WHEEL INSPECTION

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **10/13/2008**
Vehicle Brand: **Chevrolet** Model: **Malibu**
File # **71-669694600** VIN: **1G1ZG57B08F** [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>Uniroyal</u>	<u>Tigerpaw</u>	<u>P215/60R16</u>	<u>31</u>	<u>9/32</u>	<u>APXB BE5U 4107</u>
RF	<u>Uniroyal</u>	<u>Tigerpaw</u>	<u>P215/60R16</u>	<u>31</u>	<u>9/32</u>	<u>APXB BE5U 4107</u>
LR	<u>Uniroyal</u>	<u>Tigerpaw</u>	<u>P215/60R16</u>	<u>31</u>	<u>8/32</u>	<u>APXB BE5U 4107</u>
RR	<u>Uniroyal</u>	<u>Tigerpaw</u>	<u>P215/60R16</u>	<u>31.5</u>	<u>9/32</u>	<u>APXB BE5U 4107</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF _____
 RF Light scuffing of side wall
 LR _____
 RR Light scuffing of side wall

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	<u>P215/60R16</u>	<u>30</u>	_____
SPARE TIRE	<u>T12570D16</u>	<u>60</u>	_____

Section 7 SITE INSPECTION

SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and property if involved.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

Comments: Did not do a scene inspection because no information to be gained by doing so.

{
 {
 {
 {
 {

Section 8 COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{
 {
 {
 {
 {

Section 9 OTHER REPORT INFORMATION

- ☐ **Check here if there was evidence of a "Fire-Related" event.**
 According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/12/08	Service Request #	71-669694600
Customer Name	[REDACTED]		
VIN	1G1ZG57B08F	[REDACTED]	
In-Service Date	11/30/2007	Service Contract?	No
Current Mileage	11201	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Norman Frede Chevrolet CO.		
Dealer Svc Mgr	Dan Kennedy	Dir Warranty Admin:	Jacklynn Witucki
Dealer Phone	(281) 486-2200	Dealer Fax	281-486-2253
Dealer BAC	114910		
Dealer Division and Code	13-Chevy-30190		
Repair Order Number	286727		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	1401.44	
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:	1401.44		
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:			
	Steering		
Cause:			
	n/a		
Correction:			
Justification:			
	Repair vehicle		
PAR CRS:			
	Alyson Hollar		
Additional Comments:			
	n/a		

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/12/08	Service Request #	71-669694600
Customer Name	[REDACTED]		
VIN	1G1ZG57B08F [REDACTED]		
In-Service Date	11/30/2007	Service Contract?	No
Current Mileage	11201	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Norman Frede Chevrolet CO.		
Dealer Svc Mgr	Dan Kennedy	Dlr Warranty Admin:	Jacklynn Witucki
Dealer Phone	(281) 486-2200	Dealer Fax	281-486-2253
Dealer BAC	114910		
Dealer Division and Code	13-Chevy-30190		
Repair Order Number	286727		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	1401.44	
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:	1401.44		
DO NOT 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:			
	Steering		
Cause:			
	n/a		
Correction:			
Justification:			
	Repair vehicle		
PAR CRS:			
	Alyson Hollar		
Additional Comments:			
	n/a		

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

Mileage at Inspection: 11172

Inspection Location: Norman Frede
 16801 Feather Craft – Houston, TX 77058

Inspector's phone number: 281-376-2696

Inspected By: Gary L. Dixon

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

[REDACTED] states that the steering feels like it locks up, and just before it does the steering wheel shakes and vibrates and becomes very hard to steer.

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

Inspection found that both right side wheel covers were damaged and the sidewalls of the both tires scuffed. Upon starting a road test while writing down the mileage the steering when started to shake from side to side for approximately two seconds and then stopped, tried the steering wheel at that time and still had power assist but did not complete road test.

Section 2 INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 10/03/2008 3:55 PM

Interview date: 10/13/2008

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] stated that she had just left her residence and had traveled about six blocks when the steering wheel started to shake and vibrate and steering seemed to lock up. [REDACTED] stated that the car went right almost at the same time and hit the curb. [REDACTED] stated that she proceeded with cautions and the vehicle repeated what had happened just a short time before and this time she almost went into a ditch. [REDACTED] stated that she then took the vehicle to the dealership for diagnosis of her concerns and asked that they correct the problem.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):

[REDACTED], female, 5', 150 pounds, no disabilities

If there was a collision:

Describe extent of any injuries to the Driver:

[REDACTED] stated that she was not injured.

Describe where other occupants were seated & extent of any injuries:

No other passengers in the vehicle.

What was the exact location of the incident. Approximately six blocks from owner's residence at Federal Road in Pasadena, TX

Weather conditions & Visibility: Clear Approximate Temp (°F): 90+

Road Surface: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
 Vehicle Brand: Chevrolet Model: Malibu
 File #: 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

Shoulder ☐ Curb ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: { }

Posted Speed Limit 35 MPH

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) None

Length of Drive Prior to incident:

Total Time (hrs. & mins.): 5 min Distance (miles): 6 blocks

Estimate of vehicle speed: 25 mph Source of est. [REDACTED]

Estimated vehicle speed at impact 25 mph Source of est. [REDACTED]

(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe <u>Steering was hard before and dealership had replaced the steering column</u>
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { }
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { }
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { }
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { }

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☒ Yes ☐ No If "Yes", get the details and describe the event(s) [REDACTED] stated that the dealership had addressed hard steering before on 9/23/08 at 10825 miles when they replaced the steering column.

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. No

Describe any evasive action: ☐ Turning ☒ Braking ☐ Accelerating ☐ Other: { }

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): None

Estimated total weight of cargo: { } Estimated weight of the trailer, if any. { }

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☐ Yes ☒ No Describe: _____
 Objects Impacted: Curb

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☒ Other

Additional comments concerning the incident: { _____
 { _____
 { _____

Section 3

INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant: _____

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

Comments: (Additional cmts may be placed in section 9)

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date _____ Used? ☐ Yes ☒ No Date _____

VEHICLE MODIFICATIONS / ALTERATIONS

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:

None

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? ☒ No ☐ Yes If yes, describe: { _____ }

Prior collision repair? ☒ No ☐ Yes If yes, describe: { _____ }

Repaired by whom? (name, address, phone) { _____ }

Prior chassis system service, repair, or replacement? ☐ No ☒ Yes If yes, describe what was done:

Steering column replaced by Norman Frede Chevrolet on 9/23/2008 RO 286151 at 10825 miles.

Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ No ☐ Yes

If yes, describe: { _____ }

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.
PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED. AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

No body damage noted to the vehicle, the only damage noted was the two right side wheel covers.

UNDERBODY / FRAME / CHASSIS AREA: Describe any damage to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

None

CORNER ASSEMBLIES

Struts/shocks
Springs
Control arms

Ball joints
Steering knuckles
Axle assemblies

Tire/wheel assemblies

Comments:

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **10/13/2008**
Vehicle Brand: **Chevrolet** Model: **Malibu**
File # **71-669694600** VIN: **1G1ZG57B08F** [REDACTED]

UNDERHOOD

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

No leaks found**GENERAL OBSERVATIONS**

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:

No aftermarket equipment on the vehicle.**Section 5****VEHICLE INSPECTION - PASSENGER COMPARTMENT****INTERIOR**

Instrument panel

Controls

Overall view of seat position

Photo of options label-glove box/trunk

Personal items/cargo

Odometer

Steering wheel and column

Driver and passenger seat back angle (inclinometer measurement)

Sunvisors and headliner

INTERIOR INSPECTION (Describe any damage and photograph)**No damage to the interior of the vehicle.****Section 6****STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	<u>All components in place.</u> <u>Yes</u> <u>No</u>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<u>No damage noted to any of the steering linkage.</u> <u>None</u>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<u>None</u>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<u>Yes</u> <u>Yes</u>
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	<u>Vehicle is equipped with electrical assist and not hydraulic</u>
PS fluid level and condition-Color, contamination, odor	<u>No fluid with electrical assist</u>
Steering knuckle-All attachments secure and proper?	<u>Yes</u>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<u>Okay</u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<u>Okay</u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<u>Okay</u>

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<u>Okay</u>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<u>No damage of deformed parts</u>
Deformation to the frame	<u>None</u>
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<u>None</u>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<u>None</u>
Stability Enhancement system/components-check for codes with Tech II	<u>No codes found</u>
Engine (normal, other)-Obtain codes using a Tech II.	<u>No codes found</u>
Electrical (normal, other)	<u>Normal</u>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<u>None</u>
Anything components missing?	<u>No</u>
Other	

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

TIRE AND WHEEL INSPECTION

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	<u>Uniroyal</u>	<u>Tigerpaw</u>	<u>P215/60R16</u>	<u>31</u>	<u>9/32</u>	<u>APXB BE5U 4107</u>
RF	<u>Uniroyal</u>	<u>Tigerpaw</u>	<u>P215/60R16</u>	<u>31</u>	<u>9/32</u>	<u>APXB BE5U 4107</u>
LR	<u>Uniroyal</u>	<u>Tigerpaw</u>	<u>P215/60R16</u>	<u>31</u>	<u>8/32</u>	<u>APXB BE5U 4107</u>
RR	<u>Uniroyal</u>	<u>Tigerpaw</u>	<u>P215/60R16</u>	<u>31.5</u>	<u>9/32</u>	<u>APXB BE5U 4107</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF _____
 RF Light scuffing of side wall
 LR _____
 RR Light scuffing of side wall

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>P215/60R16</u>	<u>30</u>	_____
SPARE TIRE	<u>T12570D16</u>	<u>60</u>	_____

Section 7 SITE INSPECTION

SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and property if involved.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/13/2008
Vehicle Brand: Chevrolet Model: Malibu
File # 71-669694600 VIN: 1G1ZG57B08F [REDACTED]

Comments: Did not do a scene inspection because no information to be gained by doing so.

{
 {
 {
 {
 {

Section 8 COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{
 {
 {
 {
 {

Section 9 OTHER REPORT INFORMATION

- ☐ **Check here if there was evidence of a "Fire-Related" event.**
 According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]
Vehicle Brand: **Chevrolet**
File #: **71-669694600**

Inspection Date: **10/13/2008**
Model: **Malibu**
Vin: **1G1ZG57B08F** [REDACTED]

Inspector: **Gary L. Dixon**

Page One

Photo #:	Description:
100-8053	VIN PLATE
100-8054	VIN LABEL B-PILLAR
100-8055	ODOMETER
100-8056	FRONT VIEW
100-8057	RIGHT FRONT QUARTER VIEW
100-8058	RIGHT SIDE VIEW
100-8059	RIGH REAR QUARTER VIEW
100-8060	REAR VIEW
100-8061	LEFT REAR QUARTER VIEW
100-8062	LEFT SIDE VIEW
100-8063	LEFT FRONT QUARTER VIEW
100-8064	LEFT FRONT FENDER AND WHEEL AREA VIEW
100-8065	DAMAGED RIGHT FRONT WHEEL COVER
100-8066	LEFT REAR QUARTER PANEL AND WHEEL AREA VIEW
100-8067	DAMAGED LEFT REAR WHEEL COVER
100-8068	ENGINE COMPARTMENT
100-8069	NO PICTURE
100-8070	BRAKE FLUID RESERVOR SHOWING FLUID LEVEL
100-8071	LEFT FRONT INNER WHEEL AND STRUT AREA
100-8072	LEFT FRONT INNER WHEEL AND STRUT AREA
100-8073	RIGHT FRONT INNER WHEEL AND STRUT AREA
100-8074	STEERING RACK RIGHT END
100-8075	STEERING RACK MIDDLE SECTION
100-8076	STEERING REAC LEFT END
100-8077	TECH II – NO DTC CODES FOR STEERING
100-8078	NO PICTURE
100-8079	TECH II – NO DTC CODES FOR STEERING
100-8080	STEERING WHEEL
100-8081	DRIVERS SEATING AREA
100-8082	HEADLINER ABOVE FRONT SEATING AREA

2008 MALIBU 1LS
40U WHITE /L4G
34B COCOA/CASHMERE
ORDER NO. MQQTBM/TDC STOCK NO.
VIN 1G1 ZG57 BX 84
*****13*07212S
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
1ZG69 MALIBU 1LS 19345.00 18377.75 INVOICE 02/26/08
B37 FLOOR MATS 80.00 66.40 SHIPPED 02/26/08
FE9 50-STATE EMISSIONS N/C N/C EXP I/T 03/10/08
LE5 ENGINE, 2.4L DOHC MFI N/C N/C INT COM 03/10/08
MN5 4-SPEED AUTO TRANSMISSION 0.00 0.00 PRC EFF 02/26/08
VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 KEYS G0052 G0052
WFP-S QTR OPT-1
BANK: DAIMLERCHRY
CHG-TO 07-212
SHIP WT: 3358
HP: 19.3
GMS: 18661.40
SUPPLR: 19494.41
MRM: 20075.00
DAN: 1
MEMO 821.25

TOTAL MODEL & OPTIONS 19425.00 18444.15 ACT 231 18511.40
DESTINATION CHARGE 650.00 650.00 H/B 261 582.75
DEALER CO-OP ADVERTISING 97.13 ADV 261 97.13
TOTAL 20075.00 19191.28 PAY 310 19191.28
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 18221.63

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.

CONNER AUTO GROUP



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ♦ The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- ♦ The alleged defect continues to exist at the time of the hearing; and

- ♦ The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

- ♦ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ♦ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ♦ **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- ♦ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{capitalized cost} \\ & & \text{at the time of the arbitration hearing} \end{array}$$

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE OKLAHOMA LEMON LAW

The following is a brief explanation of most relevant provisions of the Oklahoma lemon law. The complete text of the lemon law can be found at Oklahoma Stat. Ann. Title 15, § 901.

VEHICLES COVERED

The Oklahoma lemon law covers any motor vehicle required to be registered in the state. The lemon law covers used vehicles but does not cover vehicles above 10,000 pounds gross vehicle weight and the living facilities of motor homes.

CONSUMERS COVERED

The lemon law covers the following “consumers”:

1. The purchaser, other than for purposes of resale, of a motor vehicle;
2. Any person to whom the motor vehicle is transferred during the duration of an express warranty applicable to the motor vehicle; and
3. Any other person entitled by the terms of the warranty to enforce its obligations.

The lemon law appears not to cover a lessee.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

The lemon law covers any defect or condition that substantially impairs the use and value of the motor vehicle to the consumer. This is referred to as a *nonconformity*.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the alleged nonconformity does not substantially impair the use and value, or the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of a motor vehicle.

MANUFACTURER’S DUTY TO REPAIR

If a motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity directly and in writing to the manufacturer, its agent or authorized dealer during the term of the express warranties or a period of one year following the date of the motor vehicle’s original delivery to a consumer, whichever is earlier, then the manufacturer, its agent or authorized dealer must make the necessary repairs to conform the vehicle to the express warranties.

The necessary repairs must be made even after the expiration of the term of the express warranties or the one year period.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agents or authorized dealers are unable to conform the motor vehicle to any applicable express warranty by repairing or correcting any nonconformity after a *reasonable number of repair attempts*, the manufacturer must either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Oklahoma lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform a motor vehicle to the applicable express warranties if, within the express warranty term or during the period of one year following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, either of the following occurs:

1. The same nonconformity has been subject to repair four or more times by the manufacturer, its agents or authorized dealers, but the nonconformity continues to exist; or
2. The motor vehicle is out of service by reason of repair for a cumulative total of 45 or more calendar days.

The term of an express warranty, the one year period, and the 45 day period are extended by any period of time during which repair services are not available to the consumer because of a war, invasion, strike or fire, flood or other natural disaster.

NOTICE AND OPPORTUNITY TO REPAIR

The presumption that a reasonable number of repair attempts has been undertaken does not apply against a manufacturer unless the manufacturer has received prior direct written notification from or on behalf of the consumer, and has had an opportunity to cure the defect alleged.

DISPUTE RESOLUTION

If the manufacturer has established or participates in an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, then the provisions requiring refund or replacement do not apply unless the consumer has first resorted to the informal dispute settlement procedure.

TIME PERIOD FOR FILING CLAIMS

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.

REMEDIES UNDER THE OKLAHOMA LEMON LAW

REPURCHASE

The Oklahoma lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

1. The full purchase price; and
2. All taxes, license, registration fees and all similar governmental fees, but excluding interest;
3. Less a reasonable allowance for the consumer's use of the vehicle.

Refunds must be made to the consumer and lienholder, if any, as their interests may appear.

The reasonable allowance for use is that amount directly attributable to use by the consumer prior to the first written report of the nonconformity to the manufacturer, its agent or authorized dealer, and any subsequent period when the vehicle is not out of service by reason of repair.

REPLACEMENT

When replacing a vehicle under the Oklahoma lemon law, the manufacturer must replace the motor vehicle with a new motor vehicle. The reasonable allowance for use appears not to apply to a replacement.

**BBB AUTO LINE
Customer Claim Form**

Case number: CHV0854065
Contact Date: 12/05/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Comanche	State: OK	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]
Fax:		E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2008	Current mileage: 21292
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Conner Auto Group, , OK			
Primary Servicing dealer/city/state: Conner Auto Group,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 03/25/08		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like the manufacturer to repurchase the vehicle and refund their money. Chevrolet service request number: 71-670176693

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

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: CHV0854065

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Power steering unit keeps going out		5		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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

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

Customer: [REDACTED]	SR #: 71-670176693	BBB#: CHV0854065
-----------------------------	---------------------------	-------------------------

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	19191.00
MSRP (from BARS Invoice screen)	- 20075.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -884.00

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

Section 2

Trade Allowance (from Bill of Sale)	11000.00
Actual Cash Value (ACV) (from ACV Statement)	- 11000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

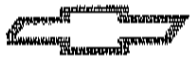
Section 3

Trade Allowance (from Bill of Sale)	11000.00
Payoff on Trade (from Bill of Sale)	- 14586.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= -3586.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	19191.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 3586.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 14605.00

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



General Motors Business Resource Center

FAX

To: Dayne Ledford
Company:
Fax: 580-228-3560
Phone:

From: Alicia White
Fax: 866-281-0326
Phone: 1-800-231-1841 ext 11812
E-mail:

cc:

NOTES:

I have attached a letter requesting all sales documents and repair orders for this customer's vehicle.



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 9, 2008

Dayne Ledford
CONNER AUTO GROUP
PO BOX 360
WAURIKA, OR 97143-0360

Re: [REDACTED]
Siebel Request: 71-670176693
2008 Chevrolet Malibu
VIN # 1G1ZG57BX84 [REDACTED]

Dear Mr. Dayne Ledford:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade or deal recap sheet.
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and back of the shop copies). Both customer and technician copies.

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Please remove the customer's SSN off any and all documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Alicia White

Alicia White
BRC Customer Relationship Specialist
Ph# 800-231-1341, prompt 9, prompt 5, extension 11812
FAX# 866-281-0526



100 N. Highway 81 • P.O. Box 360 • Waurika, OK 73573
(580) 228-3504 • Fax (580) 228-3560

SALESPERSON RI LWAKE DATE 4-5-8

I hereby agree to Purchase from Conner Auto Group under the Terms and Conditions Specified below and on the reverse side hereof, the Following:

NEW	USED	YEAR	MAKE	MODEL	BODY TYPE	COLOR
		2008	Chevrolet	Malibu	Sedan	White
1G1ZG5713X84		E-MAIL		CEL		
DELIVERED PRICE						19,191.00
DEALER INSTALLED EQUIP.						
Loyalty Rebate						(1000.00)
TAG #						
Tires 4X16"						
TOTAL DELIVERED PRICE						18,191.00
TRADE IN						11,000.00
CASH PRICE OR TRADE DIFFERENCE						7,191.00
PAY OFF						14,586.08
EXTENDED SERVICE AGREEMENT						
Doc Fee						49.00
GAP WISE						500.00
Lien Fee						1.00
TOTAL BALANCE						22,336.08
RECT NO.						
RECT NO.						
RECT NO.						
RECT NO.						
TOTAL DOWN PAYMENT						-0-
UNPAID BALANCE TO FINANCE						22,336.08
PURCHASER SIGNATURE						
ACCEPTED BY						BUS. MGR. APPROVAL

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER IS NOT A BINDING CONTRACT. DEALER SHALL NOT BE OBLIGATED TO SELL ACCORDING TO THE TERMS HEREOF UNTIL, in the event the buyer wishes to enter into a retail installment contract, approval of the terms thereof is given by a bank or finance company willing to purchase the retail installment contract between the parties hereto based on such terms, or (2), Payment in full is received.

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS NOT DEALER'S AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL GOODS AND SERVICES SOLD BY DEALER, AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED.

Purchaser by his execution of this Order certifies that he is of legal age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

DESCRIPTION OF TRADE-IN

YEAR	MAKE	MODEL	VEHICLE I.D. NO.	LAST PLATE NO.	STATE-MO-YR.
2007	Chevrolet	HHR	3GNDA23D325		
PAYOFF AMOUNT		PAYOFF TO		PAYOFF DATE	
14,586.08		GMAC			

RETAIL INSTALLMENT SALES CONTRACT - SIMPLE INTEREST

BUYER(S) NAME & ADDRESS (Last Name First)		SELLER/SECURED PARTY		SECURITY AGREEMENT	
[REDACTED] COMANCHE, OK [REDACTED]		CONNER AUTO GROUP 100 NORTH HIGHWAY 81 MAURICA, OK 73573		The undersigned grants to Seller a security interest in Collateral described hereon to secure the payment of indebtedness evidenced by this RETAIL INSTALLMENT SALES CONTRACT executed herewith, and except for collateral which is the consumers principal dwelling or which is household goods as defined in 16CFR Sec. 444.1(i), to secure (1) all future advances by Seller to Buyer, (2) all other liabilities to Seller (primary, secondary, direct or indirect, absolute or contingent, sole, joint, or several) due or to become due or which may be hereafter contracted by or acquired by Buyer, and (3) the performance of all agreements, covenants, and warranties of Buyer to Seller. Collateral consists of (1) all property specifically described hereon, (2) all personal property in, on, or affixed to, such described property, including additions, accessions, and accessories, and (3) proceeds, including insurance proceeds payable by reason of damage to or loss of Collateral, and (4) proceeds from credit life and disability insurance coverage, if obtained, and any rebates or refunds from such insurance coverage and from any extended service contract purchased by the undersigned pursuant to this Contract.	

NUMBER	DATE OF SALE
	12/10/08

DISCLOSURES				
1. ANNUAL PERCENTAGE RATE The cost of the credit as a yearly rate:	2. FINANCE CHARGE The dollar amount the credit will cost:	3. AMOUNT FINANCED The amount of credit provided to Buyer or on his behalf as itemized below:	4. TOTAL OF PAYMENTS The amount Buyer will have paid after Buyer has made all payments as scheduled:	5. TOTAL SALES PRICE The total cost of the purchase on credit, including Buyer's down payment of:
7.94%	\$ 5,944.96	\$ 22,336.08	\$ 28,283.04	\$ 28,283.04

PAYMENT SCHEDULE WILL BE:			
NO. OF REGULAR PAYMENTS	Regular	AMOUNT OF PAYMENTS	
71		\$ 392.82	Plus a Final Payment \$ 392.82
FREQUENCY OF PAYMENTS	DUE DATE OF PAYMENTS		
<input type="checkbox"/> Monthly	First Payment	12/10/08	Final Payment 04/20/14
Prepayment: If Buyer pays off early, Buyer will not have to pay a penalty. Late Charge: If a payment is late, Buyer will be charged a fee of \$ 20.00 or 5% of the unpaid amount of the payment, whichever is greater. See Retail Installment Sales Contract, Security Agreement and related contract documents for additional information about nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.			

SECURITY/COLLATERAL	
Boxes checked apply to this transaction:	
<input checked="" type="checkbox"/> The signers of the Security Agreement are giving a security interest in the following property:	
2008 CHEVROLET MALIBU 161ZB57BX04	
<input type="checkbox"/> Collateral securing other sales by Seller to Buyer also secures this Contract.	
Assumption Policy: Someone buying Buyer's house:	
<input type="checkbox"/> may, subject to certain conditions, be allowed to assume the remainder of the mortgage on the original terms.	
<input type="checkbox"/> cannot assume the remainder of the mortgage.	
Fees paid in Cash by Buyer: Filing Fees	Non-Filing Insurance
\$ 10.00	\$ N/A

ITEMIZATION OF AMOUNT FINANCED	
\$ 19,191.00	1 CASH PRICE (including Accessories, Sales Tax, Service and Service Protection provided by Seller)
\$ N/A	2 Cash Down Payment
\$ 1,000.00	3 Manufacturer's Rebates
\$ 1,000.00	4 Trade-In (describe: 2007 CHEVROLET HHR)
\$ 14,386.00	5 Payoff Balance on Trade-In (if any). Paid to N/A
\$ 3,386.00	6 Net Allowance on Trade-In (Subtract line 5 from line 4)
\$ N/A	7 Total Cash Down and Net Trade (Add lines 2, 3 and 6. If amount is negative enter same positive amount on line 17)
\$ N/A	8 Total Down Payment (Enter number from line 7 if positive amount, or enter 0 if line 7 is negative)
\$ 16,504.92	9 Unpaid Balance of Cash Price (Subtract line 8 from line 1)
Amounts Paid to Others on Buyer's Behalf (Seller may retain a portion of amounts designated with an asterisk):	
\$ N/A	*10 Credit Life Insurance Premium to
\$ N/A	*11 Disability Insurance Premium to
\$ 500.00	*12 Other Insurance Premium to GAP WISE
\$ 10.00	*13 Filing and Recording Fees to Public Officials
\$ N/A	*14 License, Title and Registration to
\$ N/A	*15 Service Contract to
\$ N/A	*16 Processing Fee
\$ 2,500.00	*17 Total
\$ 49.00	*18 To DOCUMENT FEE
\$ 5,731.16	*19 Total Amount Paid to Others on Behalf of Buyer (Add lines 10 through 18)
\$ N/A	*20 Less Prepaid Finance Charge
\$ 22,336.08	21 AMOUNT FINANCED (Add lines 9 and 19, less Prepaid Finance Charge entered on line 20)

If this Contract arises from a consumer credit sale of a used vehicle (as defined in Part 455 of Title 16 of the Code of Federal Regulations) then the information you see on the window form for this vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the Contract of sale.

DISCLAIMER OF WARRANTIES	CREDITOR/ASSIGNEE
Seller's oral statements about the property described herein do not constitute warranties and shall not be relied upon by Buyer. To the extent permitted by law, Seller disclaims all express and implied warranties (including, without limitation, the implied warranties of MERCHANTABILITY and fitness for a particular purpose) with respect to the goods sold; provided, however, if a written warranty is provided to Buyer with this sale or Seller and Buyer enter into a service contract for the property within 90 days after this Contract, the implied warranties of MERCHANTABILITY and fitness for a particular purpose are not disclaimed but shall be limited in duration to the duration of the written warranty.	P MORGAN CHASE BANK, N.A. P O BOX 501068 FT WORTH, TX 76101

INSURANCE STATEMENT	
CREDIT LIFE, ACCIDENT AND HEALTH INSURANCE are not required to obtain this extension of credit and such insurance is not a factor in the approval by Seller of the extension of credit. Such insurance for unpaid interest and principal for the term of the debt will only be provided if available and if Buyer and/or Co-Buyer request. Seller to obtain the insurance by indicating the type of insurance desired and signing below.	
<input type="checkbox"/> Life Insurance for	<input type="checkbox"/> Buyer <input type="checkbox"/> Co-Buyer
Cost: \$	N/A
<input type="checkbox"/> Accident and Health Insurance for	<input type="checkbox"/> Buyer <input type="checkbox"/> Co-Buyer
Cost: \$	N/A
Buyer <input type="checkbox"/> Desires insurance checked above	
does not desire the insurance	Date 4-5-8
Co-Buyer <input type="checkbox"/> Desires insurance checked above	
does not desire the insurance	Date 11/5/10
VENDOR'S SINGLE INTEREST AND/OR OTHER PROPERTY INSURANCE may be obtained by Buyer and/or Co-Buyer through any person acceptable to Seller. If such insurance is obtained through Seller, the cost for the term of the debt is:	
<input type="checkbox"/> Property Insurance	\$ N/A
<input type="checkbox"/> Vendor's Single Interest Insurance	\$ N/A
(The issuer issuing this policy waives its rights to subrogation against Buyer.)	

RETAIL INSTALLMENT SALES

The undersigned Buyer(s) and all other parties liable hereunder, herein sometimes referred to collectively as Buyer, hereby purchase from Seller the property described herein and agree to pay Seller (a) the Amount Financed as shown herein, (b) interest at the specified Annual Percentage Rate on the balance of the Amount Financed at any time remaining unpaid, and (c) any other accrued and unpaid part of the Finance Charge. All payments received by Seller are to be applied first to accrued and unpaid Finance Charge to date of payment and then toward payment of the unpaid balance of Amount Financed.

ALL PARTIES DEEMED PRINCIPALS: All parties liable for payment hereunder shall each be regarded as a principal and each party agrees that any party with approval of holder and without notice to any other party may from time to time renew this Contract or consent to one or more extensions or deferrals of any payment due for any term or terms, and all parties shall be liable in same manner as on original contract. All parties liable for payment hereunder consent to partial payments, any substitutions or release of collateral and to addition or release of any party or guarantor.

PREPAYMENT: Buyer shall have the right to prepay the Amount Financed without penalty in full or in part at any time, provided, however, that prior to or contemporaneously with any such prepayment, Buyer shall have paid to Seller the finance charge accrued to date of such prepayment. Upon prepayment in full, the Buyer will be granted a rebate of any unearned portion of the Finance Charge. Partial prepayments shall be applied first to accrued and unpaid Finance Charge and then, at option of Seller, to principal payments in inverse order of maturity.

DELINQUENCY CHARGE: If any payment required by this Contract is not paid in full within 10 days of the due date, the holder may assess a delinquency charge in an amount which is the greater of (i) 5% of the unpaid amount of the payment or (ii) up to the amount set for delinquency charges by the Administrator of the Oklahoma Department of Consumer Credit at the time the payment becomes delinquent. Buyer agrees the amount set by rule of the Administrator may increase to an amount greater than that disclosed in this Contract.

COLLECTION COSTS: The Seller may charge and collect from the Buyer the maximum fee permitted by law for each return by a bank or other depository institution of a dishonored check, negotiable order of withdrawal or share draft issued to Seller in connection with this sale. This fee shall be in addition to all other loan finance charges, fees and additional charges which the Seller may charge and collect from the Buyer and shall not be subject to refund or rebate. Buyer agrees to pay the costs of enforcing the security interest, and to pay attorney fees, not to exceed 15% of the unpaid debt after default, if allowed by law at the time this Contract is signed.

BUYER(S) SIGNATURES	
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.	
I/We agree to terms of this Retail Installment Sales Contract, the Security Agreement, Disclosure Statement, and Payment Schedule, including Additional Provisions printed on reverse side hereof. I/We have received a completed copy of this form as of Date of Sale indicated above. If applicable, the window form is attached and is complete and correct.	
X	[Signature]
X	[Signature]
X	

**GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT****GMC HUMMER**

(excludes Saturn)

CUSTOMER NAME:VIN: 11G111Z1615171B1X1814**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) to the down payment of this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) a check be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
<u>LOYALTY</u>	<u>\$ 1000</u>	<u>PAK</u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
Total Incentive Amount Received		<u>\$</u>

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 FOR INCENTIVES AND ONSTAR SERVICE -

- a. **Vehicle Incentive 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 on . I acknowledge receipt of incentive(s) as described in Item and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ☒ Yes ☐ No

- b. **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature Date: 8/5/08

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature: Dealership Name: ConnerDate: 8/5/08Dealer Code: 67212

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

Form Number MV-21-A
Revised June 2004OKLAHOMA TAX COMMISSION
MOTOR VEHICLE DIVISION
POST OFFICE BOX 53525
OKLAHOMA CITY, OKLAHOMA 73152

LIEN ENTRY FORM

Debtor Names and Address (Last Name First)

Name(s)

Address

COMANCHE, OK

City, State

Zip Code

CONNER AUTO GROUP

Secured Party Name

100 NORTH HIGHWAY 81

Address

HAUBIKA, OK

City, State

73573

Zip Code

J P MORGAN CHASE BANK, N.A.

Assignee of Secured Party Name

P O BOX 901098

Address

FT WORTH, TX

City, State

76101

Zip Code

THIS LIEN ENTRY FORM COVERS THE FOLLOWING VEHICLE

2008

Year

CHEVROLET

Make

SEDAN

Body Type

1G1Z6578X84

Vehicle Identification Number (VIN/HIN)

04/05/08

Date of Security Agreement

M50

Original Oklahoma Title Number

Brenda Goodnow

Secured Party / Assignee Signature

04-08-2008

Date Executed

Lender must type and print four (4) identical copies of the Lien Entry Form.
Type one Lien Entry Form for each vehicle, boat or outboard motor.

One (1) copy to the Oklahoma Tax Commission, one (1) copy to the motor license agent, one (1) copy to the secured party or assignee, one (1) copy attached to the title documents to be given to the debtor.

701-8
Revised 11-2005APPLICATION FOR
OKLAHOMA CERTIFICATE OF
TITLE FOR A VEHICLE

Model Year and Make: 2008 CHEVROLET

Body Type: MALIBU Model: 1ZG69

Identification Number: 1G1ZG57BX84

License Tag: Decal Number:

License Tag Expiration Month:

Actual Purchase Price: \$

(Note: Actual purchase price is not to include any credit or discount given for a trade in. Purchase price verification documentation is required when titling a new vehicle.)

Owner Name:

Address:

City: COMANCHE

State: OK

ZIP:

Drivers license number of owner or, if owner is not an individual, the owner's Federal

Employer Identification number:

THIS VEHICLE IS SUBJECT TO A LIEN IN FAVOR OF:

Name: J P MORGAN CHASE BANK, N.A.

Address: PO BOX 901098

City: FT WORTH

State: TX

ZIP: 76101

Date of Lien: 04/05/08

I, the undersigned, under the penalties of perjury do solemnly swear (or affirm) that I am the owner or legal agent of the owner of the above described vehicle and that the statements contained herein are true.

Owner or Legal Agent of Owner

State of Oklahoma, County of \$:

Subscribed and sworn to before me this day of

My Commission Expires

Notary Public

CERTIFICATE OF ORIGIN FOR A VEHICLE

6924



RBLPD008
INVOICE NO.

DATE

02/26/08

VEHICLE IDENTIFICATION NO.

1G1ZG57BX84

YEAR

2008

MAKE

CHEVROLET

BODY TYPE

MALIBU 4-DOOR SEDAN

SHIPPING WEIGHT

3358

H.P. (S.A.E.)

19.3

G.V.W.

4398

NO. CYLS.

04

SERIES OR MODEL

1ZG49

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation, and is transferred on the above date and under the invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

CONNER AUTO GROUP

PO BOX 360

WAURIKA

07212 MQQTBM

OK 73573-0360

THIS COV, ISSUED 03/31/2008 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *

* HAS A *

* 50-STATE *

* EMISSION *

* SYSTEM *

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY: *Rachel C. [Signature]*
(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

GM 501 REV. 10/04

CERTIFICATE OF ORIGIN FOR A VEHICLE

6924



DATE

02/26/08

VEHICLE IDENTIFICATION NO.

1G1ZG57BX84

YEAR

2008

RE PD008

INVOICE NO.

MAKE

CHEVROLET

BODY TYPE

MALIBU 4-DOOR SEDAN

SHIPPING WEIGHT

3358

H.P. (S.A.E.)

19.3

G.V.W.B.

4398

NO. CYL

04

SERIES OR MODEL

1ZG69

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

CONNER AUTO GROUP
PO BOX 360
WAURIKA

07212 MQQTBM

OK 73573-0360

THIS COV, ISSUED 03/31/2008 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *

* HAS A *

* 50-STATE *

* EMISSION *

* SYSTEM *

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

Richard C. ...

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G52643961

DETROIT

MI

48243-1114

CITY-STATE

GM COV REV. 10-05



Mail to PO Box 360
100 North Highway 81
Waurika, OK 73573
Phone: (580) 228-3504
Fax: (580) 228-3560
www.connerautogroup.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
11/07/08	6005539/1
R/O Close Date	Status
11/07/08	Pre-Invoice
Mileage In	Mileage Out
21077	21078
Service Advisor / Tag #	
DAYNE/1839	
Vehicle Identification Number	
1G1ZG57BX84	
Delivery Date	In-Service Date
4/05/08	4/05/08
Color	License Number
WHITE	

COMANCHE, OK

Year	Make	Model	Body
2008	CHEVROLET	MALIBU	SEDAN
84230715			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: DIMMER FOR DASH LIGHTS INOP SINCE LAST REPAIR ON S TEERING ALSO BACK LIGHT FOR RADIO BUTTONS COME ON WHEN STARTED BUT GO OUT</p> <p>Caused by CHECKED LIGHTS HAS NO DASH LIGHTS REMOVED DIMMER SWITCH AND FOUND LOOSE CONNECTION AT DIMMER SWITCH</p> <p>Corrected by N6614: (OJ) (6N) WIRING REPAIR, K INTERIOR/REAR COMPARTMENT LIGHTING</p> <p>Work performed by MARIO HOGUE (037)</p> <p>TIGHTENED TERMINAL TENSION AND REINSTALLED SWITCH AND CHECKED OK</p>	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COMANCHE, OK			Home Phone	R/O Open Date	R/O Number
			Work Phone	11/07/08	6005539
			Key Tag #	Time Received	Time Promised
			1839	10:11	11/07 17:00
Year	Make	Model	Current Mileage	Mileage Out	
2008	CHEVROLET	MALIBU	21077		
Vehicle Identification Number			Body	Engine Code	Service Advisor
1G1ZG57BX84			SEDAN	LE5	DAYNE
Color			License Number	Delivery Date	In-Service Date
WHITE				4/05/08	4/05/08
84230715					

#1 - Customer Reports: DIMMER FOR DASH LIGHTS INOP SINCE LAST REPAIR ON S TEERING ALSO BACK LIGHT FOR RADIO BUTTONS COME ON WHEN STARTED BUT GO OUT *CHARLIE D LIGHTS* HAS NO DASH LIGHTS, R&R DIMMER SWITCH & FOUND LOOSE CONNECTION AT DIMMER SWITCH, TIGHTENED TERMINAL TENSION & REINSTALLED SWITCH

CO#-----RO#-----Date-----Miles-----Service Writer-----Tech-----Time-----Total

YZ1 6005330 10/14/08 18807 DAYNE .00
W INTERMITTENTLY POWER STEERING LIGHT COMES ON AND H037 .00
W RENTALSERV 001 .00

YZ1 6005204 9/30/08 18479 DAYNE 38.52
W LOST POWER STEERING AND POWER STEERING LIGHT CAME 037 .50
C LOF: LUBE, OIL & FILTER 037 .30
W RENTALSERV: CAR RENTAL 001 .00

YZ1 6004716 8/01/08 10976 Rick Maxey .00
W Z7200: CORPORATE PARTS RETURN 046 .30

YZ1 6004437 6/26/08 10970 Rick Maxey 36.17
W THE ELECTRONIC STEERING SEEMS TO QUIT AND HAS A LO037 1.10
C LOF: LUBE, OIL & FILTER 037 .50

YZ1 6004129 5/23/08 7176 BRENDA GOODFELLOW 34.54
C LOF 037 .50

YZ1 6003973 5/01/08 4392 Rick Maxey .00
W LEFT REAR TIRE LOSE AIR CONTINUALLY 037 .20

YZ1 6003494 3/12/08 2 Rick Maxey .00
W FDI: PREDELIVERY INSPECTION 037 1.30

N6614 .5

'08 NOV 7 10:57

05/6N

'08 NOV 7 10:56



Mail to PO Box 360
100 North Highway 81
Waurika, OK 73573
Phone: (580) 228-3504
Fax: (580) 228-3560
www.connerautogroup.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
10/14/08	6005330/1
R/O Close Date	Status
10/20/08	Pre-Invoice
Mileage In	Mileage Out
18807	18807
Service Advisor / Tag #	
DAYNE/1704	

COMANCHE, OK

Work Phone

Vehicle Identification Number

1G1ZG57BX84

Home Phone

Delivery Date

In-Service Date

4/05/08

4/05/08

Body

Color

License Number

WHITE

Year	Make	Model	Body
2008	CHEVROLET	MALIBU	SEDAN
84230715			

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - Customer Reports: INTERMITTENTLY POWER STEERING LIGHT
COMES ON AND H AS NO POWER STEERING WHEN KILLS
ENGINE IT COMES BA CK AND WORKS

Caused by CODE C0545 STORED SYM 00 TORQUE SENSOR CHECKED
TER MINAL TENSION ON ALL PLUGS CHECKED SIGNAL FOR
SENS OR SIGNAL OK CHECKED HARNESS AND FOUND WIRE
PARTIA LLY BROKEN UNDER INSULATION FOR STEERING
COLUMN

Work performed by MARIO HOGUE (037)
REMOVED TERMINAL FROM CONNECTOR AND INSTALLED NEW
TERMINAL REINSTALLED CONNECTOR AND RETEST REPEATED
LEY AS WELL AS DROVE SEVERAL TIMES WITH NO PROBLEM

Warranty

#2 - Customer Reports: RENTALSERV

Work performed by Dayne Ledord (001)

Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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

RS.

COMANCHE, OK

Home Phone			R/O Open Date		R/O Number
			10/14/08		6005330
Work Phone			Time Received		Time Promised
			9:52		10/14 17:00
Key Tag #			Current Mileage		Mileage Out
1704			18807		
Year	Make	Model	Body	Engine Code	Service Advisor
2008	CHEVROLET	MALIBU	SEDAN	LE5	DAYNE
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZG57BX84		WHITE		4/05/08	4/05/08
84230715					

#1 - Customer Reports: INTERMITTENTLY POWER STEERING LIGHT

COMES ON AND H AS NO POWER STEERING WHEN KILLS

ENGINE IT COMES BACK AND WORKS HAS CODE C0545 STORED SYN.00

37 CHECKED TERMINAL TENSION ON ALL PLUGS, CHECKED SIGNAL FOR SENSOR 2 SIGNAL OK, CHECKED HARNESS & FOUND WIRE PARTIALLY BROKE UNDER INSULATION FOR STEER COLUMN

#2 - Customer Reports: RENTALSERV HARNESS, REMOVED TERMINAL FROM

CONNECTOR, INSTALLED NEW TERMINAL IN CONNECTOR

REINSTALLED CONNECTOR & RETESTED, TESTED GOOD

CLEARED CODE & TEST DROVE

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
YZ1	6005204	9/30/08	18479	DAYNE			38.52
				W LOST POWER STEERING AND POWER STEERING LIGHT CAME	037	.50	
				C LOF: LUBE, OIL & FILTER	037	.30	
				W RENTALSERV: CAR RENTAL	001	.00	
YZ1	6004716	8/01/08	10976	Rick Maxey			.00
				W Z7200: CORPORATE PARTS RETURN	046	.30	
YZ1	6004437	6/26/08	10970	Rick Maxey			36.17
				W THE ELECTRONIC STEERING SEEMS TO QUIT AND HAS A LO	037	1.10	
				C LOF: LUBE, OIL & FILTER	037	.50	
YZ1	6004129	5/23/08	7176	BRENDA GOODFELLOW			34.54
				C LOF	037	.50	
YZ1	6003973	5/01/08	4392	Rick Maxey			.00
				W LEFT REAR TIRE LOSE AIR CONTINUALLY	037	.20	
YZ1	6003494	3/12/08	2	Rick Maxey			.00
				W PDI: PREDELIVERY INSPECTION	037	1.30	

08 OCT 14 10:50

08 OCT 17 15:18

I hereby authorize the repair work above to be done using with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipments by the supplier or subcontractor. I hereby grant you or your employees (whichever is applicable) the vehicle herein described on highways, freeways, or other places for the purpose of testing and/or repair. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. Any warranties on products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

© 2008 ARKONA, Inc. - Dealership Application Group (000) 000-7000

Customer Signature



Mail to PO Box 360
100 North Highway 81
Waurika, OK 73573
Phone: (580) 228-3504
Fax: (580) 228-3560
www.connerautogroup.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
9/30/08	6005204/1
R/O Close Date	Status
10/08/08	Final
Mileage In	Mileage Out
18479	18479
Service Advisor / Tag #	
DAYNE/1626*W*	
Vehicle Identification Number	
1G1ZG57BX84	
Delivery Date	In-Service Date
4/05/08	4/05/08
Color	License Number
WHITE	

COMANCHE, OK

Work Phone

Home Phone

Year	Make	Model	Body	Color	License Number
2008	CHEVROLET	MALIBU	SEDAN	WHITE	
84230715					

DESCRIPTION OF SERVICE AND PARTS

#	DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1	Customer Reports: LOST POWER STEERING AND POWER STEERING LIGHT CAME ON AFTER KILLING AND RESTARTING P/S CAME BACK BUT FEELS REALLY LOOSE SEE HISTORY Caused by HAS CODE C0545 STORED TESTED SYSTEM ALL TEST NORMA L TEST DROVE 2-3 TIMES COULD NOT GET TO REOCCUR AF TER CLEARING CODE CONTACTED GM CASE#10528096 WAS A D VISED NEED TO RECREATE PROBLEM UNABLE TO DUPLICAT Corrected by E9995: (OG) (9Z) CUSTOMER CONCERN NOT DUPLICATED Work performed by MARIO HOGUE (037) AT THIS TIME	Warranty
#2	LOF: LUBE, OIL & FILTER Work performed by MARIO HOGUE (037) Installed 12605566 :FILTER (01836-BOPCKT) 1@7.26 Installed GM530 :OIL BULK 5@2.50 Hazardous Materials Charge Sub Total: Labor: 14.00 Parts:19.76 Total: 33.76	14.00 7.26 12.50 1.50
#3	RENTALSERV: CAR RENTAL Corrected by Z7903: (MG) (98) RENTAL Work performed by Dayne Ledord (001) 3 DAYS RENTAL FOR TRYING TO DUPLICATE CONDITION	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

LABOR	14.00
PARTS	19.76
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.26
HAZARDOUS MATERIALS	1.50
SALES TAX OR TAX I.D.	2.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	38.52
Visa 182313	38.52

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COMANCHE, OK

Home Phone

R/O Open Date

R/O Number

9/30/08

6005204

Work Phone

Time Received

Time Promised

13:23

9/30 17:00

Key Tag #

Current Mileage

Mileage Out

1626

18479

Year

Make

Model

Body

Engine Code

Service Advisor

2008

CHEVROLET

MALIBU

SEDAN

LE5

DAYNE

Vehicle Identification Number

Color

License Number

Delivery Date

In-Service Date

1G1ZG57BX84

WHITE

4/05/08

4/05/08

84230715

- #1 - Customer Reports: LOST POWER STEERING AND POWER STEERING
 LIGHT CAME ON AFTER KILLING AND RESTARTING P/S DOC 20 # 1378107
 CAME BACK BUT FEELS REALLY LOOSE SEE HISTORY
 37 HAS CODES C0545 STORED SYM 00 TESTED SYS. ALL TESTS
 NORMAL, TEST DRIVE, CLEARED CODE DID NOT RETURN
 NO PROBLEM FOUND AT THIS TIME
 E9995.3
 OG/9Z
- #2 - LOF: LUBE, OIL & FILTER
 37 CHANGED OIL & FILTER
 0100-89-010
- #3 - RENTALSERV: CAR RENTAL
 CASH # 10528096
 BOYD MEISSNER

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
YZ1	6004716	8/01/08	10976	Rick Maxey			.00
		W Z7200: CORPORATE PARTS RETURN			046	.30	
YZ1	6004437	6/26/08	10970	Rick Maxey			36.17
		W THE ELECTRONIC STEERING SEEMS TO QUIT AND HAS A LO037				1.10	
		C LOF: LUBE, OIL & FILTER			037	.50	
YZ1	6004129	5/23/08	7176	BRENDA GOODFELLOW			34.54
		C LOF			037	.50	
YZ1	6003973	5/01/08	4392	Rick Maxey			.00
		W LEFT REAR TIRE LOSE AIR CONTINUALLY			037	.20	
YZ1	6003494	3/12/08	2	Rick Maxey			.00
		W PDI: PREDELIVERY INSPECTION			037	1.30	

000CT 6 15.01

Power steering All of sudden
 got real hard to turn & when
 turned off & back on seemed
 to easy.

I hereby authorize the repairwork above to be done with the necessary materials and agree that you are not responsible for loss or damage to vehicle articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. All repairs, including the use of any materials, are hereby authorized on above vehicle to secure the amount of repairs hereon. Any warranties on products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer further assumes no authority, any other person to assume for it liability in connection with the sale of cars or parts. Any limitation contained herein does not apply where prohibited by law.

© 1998 AUTOCAR, Inc. - Dealership Application Group (000) 000-0000

Customer Signature.



Mail to PO Box 360
100 North Highway 81
Waurika, OK 73573
Phone: (580) 228-3504
Fax: (580) 228-3560
www.connerautogroup.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
8/01/08	6004716/1
R/O Close Date	Status
8/06/08	Pre-Invoice
Mileage In	Mileage Out
10976	10977
Service Advisor / Tag #	
Rick Maxey	
Vehicle Identification Number	
1G1ZG57BX84	
Delivery Date	In-Service Date
4/05/08	4/05/08
Color	License Number
WHITE	

COMANCHE, OK

Year	Make	Model	Body
2008	CHEVROLET	MALIBU	SEDAN
84230715			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Z7200: CORPORATE PARTS RETURN Caused by CORPORATE PARTS RETURN Corrected by Z7200: (MD) (00) CORPORATE PARTS RETURN Work performed by PATRICK TUTTLE (046) CLAIM TYPE F RETURN PARTS AND RO 6004437 REQUEST #821331301..SVC MGR SSN [REDACTED] G0090 AUTH	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COMANCHE, OK

Year	Make	Model	Body	Engine Code	Service Advisor
2008	CHEVROLET	MALIBU	SEDAN	LE5	Rick Maxey
Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date	
1G1ZG57BX84	WHITE		4/05/08	4/05/08	
84230715					

#1 - Z7200: CORPORATE PARTS RETURN

MD 00 27200 .3

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
YZ1	6004437	6/26/08	10970	Rick Maxey			36.17
				W THE ELECTRONIC STEERING SEEMS TO QUIT AND HAS A	LO037	1.10	
				C LOF: LUBE, OIL & FILTER	037	.50	
YZ1	6004129	5/23/08	7176	BRENDA GOODFELLOW			34.54
				C LOF	037	.50	
YZ1	6003973	5/01/08	4392	Rick Maxey			.00
				W LEFT REAR TIRE LOSE AIR CONTINUALLY	037	.20	
YZ1	6003494	3/12/08	2	Rick Maxey			.00
				W PDI: PREDELIVERY INSPECTION	037	1.30	

2505394 motor

Claim Type F
Return Part to RO

6004437
Reg # 821331
SVC M55 SSN
451 23 9936

08 AUG 6 14.41

08 AUG 6 14.41



Mail to PO Box 360
100 North Highway 81
Waurika, OK 73573
Phone: (580) 228-3504
Fax: (580) 228-3560
www.connerautogroup.com

SERVICE DEPARTMENT HOURS

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

R/O Open Date	R/O Number
6/26/08	6004437/1
R/O Close Date	Status
7/02/08	Pre-Invoice
Mileage In	Mileage Out
10970	10975
Service Advisor / Tag #	
Rick Maxey/1295	
Vehicle Identification Number	
1G1ZG57BK84	
Delivery Date	In-Service Date
4/05/08	4/05/08
Color	License Number
WHITE	

COMANCHE, OK

Year	Make	Model	Body
2008	CHEVROLET	MALIBU	SEDAN
84230715			

DESCRIPTION OF SERVICE AND PARTS

#1 - Customer Reports: THE ELECTRONIC STEERING SEEMS TO QUIT
AND HAS A LOT OF RESISTANCE AS IF HAS NO STEERING
ASSIST..LOSE S STEERING WITHOUT ANY NOTICE AND
BECOMES DIFFICULT TO USE..CAN SHUT OFF AND
RESTART AND MAY WORK

Caused by STEERING GOES HARD INTERMITTENTLY WHILE
DRIVING,, HAS TO SHUT OFF TO GET BACK WORKING..FOU
ND P/S CONTROL MODULE MOTOR FAILING
Corrected by E7631: (OL) (6D) EPS MOTOR AND CONTROLLER,
REPLACE

Work performed by MARIO HOGUE (037)
Installed 25805894 :MOTOR (06605-PC)
REPLACE P/S CONTROL MODULE MOTOR ASSY

Qty: 1

Warranty
Warranty

#2 - LOF: LUBE,OIL & FILTER

Corrected by LOF: LUBE,OIL & FILTER

Work performed by MARIO HOGUE (037)

Installed 12605566 :FILTER (01836-BOPCKT)

Installed GM530 :OIL BULK

Installed WSF :WINDSHIELD SOLVENT

Sub Total: Labor: 13.50 Parts:20.70 Total: 34.20

1@6.28
5@2.75
1@0.67

13.50
6.28
13.75
.67

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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

LABOR	13.50
PARTS	20.70
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.97
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	36.17

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COMANCHE, OK			Home Phone	R/O Open Date	R/O Number
				6/26/08	6004437
			work phone	Time Received	Time Promised
				8:32	6/26 17:00
			Key Tag #	Current Mileage	Mileage Out
			1295	10970	
Year	Make	Model	Body	Engine Code	Service Advisor
2008	CHEVROLET	MALIBU	SEDAN	LES	Rick Maxey
Vehicle Identification Number			Color	License Number	Delivery Date
1G1ZG57BX84			WHITE		4/05/08
84230715					4/05/08

#1 - Customer Reports: THE ELECTRONIC STEERING SEEMS TO QUIT
AND HAS A LOT OF RESISTANCE AS IF HAS NO STEERING
ASSIST..LOSE S STEERING WITHOUT ANY NOTICE AND
BECOMES DIFFICUL T TO USE..CAN SHUT OFF AND
RESTART AND MAY WORK P.S. CONT. MOD HAS INT FAIL

W
W
W
W
W

REPLACING MOTOR & CONT. MOD.

OL 60 E763) 1.0

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
YZ1	6004129	5/23/08	7176	BRENDA GOODFELLOW			34.54
	C LOF				037	.50	
YZ1	6003973	5/01/08	4392	Rick Maxey			.00
	W LEFT REAR TIRE LOSE AIR CONTINUALLY				037	.20	
YZ1	6003494	3/12/08	2	Rick Maxey			.00
	W PDI: PREDELIVERY INSPECTION				037	1.30	

2) 37 LOF

CHANGED OIL & FILTER

-.3 C

'08 JUL 1 9.02

'08 JUL 1 13.04

I hereby authorize the repair work above to be done along with the delivery material and agree that you are not responsible for loss of damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express disclaimer of liability is hereby acknowledged on above vehicle to secure the amount of repairs thereon. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for a liability in connection with the sale of any product. Any limitation contained herein does not apply where prohibited by law.

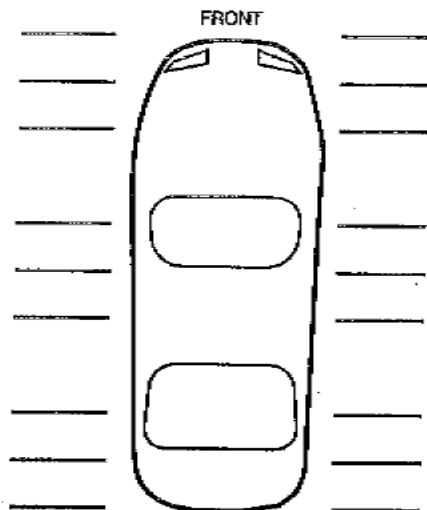
Customer Signature



Customer#: 295

TAG#: _____

SA#: _____



Wash: ☐ Yes ☐ No

VISUAL BODY INSPECTION

CUSTOMER NOTIFIED:

☐ YES ☐ NO

BY _____

Name (Last, First, Middle Initial)		VIN	
Street Address		Date	Mileage
City	State	Zip	Model
Home Phone ()	Business Phone ()	Year (2 Digits)	License Number
Customer Email Address		Del. Date	
Method of Payment		Customer PO Number	

1. Complaint	loses steering goes hard
2. Complaint	LOP
3. Complaint	
4. Complaint	
5. Complaint	

30 min = 30 min Lube/Oil Filter. LOF = Lube, Oil, Filter. 1st = 1st Free Oil Change. ROT 4 = Rotate & Balance Tires.

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE, IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE 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 TECHNICIAN'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

Promise Date
Promise Time
Estimate
Customer Signature

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds on hand, or for any other reason, and the lien in which it is drawn has been closed.

Signature of Person Responsible or Agent of Person Responsible



Mail to PO Box 360
100 North Highway 81
Waurika, OK 73573
Phone: (580) 228-3504
Fax: (580) 228-3560
www.connerautogroup.com

SERVICE DEPARTMENT HOURS

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

R/O Open Date	R/O Number
5/23/08	6004129/1
R/O Close Date	Status
5/23/08	Pre-Invoice
Mileage In	Mileage Out
7176	7177
Service Advisor / Tag #	
BRENDA GOODFELLOW	
Vehicle Identification Number	
1G1ZG57BX84	
Delivery Date	In-Service Date
4/05/08	4/05/08
Color	License Number
WHITE	

COMANCHE, OK

Year	Make	Model	Body		
2008	CHEVROLET	MALIBU	SEDAN		
84230715					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: LOF	
Caused by CUSTOMER REQUESTED LOF FOR VEHICLE.	
Work performed by MARIO HOGUE (037)	12.50
Installed 12605566 :FILTER (01836-BOPCKT)	6.50
Installed GM530 :OIL BULK	12.50
PERFORMED LOF.	
Sub Total: Labor: 12.50 Parts:19.00 Total: 31.50	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

LABOR	12.50
PARTS	19.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.13
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.91
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	34.54

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COMANCHE, OK			Home Phone	R/O Open Date	R/O Number
				5/23/08	6004129
				Time Received	Time Promised
				10:48	5/23 17:00
			Key Tag #	Current Mileage	Mileage Out
				7176	
Year	Make	Model	Body	Engine Code	Service Advisor
2008	CHEVROLET	MALIBU	SEDAN	LE5	BRENDA GOOD
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZG57BX84		WHITE		4/05/08	4/05/08
84230715					

#1 - Customer Reports: LOP

37 CHANGED OIL & FILTER

CO#----	RO#----	Date----	Miles--	Service Writer-----	Tech----	Time--	Total
YZ1	6003494	3/12/08	2	Rick Maxey			.00
W PDI: PREDELIVERY INSPECTION					037	1.30	

I hereby authorize the repair work above to be done using the necessary materials and agree that you are not responsible for loss or damage to vehicle or repairs left in the vehicle in case of fire, theft, or any other cause beyond your control, or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein repaired on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle value to be secure the amount of invoice price.

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

© 1992 ARACMA, Inc. Dealership Application Group (DAG) 910-1022

Customer Signature



Mail to PO Box 360
100 North Highway 81
Waurika, OK 73573
Phone: (580) 228-3504
Fax: (580) 228-3560
www.connerautogroup.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
5/01/08	6003973/1
R/O Close Date	Status
5/29/08	Pre-Invoice
Mileage In	Mileage Out
4392	4395
Service Advisor / Tag #	
Rick Maxey	
Vehicle Identification Number	
1G1ZG57BX84	
Delivery Date	In-Service Date
4/05/08	4/05/08
Color	License Number
WHITE	

COMANCHE, OK				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2008	CHEVROLET	MALIBU	SEDAN		
84230715					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: LEFT REAR TIRE LOSE AIR CONTINUALLY Caused by RT REAR TIRE LOSES AIR..NO SIGNS OF IMPACT DAMAGE Corrected by E0434: (07) (4Q) TIRE- UNIROYAL REPLACE Work performed by MARIO HOGUE (037) Work performed by MCNA001 : 93370 REMOVE TIRE, CARRY TO SUBLET FACILITY, DISMOUNT AND INSTALL NEW TIRE..REINSTALL AND PROGRAM TIRE MON ITOR..GLOBAL ADJUSTMENT CODE #116986 .3 ADMIN AVA ILABLE</p>	<p>Warranty Warranty</p>

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COMANCHE, OK			Home Phone	R/O Open Date	R/O Number
				5/01/08	6003973
			Work Phone	Time Received	Time Promised
				14:33	5/01 17:00
			Key Tag #	Current Mileage	Mileage Out
				4392	4407
Year	Make	Model	Body	Engine Code	Service Advisor
2008	CHEVROLET	MALIBU	SEDAN	LE5	Rick Maxey
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1G1ZG57BX84				4/05/08	4/05/08
84230715					

#1 - Customer Reports: ~~REAR~~ REAR TIRE LOSE AIR CONTINUALLY

The loses Air through side wall. No evidence of impact

Remove wheel. Carry to sublet facility to mount & balance

E0434 #2

CO#-----RO#-----Date-----Miles-----Service Writer-----Tech-----Time-----Total
YZ1 6003494 3/12/08 2 Rick Maxey .00

W PDI: PREDELIVERY INSPECTION Reinstall 037 1.30

wheel to test drive

Replace in interest of customer satisfaction

Uniraya) Tiger Paw

Touring SR

P215/60R16

APX8 BEBU 0408

08 MAY 22 11:09

1225 M \$

• 3 Admin

DOT
TPC

06

08 MAY 22 8:51

1167896

1941170

ordered 5-2-08 KA

(#WES000000387740)

REPAIR ORDER - AUDIT COPY

INVENTORY: 84230715

Year			Make			Model			Work Phone			R/O Open Date			R/O Number		
2008			CHEVROLET			MALIBU						3/12/08			6003494/1		
Vehicle Identification Number									Color			Home Phone			R/O Close Date		
1G1ZG57BX84									WHITE						3/13/08		
84230715												Body			Mileage In		
												SEDAN			Mileage Out		
												License Number			2		
															Service Advisor		
															Rick Maxey		
															9936		
												Account No.			Delivery Date		
															4/05/08		
															In-Service Date		
															4/05/08		

#1 - PDI: PREDELIVERY INSPECTION

Caused by PDI

Corrected by Z7000: (99) NEW VEHICLE INSPECTION (PDI COMPLETE/MG/99) PDI

Work performed by Tech 037/5512 1.30hrs @ 62.72

PERFORM PDI COMPLETE

81.54

W

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR			81.54		
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX LD.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
			81.54		

INVENTORY: 84230715

INVENTORY: 84230715			Home Phone	R/O Open Date	R/O Number
				3/12/08	6003494
			Work Phone	Time Received	Time Promised
				16:21	3/12 17:00
			Key Tag #	Current Mileage	Mileage Out
				2	8
Year	Make	Model	Body	Engine Code	Service Advisor
2008	CHEVROLET	MALIBU	SEDAN	LE5	Rick Maxey
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1G1ZG57BX84					
84230715					

#1 - PDI: PREDELIVERY INSPECTION

37 PDI, COMPLETED PDI.

27000

1.3

CO#-----RO#-----Date-----Miles--Service Writer-----Tech---Time--Total

4 18 33 12

6 52 11

I hereby authorize the dealer to use my name along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transportation. I further warrant you or your employee's permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of making another inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. Any warranties or conditions sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

© 1998 ARMOVA, Inc. - Dealership Application Group (505) 945-1028

Customer Signature

RESET FORM

PRINT FORM



2008 Malibu

Pre-Delivery Inspection Form

Vehicle Identification Number

Dealer/BAC Code

84230715

600 3494

1G1ZG57B84

226078

Stock #

Repair Order #

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- ☒ Leave door edge protection and other shipping/storage materials on until customer delivery
- ☒ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record adjusted results.

Temperature: 70 °F □ °C □

Tires: LF 32 RF 32 LR 32 RR 32

- ☒ Install loose shipped parts and all accessories (torque as needed)

Interior:

- ☒ Power mirrors (if equipped)
- ☒ Seats, all: Check material, operation and that removable seats are properly secured
- ☒ Seat belts, all: material, operation, routing and latches
- ☒ Displays, gauges, interior and exterior lights

Exterior:

- ☒ Doors, locks, all keys/fobs and keyless entry system
- ☒ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☒ Fit/function removable top/panel, convertible top (if equipped)
- ☒ Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches (if equipped)

Under Hood:

- ☒ Remote hood release, latch and hood safety latch
- ☒ Check battery state of charge and record voltage. Charge battery if below 12.6 volts

VOLTAGE

12.9

- ☒ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☒ Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- ☒ Fluid levels: Add as required

Under Vehicle:

- ☒ Visually inspect underbody; check all fluid systems for leaks
- ☒ Brake/fuel lines secured in clips

Road Test:**ODOMETER:**

Before 2 After 18

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

Drive on a legal roadway with road conditions permitting. Evaluate the following:

- ☒ Remote start (if equipped)
- ☒ Engine Performance: Cold start, idle quality
- ☒ Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☒ Electronic compass for function. Set to correct zone and calibrate (if equipped)
- ☒ Regular and steering wheel controls for radio, cassette, CD, MP3, XM, and NAV (if equipped)
- ☒ Steering wheel - center position
- ☒ Steering for leads, pulls, vibration at idle, vibration while driving
- ☒ Wipers, delay, RainSense and washers (front and rear)
- ☒ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☒ Unusual wind noise
- ☒ Unusual noise/vibration/squeak/rattle
- ☒ Cruise/adaptive cruise (if equipped)
- ☒ Verify OnStar function indicator light is green (if equipped)
- ☒ Transfer case operation, all ranges (if equipped)
- ☒ Transmission shifter, clutch, noise, shift smoothness
- ☒ Engine performance: Hot start, idle quality
- ☒ Check for MIL, SES, SVS, and any warning lights

Special Inspection Items

- ☐ **NOTE** - For vehicles built prior to VIN 8F159872 equipped with a 2.4 L engine (RPO LE5) only. Refer to Service Update Bulletin 07298.
- ☐ **NOTE** - Report product issues, quality concerns, and repetitive conditions through a Field Product Report per TSB 07-00-89-036.
- ☐ **Under Vehicle** - Avoid under body damage when lifting the vehicle. Refer to TSB 05-06-04-004C and SI Document ID# 1850089 on "Lifting and Jacking" for additional information.
- ☐ **NEW Final Inspection & Prep** - Do NOT use silicone or wax-based products to clean the interior. Refer to TSB 06-00-89-029C for details.
- ☐ **NEW Final Inspection & Prep** - Due to seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Refer to TSB 07-03-16-004.

Final Inspection & Preparation:

Perform just prior to delivery.

- ☒ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☒ Install floor mats (if equipped)
- ☒ Check heated/cooled seats/steering wheel (if equipped)
- ☒ Insert NAV map disc and set to correct region (if equipped)
- ☒ Thorough exterior wash and dry; check for water leaks
- ☒ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- ☒ Reset fuel economy readings
- ☒ Set clock/calendar to local time
- ☒ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☒ Thoroughly clean all glass surfaces, use plain water on interior glass
- ☒ Recheck tire pressures and battery state of charge
- ☒ Check GM Vehicle Information System (VIS) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery Inspection has been completed by:

MARIO HOGUE
Technician (Print Name)

Service Manager (Signature)
File With Repair Order

Date

3-12-08

12122007 Rev. 1.2

Privileged and Confidential Information**CASE ASSESSMENT**

By: Alicia White State: Oklahoma

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0854065
670176693

Vehicle ID No.: 1G1ZG57BX84 [REDACTED] In Service Date: 4/5/2008 Vehicle is: New BAC Code: 226078

Year, Make & Model: 2008 Chevrolet Malibu
Mileage at Time of BBB Filing (21,292)
Lien holder: GMAC ☐ Other ☐: {Name}

Vehicle Purchased Used on: {n/a or mm/dd/yy}
at odometer {odometer}
Sale Type: Purchase ☐ Lease ☐ Other ☐ :
{Type}
CAM Name: Larry Shields
Phone Number: 972-443-2901

DVM Name: Kimberly McCloud
Phone/Cell Number: 281-229-9990
Svc Mgr Name: Dayne Ledford

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y. IF YES PLEASE INCLUDE TAC # 10528096 AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS To diagnose power steering concern.

IF TAC HAS NOT BEEN CONTACTED WHY NOT _____

☐ Power Steering going out

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
26/06/08	004437	1	10,970	Customer states – The electronic steering seems to quit and has a lot of resistance, as if has no steering assist. Loses steering without any notice and becomes difficult to use. Can shut off and restart and may work. Dealer states – Found power steering control module motor failing. MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -.
30/09/08	005204	4	18,479	Customer states – Lost power steering and power steering light came on. After killing and restarting, power steering came back but feels really loose. Dealer states – Has Code C0545 stored. Tested system. All test normal. Test drove 2-3 times, could not get to reoccur. After clearing code contacted GM TAC Case # 10528096. Was advised need to recreate problem. Unable to duplicate. CUSTOMER CONCERN NOT DUPLICATED.

14/10/08 005330 3 18,807 3-DAY COURTESY TRANSPORTATION.
 Customer states – Intermittently power steering light comes and has no power steering. When kills engine, it comes back and works.
 Dealer states – Code C0545 stored. System torque sensor. Checked terminal tension on all plugs. Checked signal for sens or signal, okay. Checked harness and found wire partially broken under insulation for steering column. Removed terminal from connector and installed new terminal. Reinstalled connector and retest repeatedly as well as rove several times with no problem. WIRING AND/OR CONNECTOR - INTERIOR/REAR COMPARTMENT LIGHTI.

☐ Right rear tire losing air (NOT ON CCF)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/05/08	003973	1	4,392	Customer states – Left rear tire lose air continually. Dealer states – No signs of impact damage. Remove tire, carry to sublet facility, dismount and install new tire. Reinstall and program tire monitor. TIRE, UNIROYAL – REPLACE.

☐ Dash dimmer inoperative (NOT ON CCF)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/11/08	005539	1	21,077	Customer states – Dimmer for dash lighting inoperative since last repair on steering. Also back light for radio buttons come on when started but go out. Dealer states – Checked lights. Has no dash lights. Removed dimmer switch and found loose connection at dimmer switch. Tightened terminal tension and reinstalled switch and checked okay.

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

Has the vehicle ever been involved in an accident N

Did you confirm your answer with the customer Y

What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident N/A

Has the customer filed any insurances claims on this Vehicle N

If Yes obtain the following information below

Insurance Company N/A

Insurance Rep (First and Last Name) N/A

Phone # N/A

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

Claim # N/A

Did Insurance Company refer customer to GM? N/A

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y

List:

Was a Trade Repurchase offered to the customer N

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

Date authorized by the DVM/CAM _____

☐ **Other**

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

What is customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: No – Vehicle is outside of time/mileage parameters (12 months / 12,000 miles).

Lemon Law Repurchase/Replacement: Yes – Claim was filed within specified time period. No – Presumption for days out of service / number of repair attempts have not been met.

GM Program Summary Repairs/Reimbursement for past repairs: Yes – Vehicle is within time/mileage parameters (36 months / 36,000 miles).

THE STATE LEMON LAW READS:

Days out of service: 45

Repairs 4

Time period 1 year (from in-service date) – 4 years (from in-service date) to file

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs N/A

Safety-related time period { # of months } / { # of miles }

Number of repair attempts in the presumption period: 3

Total days out of service during the presumption period: 8

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: SR # 71-670176693 - complaint veh-power steering

Date & Offer/Result: Opened 10/8/2008 08:30:05 PM. Originally closed dissatisfied on 10/15/2008 12:11:18 PM.

Reopened on 12/5/2008 12:15:41 PM. No goodwill offered/processed.

Cust sts:

-2nd time at the shop

-power steering goes out

-fixed once three months 6-26-2008

-CONNER AUTO GROUP

PO BOX 360

WAURIKA , OK 73573-0360

(580) 228-3504

-Dane service advisor

-Mike service manager

-dlr could not duplicate the concern

Cust sks: issue to be fixed

Crs adv:

-already spoke with Mr. Dayne Ladford-svc director at Connor Chevrolet

-he said we can't duplicate the concern and even after contacting TAC, there is no way that we can get a diagnosis just yet

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: December 5, 2008 - Trade repurchase.

December 11, 2008 – Customer does not want additional coverage on the vehicle.

DVM sts: December 10, 2008 – No repurchase. Vehicle can be fixed. RSE involved. Can offer a vehicle payment or a GMPP.

SVM sts: December 9, 2008 – Feels customer should receive goodwill assistance. Owner requested a buyback from DVM but doesn't feel it's his place to do it through the dealership.

CRS Rationale: December 11, 2008 - I have spoken with the dealership and the DVM. They have involved engineering and the RSE. They do have a fix for the vehicle. GM's first priority is to repair the vehicle. At this time, GM will not be repurchasing your vehicle or trading you into a different one. Once vehicle is returned to you, I will be looking into additional coverage on the steering as well as other components of the vehicle.

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

1. Concern may continue to exist; vehicle is at dealership being repaired.

2. N/A

3. N/A

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

1. Vehicle is not eligible for replacement / repurchase under Program Summary.

2. Vehicle has not met presumption of Lemon Law for days out of service / number of repair attempts.

3. The use, safety and value of the vehicle has not been affected.

Decision reached by CRS: Arbitrate case: ☐

Settle case: ☒

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

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



BBB AUTO LINE

December 5, 2008

ALICIA ROBINSON-WHITE
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0854065: [REDACTED] vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, if the case is deemed eligible, it will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,
Carolyn Hill at Extension 509

Facsimile Transmittal Cover SheetTo: ALISHAFrom: DAYNE

Company:

Date: 12-18-08 @ 11:45 AM

Fax Number:

Total # of Pages Including Cover 3

Phone Number:

Sender's Reference Number
580-228-3504

RE:

Your Reference Number

REF# 71-670176693

Notes/Comments:

FOR

RO# 6005698

This message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately and destroy all copies of the original message and attachments thereto. Faxes sent to or from Conner Auto Group may be retained as required by law or regulation.



Mail to PO Box 360
100 North Highway 81
Waurika, OK 73573
Phone: (580) 228-3504
Fax: (580) 228-3560
www.connerautogroup.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
11/28/08	6005698/1
R/O Close Date	Status
12/15/08	Pre-Invoice
Mileage In	Mileage Out
22732	22732
Service Advisor / Tag #	
DAYNE/1888	
Vehicle Identification Number	
1G1ZG57BX84	
Delivery Date	In-Service Date
4/05/08	4/05/08
Color	License Number
WHITE	

COMANCHE, OK		Work Phone	
Year	Make	Model	Body
2008	CHEVROLET	MALIBU	SEDAN
84			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: STEERING WENT OUT AGAIN UNTILL KILL ENGINE AND RES TART THEN WORKS FINE Corrected by E8434: (WB) (6G) STEERING COLUMN ASSEMBLY REPLACE Work performed by MARIO HOGUE (037) Corrected by E7680: COLUMN ASSY- STEERING- REPLACE Work performed by MARIO HOGUE (037) Work performed by MARIO HOGUE (037) Installed 25805894 :MOTOR (06605-PC) Qty: 1 Installed 15926870 :COLUMN (06518-PC) Qty: 1 CASE# 10528096 CUST WANTED VEHICLE BOUGHT BACK DUE TO REOCCURRING INTERMITTENT PROBLEM REPLACED COLUMN AND CONTROL MOTOR AT SAME TIME PER ENGINEER RANDY MASON 17 DAYS RENTAL DUE TO TIME FOR ENGINEER RESPONSE AND MOTOR BACKORDERED DISTRICT MANAGER INVOLVED AS WELL H ROUTE PER KIMBERLEY AT GM FOR EXTENDED RENTAL</p>	<p>Warranty Warranty Warranty Warranty Warranty</p>
<p>#2 * RENTALSERV: CAR RENTAL Corrected by Z7907: RENTAL Work performed by Dayne Ledford (001) RENTAL FOR PARTS AND FIELD ENGINEER DELAY</p>	<p>Warranty</p>

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

COMANCHE, OK			Home Phone	R/O Open Date	R/O Number
			WORK PHONE	11/28/08	6005698
			Key Tag #	Time Received	Time Promised
			1888	8:43	11/28 17:00
				Current Mileage	Mileage Out
				22732	
Year	Make	Model	Body	Engine Code	Service Advisor
2008	CHEVROLET	MALIBU	SEDAN	LE5	DAYNE
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1G1ZG57BX84				4/05/08	4/05/08
84					

#1 - Customer Reports: STEERING WENT OUT AGAIN UNTILL KILL ENGINE AND RES TART THEN WORKS FINE HAS CODE C0343 SYM 00
 37 CALLED TECH LINE REFERRED TO ENGIN, REPLACED STEER COLUMN & CONT. MODULE PER ENGIN. RANDY MASON

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
YZ1	6005539	11/07/08	21077	DAYNE			.00
				W DIMMER FOR DASH LIGHTS INOP SINCE LAST REPAIR ON S037		.50	
YZ1	6005330	10/14/08	18807	DAYNE			.00
				W INTERMITTENTLY POWER STEERING LIGHT COMES ON AND H037		.00 -	
				W RENTALSERV	001	.00 -	
YZ1	6005204	9/30/08	18479	DAYNE			38.52
				W LOST POWER STEERING AND POWER STEERING LIGHT CAME 037		.50 -	
				C LOF: LUBE,OIL & FILTER	037	.30	
				W RENTALSERV: CAR RENTAL	001	.00 -	
YZ1	6004716	8/01/08	10976	Rick Maxey			.00
				W Z7200: CORPORATE PARTS RETURN	046 *	.30	
YZ1	6004437	6/26/08	10970	Rick Maxey			36.17
				W THE ELECTRONIC STEERING SEEMS TO QUIT AND HAS A LO037		1.10	
				C LOF: LUBE,OIL & FILTER	037	.50	
YZ1	6004129	5/23/08	7176	BRENDA GOODFELLOW			34.54
				C LOF	037	.50	
YZ1	6003973	5/01/08	4392	Rick Maxey			.00
				W LEFT REAR TIRE LOSE AIR CONTINUALLY	037	.20	
YZ1	6003494	3/12/08	2	Rick Maxey			.00
				W PDI: PREDELIVERY INSPECTION	037	1.30	

1877 446 8227 DOC ID #1878107 JOHN SANCY

CASE #10528096, CASE #

DVM -

08 DEC 11 8.30

88434

08 DEC 11 14.63

15

Rental \$42.00 per day
 17 days = 714.00

E7680 1.3

WB/6G



General Motors Business Resource Center

FAX

To: Dayne Ledford
Company:
Fax: 580-228-3560
Phone:

From: Alicia White
Fax: 866-281-0326
Phone: 1-800-231-1841 ext 11812
E-mail:

cc:

SENT

12-10-08

[Signature]

NOTES:

I have attached a letter requesting all sales documents and repair orders for this customer's vehicle.

NEW VEHICLE BILLING SHEET

SALESPERSON AL WALKER

Customer

Date Sold 4-5-08

Stock #

84 230 715

Description

2008 CHEVY MALIBU - WHITE

Trade Stk #

73 585 501

Description

2007 CHEVY HAR

Trade Stk #

Description

Financial Inst

Chase

COMMISSION FIGURES

Sales Price

7191.00

Vehicle Cost

18812.53

Trade ACV

+ 11,000.00

Rebates to Customer

+ _____

Trade ACV

+ _____

Rebates as Down

+ _____

B.O. Adds

+ _____

Work in Process

Rebates

+ 1250.00

Other

Total Sales Price

19441.00

Total Cost

COMMISSION

Gross Profit

628.47

Amount of Charge Back

Holdback

- 582.75

X

25%

Comm Gross

45.72

Commission

New Car Sales

+ 80.00Total Charge Back
To Sales Person

TOTAL COMM PAYABLE

130.00

POSTED

Privileged and Confidential Information**CASE ASSESSMENT**

By: Alicia White State: Oklahoma

Customer Name: [REDACTED]

Service Request: 71-
670176693

BBB Case No.: CHV0854065

Vehicle ID No.: [REDACTED]
1G1ZG57BX84In Service
Date:
4/5/2008

Vehicle is: New

BAC Code:
226078

Year, Make & Model: 2008 Chevrolet Malibu

Mileage at Time of BBB Filing (21,292)

Lien holder: GMAC ☐ Other ☐: {Name}Vehicle Purchased Used on: {n/a or mm/dd/yy}
at odometer {odometer}Sale Type: Purchase ☐ Lease ☐ Other ☐:
{Type}

DVM Name: Kimberly McCloud

Phone/Cell Number: 281-229-9990

Svc Mgr Name: Dayne Ledford

CAM Name: Larry Shields

Phone Number: 972-443-2901

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y. IF YES PLEASE INCLUDE TAC # 10528096 AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS To diagnose power steering concern.**IF TAC HAS NOT BEEN CONTACTED WHY NOT**☐ Power Steering going out

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
26/06/08	004437	1	10,970	Customer states – The electronic steering seems to quit and has a lot of resistance, as if has no steering assist. Loses steering without any notice and becomes difficult to use. Can shut off and restart and may work. Dealer states – Found power steering control module motor failing. MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -.
30/09/08	005204	4	18,479	Customer states – Lost power steering and power steering light came on. After killing and restarting, power steering came back but feels really loose. Dealer states – Has Code C0545 stored. Tested system. All test normal. Test drove 2-3 times, could not get to reoccur. After clearing code contacted GM TAC Case # 10528096 . Was advised need to recreate problem. Unable to duplicate. CUSTOMER CONCERN NOT DUPLICATED.

14/10/08	005330	3	18,807	3-DAY COURTESY TRANSPORTATION. Customer states – Intermittently power steering light comes and has no power steering. When kills engine, it comes back and works. Dealer states – Code C0545 stored. System torque sensor. Checked terminal tension on all plugs. Checked signal for sens or signal, okay. Checked harness and found wire partially broken under insulation for steering column. Removed terminal from connector and installed new terminal. Reinstalled connector and retest repeatedly as well as rove several times with no problem. WIRING AND/OR CONNECTOR - INTERIOR/REAR COMPARTMENT LIGHTI.
28/11/08	005698	18	22,732	Customer states - Steering went out again until kill engine and restart. Then works fine. Dealer states - TAC Case # 10528096. Customer wanted vehicle brought back due to reoccurring intermittent problem. Replaced column and control motor at same time per engineer Randy Mason. 17 days rental due to time for engineer response and motor back-ordered. DVM involved as well. POWER STEERING ASSIST MOTOR REPLACEMENT. STEERING COLUMN REPLACEMENT.

☐ Right rear tire losing air (NOT ON CCF)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/05/08	003973	1	4,392	Customer states – Left rear tire lose air continually. Dealer states – No signs of impact damage. Remove tire, carry to sublet facility, dismount and install new tire. Reinstall and program tire monitor. TIRE, UNIROYAL – REPLACE.

☐ Dash dimmer inoperative (NOT ON CCF)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/11/08	005539	1	21,077	Customer states – Dimmer for dash lighting inoperative since last repair on steering. Also back light for radio buttons come on when started but go out. Dealer states – Checked lights. Has no dash lights. Removed dimmer switch and found loose connection at dimmer switch. Tightened terminal tension and reinstalled switch and checked okay.

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

Has the vehicle ever been involved in an accident N
Did you confirm your answer with the customer Y
What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident N/A

Has the customer filed any insurances claims on this Vehicle N
If Yes obtain the following information below

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

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

Was a Trade Repurchase offered to the customer N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM _____

☐ Other

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

What is customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: No – Vehicle is outside of time/mileage parameters (12 months / 12,000 miles).

Lemon Law Repurchase/Replacement: Yes – Claim was filed within specified time period. No – Presumption for days out of service / number of repair attempts have not been met.

GM Program Summary Repairs/Reimbursement for past repairs: Yes – Vehicle is within time/mileage parameters (36 months / 36,000 miles).

THE STATE LEMON LAW READS:

Days out of service: 45
Repairs 4

Time period 1 year (from in-service date) – 4 years (from in-service date) to file
Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs N/A

Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	26
Total days out of service during customer's ownership:	26

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: SR # 71-670176693 - complaint veh-power steering

Date & Offer/Result: Opened 10/8/2008 08:30:05 PM. Originally closed dissatisfied on 10/15/2008 12:11:18 PM.

Reopened on 12/5/2008 12:15:41 PM. No goodwill offered/processed.

Cust sts:

- 2nd time at the shop
- power steering goes out
- fixed once three months 6-26-2008
- CONNER AUTO GROUP
- PO BOX 360
- WAURIKA , OK 73573-0360
- (580) 228-3504
- Dane service advisor
- Mike service manager
- dlr could not duplicate the concern

Cust sks: issue to be fixed

Crs adv:

- already spoke with Mr. Dayne Ladford-svc director at Connor Chevrolet
- he said we can't duplicate the concern and even after contacting TAC, there is no way that we can get a diagnosis just yet

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: December 5, 2008 - Trade repurchase.

December 11, 2008 – Customer does not want additional coverage on the vehicle.

DVM sts: December 10, 2008 – No repurchase. Vehicle can be fixed. RSE involved. Can offer a vehicle payment or a GMPP.

SVM sts: December 9, 2008 – Feels customer should receive goodwill assistance. Owner requested a buyback from DVM

but doesn't feel it's his place to do it through the dealership.

CRS Rationale: December 11, 2008 - I have spoken with the dealership and the DVM. They have involved engineering and the RSE. They do have a fix for the vehicle. GM's first priority is to repair the vehicle. At this time, GM will not be repurchasing your vehicle or trading you into a different one. Once vehicle is returned to you, I will be looking into additional coverage on the steering as well as other components of the vehicle.

January 15, 2009 – BBB closed claim stating, "Case has been closed as a referral."

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

1. Concern may continue to exist; vehicle is at dealership being repaired.

2. N/A

3. N/A

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

1. Vehicle is not eligible for replacement / repurchase under Program Summary.

2. Vehicle has not met presumption of Lemon Law for days out of service / number of repair attempts.

3. The use, safety and value of the vehicle has not been affected.

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☒

CRS FINAL OFFER: Repair vehicle		DATE: 11/12/08	CUST {Accepted / Declined}
Goodwill: N/A	Attorney Fees (if applicable): \$N/A		
TEAM LEAD APPROVING:		N/A	Date: N/A



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 9, 2008

Dayne Ledford
CONNER AUTO GROUP
PO BOX 360
WAURIKA, OK 73573-0360

Re: [REDACTED]
Siebel Request: 71-670176693
2008 Chevrolet Malibu
VIN # 1G1ZG57BX84 [REDACTED]

Dear Mr. Dayne Ledford:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle **within 24 hours**. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- **Copy of the Title and Registration**
- The Actual Cash Value statement of any trade or deal recap sheet.
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies). Both customer and technician copies.

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Please remove the customer's SSN off any and all documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Alicia White

Alicia White
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11812
FAX# 866-281-0326

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

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: PA

Customer Name: [REDACTED] / contract Service Request: 71-670466289 GM Legal File No.: N/A
shows [REDACTED]

Vehicle ID No.: 1G1ZJ57B58F [REDACTED] In Service Date: 5/31/2008 Vehicle is: New BAC Code: 113807
Year, Make & Model: 2008 Chevrolet Malibu Vehicle Purchased Used on: N/A
Lien holder: GMAC ☐ Other ☒: Bank of America, P.O. Box 2759, DVM requests Purchase Price of
Jacksonville, FL 32203 involvement?: Vehicle: \$ 30,005.25
Was TAC contacted for this vehicle (Y/N)? : Y TAC Case #10524327, Yes
Loren Coopel

VEHICLE REPAIR HISTORY

☒ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/28/08	173605	1	2145	On hard turns, can feel shake or binding, seems to loosen around turns / road test 15 miles with long left and right turns, no shake or binding felt in steering. Also check BCM for DTC's & no DTC's set. Also no bulletins or PI's found – could not duplicate
08/05/08	173812	1	3020	Ck steering, vibrates a lot, when binds up Ck for pull on steering wheel when braking & pulling out then lets go right away – ordered steering column
08/20/08	174256	*	3565	Ck power steering inop / found motor in column shorting out – replace column
09/04/08	174636	*	4135	Steering wheel shakes / found front toe out of adjustment – set front toe & road test. Rotated tires & relearn monitors.
09/08/08	174679	*	4585	Steering gets hard at times / found motor shorted, loss of power assist, internal motor malfunction – diag. and replace electric power steering motor with adjustable pedals.
10/06/08	175384	4	5002	Steering binds when turning / tires caused excessive drag on electric P/S system, wheel & tire combination rapidly overheats steering system in ... 4 calls to TAC (2) 4 test drives with 2 vehicles with DVM (3) swap out steering rack from like Malibu of stock #6621 (4) remove sway bar links & evaluate front end (5) swap tires from new Malibu to this vehicle (6) monitor data on P/S control module between cars (7) customer offered tire, not replaced at this time. Bulletin #02-00-89-002G. TAC Case #10524327, Loren Coopel
11/19/08	176498	2	6578	C/S Check for knock/clunk noise in steering Intermediate steering shaft has excessive play E7700 Shaft, Steering intermediate replace

☐ Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/20/08	174256	1	3565	Check under dash, brake pedal hits something when letting go / wire harness contacting brake pedal – repositioned harness
09/04/08	174636	*	4135	Brake pedal hitting something – could not duplicate
09/08/08	174679	10	4585	Ck brake pedal hitting something / found bulletin #PIC4883A, brake pedal assembly contacting steering column due to insufficient clearance – repair as per PIC4883A – R & R brake booster and install spacers.
11/19/08	176498	*	6578	Ck for squeak/grind noise in brake pedal Change brake fluid and bleed system

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05/29/08	171890	*	164	Prior to Purchase Ck center console, seems loose / found R side anchor bolt was cross threaded and only in about ¼” and was not against console body – had to retrace threads in anchor nut and bolt, had to remove R/Front passenger seat in order to do so, along with console.
07/28/08	173605	*	2145	Trim on P/S on dash pops out while driving – re-secured upper dash molding
08/20/08	174256	*	3565	Molding broken on passenger side – ordered molding
09/04/08	174636	2	4135	Ck loose molding / Found trim piece loose & retainer dropped behind dash – replace I/P trim, had to R & R dash pad to install.
*	*	*	*	Ck panel on steering cracked / ck for loose steering column shroud – retainers have pretension – replace upper steering column shroud
09/08/08	174679	*	4585	L/F door noisy when opened / found link loose, bolts on check link excessively loose – reposition & re-torque D/S front door

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/05/08	173812	*	3020	See if you can switch to doors not locking when start car – can't change

☐ Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/28/08	173605	*	2145	Ck for noise in front end over bumps, like air release sound – air noise heard in front struts compressing (normal)

THE STATE LEMON LAW READS:

Days out of service:

Repairs

Time period :

Does Lemon Law state nonconformity must continue to exist?

If applicable, safety-related repairs
Safety-related time period

Number of repair attempts in the presumption period:	7
Total days out of service during the presumption period:	22
Total days out of service during customer's ownership:	22

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

10/23 DVM Bob Kramer calling back concerning cust [REDACTED], he sts the cust is not operating the vehicle properly. Cust is causing his steering problem with improper operation and treatment of his vehicle. Call him if I have any more questions.

DVM sts that he drove the customer vehicle and he did have a steering concern. DVM offered to do a trade repurchase, customer wanted to get a more expensive vehicle with electronic steering, DVM had offered him the repurchase, no cost to customer except the difference in the MSRP, dlr wasn't going to charge him mileage, taxes, etc. only the difference in MSRP of the veh he wanted and cust refused. Retained atty.

10/27 I have reviewed this customer's concern and have personally driven his 2008 Malibu. My road test involved operating both [REDACTED] vehicle and a comparable 2008 Malibu from Deichman-Walker's dealership inventory. After the roadtest, I have determined that [REDACTED] vehicle is operating normally...that is, within the vehicle manufacturer's design parameters. [REDACTED] concern appears to be of his own making as he is operating the vehicle in an abnormal manner by turning the steering wheel from lock-to-lock six or more times while the vehicle is at a standstill. When advised by Deichman-Walker dealership personnel that [REDACTED] believed an uplevel new Malibu performed more to his liking, I offered to assist him with a vehicle trade into the the uplevel vehicle. All [REDACTED] would be required to pay would be the difference in MSRP between his vehicle and the uplevel vehicle. Ergo, [REDACTED] would pay neither a mileage usage amount, nor any sales tax on the MSRP difference, nor any title transfer fees. This offer was made in a good faith attempt to satisfy a valued Chevrolet customer. After being made aware of my trade assist offer, [REDACTED] advised Deichman-Walker dealership personnel that he did not want to pay anything for the higher-priced vehicle and would pursue litigation to resolve his situation. If you have any further questions regarding this customer's concern, please let me know.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

10/10/08 CRS spoke w/:Bill

Dlr sts:

- we have different tires on his veh
- it caused steering to be staff
- we did the atearing rack and column

10/13 dlr states cust has different tires on his veh; it caused steering to be staff; we did the steering rack and column; as far as you are concerned the vehicle if fixed

Dlr sts: cust has factory tires on veh which causing the steering to overheat - electric power steering; everything in the steering system has been replaced; TAC said to have your Rep drive the vehicle; took tires of another Malibu and the issue did not happen as quickly but still did happen, Rep was in Thursday and he said he would replace all the tires on the veh and cust decline, this is not a cure. Working with cust to get him out of the vehicle.

DS adv: Rep and General Manager of dlrship working with cust to get him out of the veh, now in the hands of Rep and Rep and General Manager; I can not do anything else about this file

Dlr sts: that is correct, thank you

10/13 Cust sts: I spoke to the manager and I was not satisfied, they want to trade in and I am loosing about \$4000 in money

10/22 Dlr sts that the DVM had offered the customer a buyback and customer refused because he wanted a more expensive vehicle and didn't want to pay the difference.

11/4/08 empowered \$3,000 to \$5,000

11/4/08 offer out \$3,000

11/14/08 Vehicle returned to dealership for steering issues

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

RECOMMENDATION

CRS recommends

\$3,000 - \$5,000

12/8/08 Trade/Repurchase

MSRP: \$ 30,005

10% \$3,000 15% \$4,500 20% \$6,000

RATIONALE

CRS recommends cash settlement for 5 repairs on steering iss. DVM sts that he problem is caused by customer, however a trade was offered by DVM. Customer declined as he wanted to have costs paid for an upgrade.

12/8/08 CRS recommends repurchase for 7 repairs on steering issue and 4 to brakes during presumptive period. DVM sts that the problem is caused by customer however a trade was offered by DVM. Customer declined as he wanted to have costs paid for an upgrade. CRS recommends to offer repurchase or trade according to states lemon law.

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:



Elizabeth Tylawsky
<etylawsky@lemberglaw.com>

12/16/2008 10:45 AM

To: mary_williamson@gmexpert.com
cc
bcc
Subject: RE: [REDACTED]

History: This message has been forwarded.

The reason why he does not want a replacement vehicle is because of the power steering in the vehicle. He has adamantly refused to accept the same vehicle again for this reason. I'm having a hard time even convincing him to go into another GM vehicle because he has such a lack of faith now. Anything you can do would be great Mary and if I can provide anything else, please let me know. Thank you!

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, December 16, 2008 10:41 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lemberglaw.com>

12/10/2008 11:37 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lambertglaw.com>

12/08/2008 09:57 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Thank you Mary, I appreciate the update.

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 08, 2008 8:14 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

As you can imagine GM is going through some restructures and looking at things much closer now so I have to get additional approvals before proceeding with a repurchase offer. I cannot say whether this will be the offer or not but just wanted to let you know where I am on this file.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/03/2008 08:28 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Great. We are looking for a repurchase. Please let me know if I can provide anything else. Thank you.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 03, 2008 8:27 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I will be reviewing this file with the new repair order today. Do you know what your client is seeking?

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/01/2008 01:37 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Great, thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 01, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

The service manager says he will fax me the new repair order today.

Mary

Email: mary_williamson@gmexpert.com

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/26/2008 01:38 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

No problem Mary, I won't be in on Friday anyways so no rush. Have a nice Thanksgiving!

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, November 26, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I can't get the service manager today. Looks like it may be Friday.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:55 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, November 25, 2008 3:55 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

No. I will call the service manager and see if he has the repair order done yet.

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:52 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Any update on this? The client did pick the vehicle back up, although I do not yet have the repair order.
Thanks.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, November 21, 2008 1:36 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Please confirm that he took the vehicle in and if it is still at the dealership.

Mary

Mary Williamson/Austin/GM1

11/14/2008 12:32 PM

To: Elizabeth Tylawsky <etylawsky@lemborglaw.com> @SITELOWEB
cc
Subject: RE: [REDACTED] [Link](#)

Elizabeth,

Please let me know after he takes his vehicle back so that we can re-assess the case.

Mary

Elizabeth Tylawsky <etylawsky@lamberglaw.com>

11/13/2008 10:30 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

The vehicle is going in next Wednesday at Deichman Walker for service. [REDACTED] would prefer a repurchase since the issues he's had are with the steering, and a replacement vehicle would have the same steering design as this vehicle. Thank you.

Elizabeth

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

Sent: Thursday, November 13, 2008 8:35 AM

To: Elizabeth Tylawsky

Subject: Re: [REDACTED]

Elizabeth,

Is the vehicle still at the dealership? Did he return to the same dealership? [REDACTED] was offered a trade by the dealership previously and refused as he wanted the dealership to also pay for an upgrade. If I can get approval for a trade I also will not be able to assist him in the cost of the upgrade.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/12/2008 10:29 AM

To: mary_williamson@gmexpert.com
cc:
Subject: [REDACTED]

Hi Mary,

I just wanted to confirm receipt of the offer for the [REDACTED] from GM. The vehicle has been in for repair five times for the steering, and has just returned for the same problem. The Pennsylvania Lemon Law statute only requires the vehicle to be out of service three times for the same issue. In light of the foregoing, we respectfully request that GM make a repurchase offer. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
(203) 653-2250 x107



Mary Williamson/Austin/GM1

01/05/2009 01:44 PM

To: denise.zobel@gm.com

cc

bcc

Subject: [REDACTED]

Ms Zobel,

Please accept this email to confirm that we have offered a trade/repurchase as suggested. Unfortunately the customer has rejected the offer of settlement and is adamant for a refund. Included is a copy of my recommendation for settlement. Please review and reply to confirm whether or not you will approve the recommended settlement.



CASE ASSESSMENT.doc

Thank you,
Mary Williamson
Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5600 x 31062
Fax: 866-485-8229
Email: mary_williamson@gmexpert.com



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

VIA FAX ONLY

October 22, 2008

Jody Burton, Esq.
Lemberg & Associates
30 Oak St Ste 401
Stamford, CT 06905-5310

RE: [REDACTED]
Service Request: 71-670466289
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B58F [REDACTED]
Customer Relationship Specialist: Dianna Barber

Dear Ms. Burton:

This is to advise that General Motors is in receipt of the above referenced case dated October 10, 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 an 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: {Other}

☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



GMC



HUMMER



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



GMC



HUMMER





Mary Williamson/Austin/GM1

11/11/2008 06:20 PM

To jburton@lembertglaw.com

cc

bcc

Subject [REDACTED]

Jody,

Please update me on the status of the offer [REDACTED]

Thank you,

Mary Williamson
General Motors Business Resource Center
Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 866-790-5800 x 31062
Fax: 866-485-8229
Email: mary_williamson@gmexpert.com



Mary Williamson/Austin/GM1
02/09/2009 01:22 PM

To Elizabeth Tylawsky <etylawsky@lemborglaw.com>
cc
bcc
Subject RE: [REDACTED]

Elizabeth,

Have you been able to get with your client in regards to a new signed release?

Thank you,
Mary

Mary Williamson/Austin/GM1



Mary Williamson/Austin/GM1
02/02/2009 02:11 PM

To Elizabeth Tylawsky
<etylawsky@lemborglaw.com>@SITE/CWEB
cc
Subject RE: [REDACTED]

Elizabeth,

I have received the original docs via mail. However, unfortunately when I was processing them I realized that the release did NOT include the amount for attorney fees. Therefore the release is not for the correct amount. I have re-issued it and attached it. In order to process it for the full amount I will need your client to re-sign it. Please accept my sincere apologies for this error.



Release re-purchase.doc

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>



Elizabeth Tylawsky
<etylawsky@lemborglaw.com>
>
01/26/2009 12:38 PM

To mary_williamson@gmexpert.com
cc
Subject RE: [REDACTED]

Hi Mary,

Attached are the documents. As I said, they are in the mail. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, January 26, 2009 12:33 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

If you could fax or email me a copy I can get started on it right away.

Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/26/2009 12:12 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: Appleman

Mary,

I'm putting the originals with the registration in the mail to you today. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905

etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, January 23, 2009 11:35 AM
To: Elizabeth Tylawsky
Subject: RE: Appleman

Elizabeth,

Re: Todd Appleman
SR: 71-670466289
VIN: 1G1ZJ57B58F246147

Attached is the offer and release for a repurchase. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/22/2009 01:28 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: Appleman

Hi Mary,

Attached is the info you needed. Please let me know if you need anything else. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, January 21, 2009 9:28 AM
To: Elizabeth Tylawsky
Subject: RE: Appleman

Yeah some banks are difficult to work with. :(

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/21/2009 09:26 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: Appleman

Hi Mary,

My clients did call this morning and were informed it would take at least 3-5 days for the bank to get this information. The bank is faxing it directly to me and, of course, I will send it right to you upon receipt. Sorry for the delay, who knew it could take so long?

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 20, 2009 12:00 PM
To: Elizabeth Tylawsky
Subject: RE: Appleman

Elizabeth,

Bank of America will only release to me the payoff amount but not the finance charges or payment history. They said that the customer has to request that. Can you get your client to request a fax to include finance charges and payment history?

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/14/2009 03:49 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: Appleman

Hi Mary,

I've attached the release of lien. Let me know if you need anything else. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 13, 2009 10:28 AM
To: Elizabeth Tylawsky
Subject: RE: Appleman

Elizabeth,

I have finally received approval to offer a repurchase however I need a release of lien filled out so that I can contact the lienholder and present the offer with the current payoff and finance information. Attached is the form I need to have filled out.

Please have your client fill out and return to me asap.

Thank you,
Mary

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemberglaw.com>

01/12/2009 05:37 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: Appleman

Hi Mary,

I know you must be busy today after last week. Just trying to get caught up on everything. Any update on this one for me? Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905

etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, January 05, 2009 2:10 PM
To: Elizabeth Tylawsky
Subject: RE: Appleman

Elizabeth,

I should have an answer for you tomorrow. Working on getting the approvals and the holidays seemed to have gotten in the way but everyone is back now.

Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

12/29/2008 01:30 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: Appleman

Hi Mary,

Any update on the status of this one? Thank you.

Elizabeth

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

Sent: Tuesday, December 16, 2008 10:41 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lambertglaw.com>

12/10/2008 11:37 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lambertglaw.com>

12/09/2008 09:57 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Thank you Mary, I appreciate the update.

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

Sent: Monday, December 08, 2008 8:14 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

As you can imagine GM is going through some restructures and looking at things much closer now so I have to get additional approvals before proceeding with a repurchase offer. I cannot say whether this will be the offer or not but just wanted to let you know where I am on this file.

Thank you,

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/08/2008 08:28 AM

To: mary_williamson@gmexpert.com

cc

Subject: RE: [REDACTED]

Hi Mary,

Great. We are looking for a repurchase. Please let me know if I can provide anything else. Thank you.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 03, 2008 8:27 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I will be reviewing this file with the new repair order today. Do you know what your client is seeking?

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/01/2008 01:37 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Great, thanks

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

Sent: Monday, December 01, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

The service manager says he will fax me the new repair order today.

Mary

Email: mary_williamson@gmexpert.com

Elizabeth Tylawsky <etylawsky@lamberglaw.com>

11/26/2008 01:38 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

No problem Mary, I won't be in on Friday anyways so no rush. Have a nice Thanksgiving!

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

Sent: Wednesday, November 26, 2008 1:38 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I can't get the service manager today. Looks like it may be Friday.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:55 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, November 25, 2008 3:55 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

No. I will call the service manager and see if he has the repair order done yet.

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:52 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Any update on this? The client did pick the vehicle back up, although I do not yet have the repair order.
Thanks.

Elizabeth

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

Sent: Friday, November 21, 2008 1:36 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

Please confirm that he took the vehicle in and if it is still at the dealership.

Mary

Mary Williamson/Austin/GM1

11/14/2008 12:32 PM

To: Elizabeth Tylawsky <etylawsky@lemborglaw.com>@SITE/CWEB
cc
Subject: RE: [REDACTED] [Link](#)

Elizabeth,

Please let me know after he takes his vehicle back so that we can re-assess the case.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/13/2008 10:30 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

The vehicle is going in next Wednesday at Deichman Walker for service. [REDACTED] would prefer a repurchase since the issues he's had are with the steering, and a replacement vehicle would have the same steering design as this vehicle. Thank you.

Elizabeth

From: mary_willamson@gmexpert.com [mailto:mary_willamson@gmexpert.com]
Sent: Thursday, November 13, 2008 8:35 AM
To: Elizabeth Tylawsky
Subject: Re: [REDACTED]

Elizabeth,

Is the vehicle still at the dealership? Did he return to the same dealership? [REDACTED] was offered a trade by the dealership previously and refused as he wanted the dealership to also pay for an upgrade. If I can get approval for a trade I also will not be able to assist him in the cost of the upgrade.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/12/2008 10:29 AM

To: mary_williamson@gmexpert.com
cc:
Subject: [REDACTED]

Hi Mary,

I just wanted to confirm receipt of the offer for the [REDACTED] from GM. The vehicle has been in for repair five times for the steering, and has just returned for the same problem. The Pennsylvania Lemon Law statute only requires the vehicle to be out of service three times for the same issue. In light of the foregoing, we respectfully request that GM make a repurchase offer. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemberglaw.com
(203) 653-2250 x107



[REDACTED] Final Docs.pdf



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

VIA FAX ONLY

January 23, 2009

Sergei Lemberg, Esq.
Lemberg & Associates
1100 Summer St 3rd Fl
Stamford, CT 06905

RE: [REDACTED]
Service Request: 71-670466289
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B58F [REDACTED]
Customer Relationship Specialist: Mary Schwartz

Dear Mr. Lemberg:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2008 Chevrolet Malibu for all defendants. This offer 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.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	\$ 29,180.00
License/Title/Registration	\$ 33.50
Sales or use tax	\$ 304.80
<u>Finance Charges</u>	<u>\$ 958.97</u>
Subtotal:	\$ 30,477.27

Less Rebates/Incentives	- \$ 1,000.00
<u>Less Usage/Depreciation</u>	<u>- \$ 214.50</u>
Subtotal	\$ 1,214.50



GMC



HUMMER



* Minus Payoff to lien holder (good through 1/30/09) \$ 26,715.89

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	\$ 2,546.88
Attorney's Fees	\$ 1,500.00
Total due to attorney and client:	\$ 4,046.88

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

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.

General Motors requests you make this offer available to your client at the earliest possible opportunity. 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 via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling 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
LG0074 V12212007
Attach.



CURRENT VEHICLE MILEAGE: _____

Client's Signature

Client's Signature

Date

Date





Elizabeth Tylawsky
<etylawsky@lemborglaw.com>

02/11/2009 10:19 AM

To: mary_williamson@gmexpert.com
cc:
bcc:
Subject: RE: [REDACTED]

Hi Mary,

Yes, they will have it completed today. I will send it to you as soon as I have it.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, February 09, 2009 1:22 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Have you been able to get with your client in regards to a new signed release?

Thank you,
Mary

Mary Williamson/Austin/GM1

02/02/2009 02:11 PM

To: Elizabeth Tylawsky <etylawsky@lemborglaw.com> @SITE/CWEB
cc:
Subject: RE: [REDACTED] [Link](#)

Elizabeth,

I have received the original docs via mail. However, unfortunately when I was processing them I realized that the release did NOT include the amount for attorney fees. Therefore the release is not for the correct amount. I have re-issued it and attached it. In order to process it for the full amount I will need your client to re-sign it. Please accept my sincere apologies for this error.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/26/2009 12:38 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Attached are the documents. As I said, they are in the mail. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, January 26, 2009 12:33 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

If you could fax or email me a copy I can get started on it right away.

Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/26/2009 12:12 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Mary,

I'm putting the originals with the registration in the mail to you today. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, January 23, 2009 11:35 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Re: [REDACTED]
SR: 71-670466289
VIN: 1G1ZJ57B58F [REDACTED]

Attached is the offer and release for a repurchase. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/22/2009 01:28 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Attached is the info you needed. Please let me know if you need anything else. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, January 21, 2009 9:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Yeah some banks are difficult to work with. :(

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/21/2009 09:26 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

My clients did call this morning and were informed it would take at least 3-5 days for the bank to get this information. The bank is faxing it directly to me and, of course, I will send it right to you upon receipt. Sorry for the delay, who knew it could take so long?

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com

Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 20, 2009 12:00 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Bank of America will only release to me the payoff amount but not the finance charges or payment history. They said that the customer has to request that. Can you get your client to request a fax to include finance charges and payment history?

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lambertlaw.com>

01/14/2009 03:49 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I've attached the release of lien. Let me know if you need anything else. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 13, 2009 10:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I have finally received approval to offer a repurchase however I need a release of lien filled out so that I can contact the lienholder and present the offer with the current payoff and finance information. Attached is the form I need to have filled out.

Please have your client fill out and return to me asap.

Thank you,
Mary

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/12/2009 05:37 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

I know you must be busy today after last week. Just trying to get caught up on everything. Any update on this one for me? Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

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

Sent: Monday, January 05, 2009 2:10 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I should have an answer for you tomorrow. Working on getting the approvals and the holidays seemed to have gotten in the way but everyone is back now.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/29/2008 01:30 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Any update on the status of this one? Thank you.

Elizabeth

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

Sent: Tuesday, December 16, 2008 10:41 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/10/2008 11:37 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/08/2008 09:57 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Thank you Mary, I appreciate the update.

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 08, 2008 8:14 AM
To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

As you can imagine GM is going through some restructures and looking at things much closer now so I have to get additional approvals before proceeding with a repurchase offer. I cannot say whether this will be the offer or not but just wanted to let you know where I am on this file.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/09/2008 08:28 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Great. We are looking for a repurchase. Please let me know if I can provide anything else. Thank you.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 03, 2008 8:27 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I will be reviewing this file with the new repair order today. Do you know what your client is seeking?

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/01/2008 01:37 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Great, thanks

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

Sent: Monday, December 01, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

The service manager says he will fax me the new repair order today.

Mary

Email: mary_williamson@gmexpert.com

Elizabeth Tylawsky <etylawsky@lamberglaw.com>

11/26/2008 01:38 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

No problem Mary, I won't be in on Friday anyways so no rush. Have a nice Thanksgiving!

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

Sent: Wednesday, November 26, 2008 1:38 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I can't get the service manager today. Looks like it may be Friday.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:55 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, November 25, 2008 3:55 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

No. I will call the service manager and see if he has the repair order done yet.

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:52 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Any update on this? The client did pick the vehicle back up, although I do not yet have the repair order.
Thanks.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, November 21, 2008 1:36 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Please confirm that he took the vehicle in and if it is still at the dealership.

Mary

Mary Williamson/Austin/GM1

11/14/2008 12:32 PM

To: Elizabeth Tylawsky <stylawsky@lemborglaw.com> @SITE/CWEB
cc
Subject: RE: [REDACTED] [Link](#)

Elizabeth,

Please let me know after he takes his vehicle back so that we can re-assess the case.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/13/2008 10:30 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

The vehicle is going in next Wednesday at Deichman Walker for service. [REDACTED] would prefer a repurchase since the issues he's had are with the steering, and a replacement vehicle would have the same steering design as this vehicle. Thank you.

Elizabeth

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

Sent: Thursday, November 13, 2008 8:35 AM

To: Elizabeth Tylawsky

Subject: Re: [REDACTED]

Elizabeth,

Is the vehicle still at the dealership? Did he return to the same dealership? Mr. Appleton was offered a trade by the dealership previously and refused as he wanted the dealership to also pay for an upgrade. If I can get approval for a trade I also will not be able to assist him in the cost of the upgrade.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/12/2008 10:29 AM

To: mary_williamson@gmexpert.com
cc:
Subject: [REDACTED]

Hi Mary,

I just wanted to confirm receipt of the offer for the [REDACTED] from GM. The vehicle has been in for repair five times for the steering, and has just returned for the same problem. The Pennsylvania Lemon Law statute only requires the vehicle to be out of service three times for the same issue. In light of the foregoing, we respectfully request that GM make a repurchase offer. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemberglaw.com
(203) 653-2250 x107



Mary Williamson/Austin/GM1

12/05/2008 09:02 AM

To: robert.j.kramer@gm.com

cc

bcc

Subject: [REDACTED]

Robert Kramer:

Please respond as soon as possible.

This email is to follow up on Service Request 71-670466289 for customer [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 6578 miles. The customer has been working with Deichman Walker Chevrolet in Easton, Pa.

In prior communications you requested to be informed of our settlement offer before contacting the plaintiff's counsel. After reviewing the merits of the case, I believe an offer of STRAIGHT/TRADE REPURCHASE would be appropriate to settle this case in the Early Resolution program.



CASE ASSESSMENT.doc

We would appreciate your support of this settlement offer. Due to time constraints, we need to receive your feedback on this offer within 24 hours. If you have anything you wish to add that has not been shared through previous communications, please provide it at this time.

Thank you,

Mary Williamson
Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5800 x 31062
Fax: 866-485-8229
Email: mary_williamson@gmexpert.com

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Dianna Barber State: PA

Customer Name: [REDACTED] / contract Service Request: 71-670466289 GM Legal File No.: N/A
shows [REDACTED]

Vehicle ID No.: 1G1ZJ57B58F [REDACTED] In Service Date: 5/31/2008 Vehicle is: New BAC Code: 113807
 Year, Make & Model: 2008 Chevrolet Malibu Vehicle Purchased Used on: N/A
 Lien holder: GMAC ☐ Other ☒: Bank of America, P.O. Box 2759, DVM requests Purchase Price of
 Jacksonville, FL 32203 involvement?: Vehicle: \$ 30,005.25
 Was TAC contacted for this vehicle (Y/N)? : Y **TAC Case #10524327,** Yes
Loren Coopel

VEHICLE REPAIR HISTORY☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/28/08	173605	1	2145	On hard turns, can feel shake or binding, seems to loosen around turns / road test 15 miles with long left and right turns, no shake or binding felt in steering. Also check BCM for DTC's & no DTC's set. Also no bulletins or PI's found – could not duplicate
08/05/08	173812	1	3020	Ck steering, vibrates a lot, when binds up Ck for pull on steering wheel when braking & pulling out then lets go right away – ordered steering column
08/20/08	174256	*	3565	Ck power steering inop / found motor in column shorting out – replace column
09/04/08	174636	*	4135	Steering wheel shakes / found front toe out of adjustment – set front toe & road test. Rotated tires & relearn monitors.
09/08/08	174679	*	4585	Steering gets hard at times / found motor shorted, loss of power assist, internal motor malfunction – diag. and replace electric power steering motor with adjustable pedals.
10/06/08	175384	4	5002	Steering binds when turning / tires caused excessive drag on electric P/S system, wheel & tire combination rapidly overheats steering system in ... 4 calls to TAC (2) 4 test drives with 2 vehicles with DVM (3) swap out steering rack from like Malibu of stock #6621 (4) remove sway bar links & evaluate front end (5) swap tires from new Malibu to this vehicle (6) monitor data on P/S control module between cars (7) customer offered tire, not replaced at this time. Bulletin #02-00-89-002G. TAC Case #10524327, Loren Coopel

☐ Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/20/08	174256	1	3565	Check under dash, brake pedal hits something when letting go / wire harness contacting brake pedal – repositioned harness
09/04/08	174636	*	4135	Brake pedal hitting something – could not duplicate
09/08/08	174679	10	4585	Ck brake pedal hitting something / found bulletin #PIC4883A, brake pedal assembly contacting steering column due to insufficient clearance – repair as per PIC4883A – R & R brake booster and install spacers.

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05/29/08	171890	*	164	Prior to Purchase Ck center console, seems loose / found R side anchor bolt was cross threaded and only in about ¼” and was not against console body – had to retrace threads in anchor nut and bolt, had to remove R/Front passenger seat in order to do so, along with console.
07/28/08	173605	*	2145	Trim on P/S on dash pops out while driving – re-secured upper dash molding
08/20/08	174256	*	3565	Molding broken on passenger side – ordered molding
09/04/08	174636	2	4135	Ck loose molding / Found trim piece loose & retainer dropped behind dash – replace I/P trim, had to R & R dash pad to install.
*	*	*	*	Ck panel on steering cracked / ck for loose steering column shroud – retainers have pretension – replace upper steering column shroud
09/08/08	174679	*	4585	L/F door noisy when opened / found link loose, bolts on check link excessively loose – reposition & re-torque D/S front door

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/05/08	173812	*	3020	See if you can switch to doors not locking when start car – can't change

☐ Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/28/08	173605	*	2145	Ck for noise in front end over bumps, like air release sound – air noise heard in front struts compressing (normal)

THE STATE LEMON LAW READS:

Days out of service:

Repairs

Time period :

Does Lemon Law state nonconformity must continue to exist?

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:



denise.zobel@gm.com
12/08/2008 09:35 AM

To: mary_williamson@gmexpert.com
cc:
bcc:
Subject: Re: Fw: [REDACTED]

Trade repurchase only.

Denise Zobel

mary_williamson@gmexpert.com

12/08/2008 08:10 AM

To: denise.zobel@gm.com
cc:
Subject: Fw: [REDACTED]

Denise,

Are you handling this area now? If so, please let me know asap if you agree with a repurchase on this file.

Thank you,
Mary

— Forwarded by Mary Williamson/Austin/GM1 on 12/08/2008 08:09 AM —
Mary Williamson/Austin/GM1

12/05/2008 09:02 AM

To: robert.j.kramer@gm.com
cc:
Subject: [REDACTED]

Robert Kramer:

Please respond as soon as possible.

This email is to follow up on Service Request 71-670466289 for customer [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 6578 miles. The customer has been working with Deichman Walker Chevrolet in Easton, Pa.

In prior communications you requested to be informed of our settlement offer before contacting the plaintiff's counsel. After reviewing the merits of the case, I believe an offer of STRAIGHT/TRADE REPURCHASE would be appropriate to settle this case in the Early Resolution program.

We would appreciate your support of this settlement offer. Due to time constraints, we need to receive your feedback on this offer within 24 hours. If you have anything you wish to add that has not been shared through previous communications, please provide it at this time.

Thank you,

Mary Williamson
Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5800 x 31062
Fax: 866-485-8229



Email: mary_williamson@gmexpert.com CASE ASSESSMENT.doc



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

VIA FAX ONLY

January 23, 2009

Sergei Lemberg, Esq.
Lemberg & Associates
1100 Summer St 3rd Fl
Stamford, CT 06905

RE: [REDACTED]

Service Request: 71-670466289
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B58F [REDACTED]
Customer Relationship Specialist: Mary Schwartz

Dear Mr. Lemberg:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2008 Chevrolet Malibu for all defendants. This offer 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.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	\$ 29,180.00
License/Title/Registration	\$ 33.50
Sales or use tax	\$ 304.80
Finance Charges	\$ 958.97
Subtotal:	\$ 30,477.27

Less Rebates/Incentives	- \$ 1,000.00
Less Usage/Depreciation	- \$ 214.50
Subtotal	\$ 1,214.50



OLYMPIA



LAWSON



Page 2

* Minus Payoff to lien holder (good through 1/30/09) \$ 26,715.89

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	\$ 2,546.88
----------	-------------

Attorney's Fees	\$ 1,500.00
-----------------	-------------

Total due to attorney and client:	\$ 4,046.88
-----------------------------------	-------------

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

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.

General Motors requests you make this offer available to your client at the earliest possible opportunity. 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 via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling 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
LGE074 V12212007
Attach.



GMVAC



PULSE/SAATCHI



RELEASE OF CLAIM

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer of a certain 2008 Chevrolet Malibu, bearing Vehicle Identification Number 1C12J57B58F [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$ 39,762.77, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 2,546.88, made payable to [REDACTED] the second in the amount of \$ 26,715.89, made payable to Bank of America.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 39,762.77, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$ 39,762.77, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2008 Chevrolet Malibu as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 9,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 15 DAY OF
September, 2009.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 15771

DATE SIGNED: 9/22/2009

WITNESS: [REDACTED]

[REDACTED]
Claimant's Signature

[REDACTED]
Claimant's Signature

[REDACTED]
Address

[REDACTED]
Address

Page 3

CURRENT VEHICLE MILEAGE: 9771

[REDACTED]
Seller's Signature

Client's Signature

02/20/08
Date

Date



ELIOT M. J.



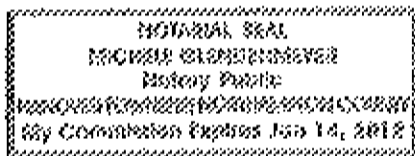
02/20/08 12:07



San Jose, CA

City, State, Zip Code

City, State, Zip Code

STATE OF CaliforniaCOUNTY OF MercedSworn to (or affirmed) and subscribed before me this 23 day of January, 2012, by , Owen A Appleman.Michelle Elmermeyer

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known ☒ OR Produced identification _____

Type of identification _____

My commission expires: Jan 14, 2012

OX File
 LG0035-7
 Re: 05/01/07

Initials: EA
 Page 3 of 3

C 41553628

Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CERTIFICATE

EXPIRY: JUN 30, 2009 VALID: 06/06/08

PLATE:

TITLE:

VIN: 1G1Z357858

YR/MAKE: 2008 CHRY

TYPE: SDN

WID: C8158 3400 010575-001

TITLE BRANDS:

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY : NORTHAMPTON

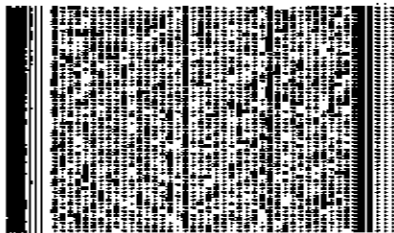
BATH PA

1 of 1

Detach Here

SIGNATURE

I hereby acknowledge this day that I have received
notice of the provisions of Section 5709 of the Vehicle
Code





Fax Sheet

To: ELIZABETH	From: Sherry E Castle
Vector:	Department: Account Servicing Loan Research
Telephone Number:	Telephone Number: 1-800-215-6195
Fax Number: 877-795-3666	Fax Number: 804-269-6790
Date: 1/22/2009	If transmission problems occur, please call
Number of pages:	

This fax contains restricted, and/or confidential information intended only for the designated recipient.
If you are not the designated recipient and/or:

- You know of the recipient, please insure direct delivery.
 - You do not know the recipient, please destroy and contact the sender to advise of this misdirected fax.
- Further dissemination of this fax is a violation of Bank of America Information Security Policy.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.



Bank of America, NA
Retail Loan Operations
Thursday, January 22, 2009

[REDACTED]
Greenwich, CT [REDACTED]

RE: Account Number - [REDACTED]

Dear [REDACTED]

Thank you for your recent inquiry. We have enclosed the loan history transcript and simple interest formula on the above referenced loan as requested. To calculate the interest paid each month, take the previous balance multiply by the interest rate, multiply by the number of days that have elapsed between payments, divide by 365 in a regular year (or 366 in a leap year). This will give you the amount of interest due. Please see example below:

$$\begin{aligned} &\$37870.00 \text{ (multiplied by) } .0950 \\ &\text{(multiplied by) 23 days between payments} \\ &\text{(divided by) 366 days in a year} \\ &\text{equals interest due } \$226.09 \end{aligned}$$

We value your business and want to provide you the best possible service. Please visit our website, www.bankofamerica.com, or call us toll-free at 1-800-215-6195, and speak with a Client Services associate if we may be of additional assistance.

Sincerely,

Retail Loan Operations

Bank of America, NA
Retail Loan Operations
FL9-600-02-15
9000 Southside Blvd
Bldg 600
Jacksonville, FL 32256

Account Transaction History

Customer Name -

Thursday, January 22, 2009

Account Number

Original Amount \$28,975.61

Maturity Date 05/30/2014

Next Payment Date 01/30/2009

Origination Date 05/31/2008

Interest Rate 5.90

Effective Date	Posting Date	Description	Transaction Amount	Principal	Interest	Fees	Balance
05/31/2008	06/04/2008	Amt Financed	\$28,975.61				\$28,975.61
06/20/2008	06/20/2008	Regular Pmt	\$478.84	\$385.43	\$93.41		\$28,590.18
07/30/2008	07/30/2008	Regular Pmt	\$478.84	\$394.49	\$184.35		\$28,295.69
08/30/2008	09/02/2008	Regular Pmt	\$478.84	\$337.43	\$141.41		\$27,958.26
09/30/2008	09/30/2008	Regular Pmt	\$478.84	\$339.14	\$139.70		\$27,619.12
10/30/2008	10/30/2008	Regular Pmt	\$478.84	\$345.27	\$133.57		\$27,273.85
11/30/2008	12/01/2008	Regular Pmt	\$478.84	\$342.54	\$136.30		\$26,931.31
12/30/2008	12/30/2008	Regular Pmt	\$478.84	\$348.61	\$130.23		\$26,582.70

If you wish to payoff your account, you must obtain account payoff information. Please call 1-800-215-6195.

Page 1

RELEASE OF CLAIM

1. I, [REDACTED] hereinafter referred to as "Releasor(s)", as buyer of a certain 2008 Chevrolet Malibu, bearing Vehicle Identification Number 1G1ZJ57B581 [REDACTED] hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$ 30,762.77, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 4,046.88, made payable to [REDACTED] and Lemberg & Associates; the second in the amount of \$ 26,715.89, made payable to Bank of America.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 30,762.77, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$ 30,762.77, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2008 Chevrolet Malibu as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 9,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

Initials [REDACTED]

Page 1 of 3

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 11 DAY OF
February, 20 09.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 8868 DATE SIGNED: Feb 11 2009

WITNESS: [REDACTED]

[REDACTED]
Claimant's Signature

[REDACTED]
Claimant's Signature

[REDACTED]
Address

Both p. [REDACTED]
Address

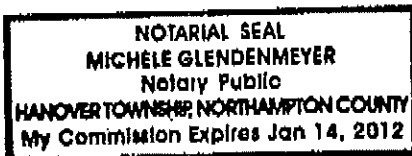
Bath Pa 18014
City, State, Zip Code

City, State, Zip Code

STATE OF Pennsylvania

COUNTY OF Northampton

Sworn to (or affirmed) and subscribed before me this 11 day of February,
20 09, by, [REDACTED]



Michele Glendenmeyer
Signature of Notary Public

Michele Glendenmeyer
Print, type or stamp Commissioned Name of Notary Public

Personally Known ☒ OR Produced identification _____

Type of identification _____

My commission expires: Jan 14, 2012

CC: File
LG0025-T
Rev 05/01/07



Mary Williamson/Austin/GM1

02/02/2009 02:11 PM

To Elizabeth Tylawsky

<etylawsky@lemborglaw.com>@SITE/CWEB

cc

bcc

Subject RE: [REDACTED]

Elizabeth,

I have received the original docs via mail. However, unfortunately when I was processing them I realized that the release did NOT include the amount for attorney fees. Therefore the release is not for the correct amount. I have re-issued it and attached it. In order to process it for the full amount I will need your client to re-sign it. Please accept my sincere apologies for this error.



Release request.doc

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>



Elizabeth Tylawsky

<etylawsky@lemborglaw.com>

>

01/26/2009 12:38 PM

To mary_williamson@gmexpert.com

cc

Subject RE: [REDACTED]

Hi Mary,

Attached are the documents. As I said, they are in the mail. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

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

Sent: Monday, January 26, 2009 12:33 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

If you could fax or email me a copy I can get started on it right away.

Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/26/2009 12:12 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Mary,

I'm putting the originals with the registration in the mail to you today. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, January 23, 2009 11:35 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Re: [REDACTED]
SR: 71-670466289

VIN: 1G1ZJ57B58F [REDACTED]

Attached is the offer and release for a repurchase. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/22/2009 01:28 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Attached is the info you needed. Please let me know if you need anything else. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, January 21, 2009 9:28 AM
To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Yeah some banks are difficult to work with. :(

Elizabeth Tylawsky <etylawsky@lemberglaw.com>

01/21/2009 09:26 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

My clients did call this morning and were informed it would take at least 3-5 days for the bank to get this information. The bank is faxing it directly to me and, of course, I will send it right to you upon receipt. Sorry for the delay, who knew it could take so long?

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemberglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

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

Sent: Tuesday, January 20, 2009 12:00 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

Bank of America will only release to me the payoff amount but not the finance charges or payment history. They said that the customer has to request that. Can you get your client to request a fax to include finance charges and payment history?

Thank you,

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

01/14/2009 03:49 PM

To: mary_williamson@gmexpert.com

cc

Subject: RE: [REDACTED]

Hi Mary,

I've attached the release of lien. Let me know if you need anything else. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@leberglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 13, 2009 10:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I have finally received approval to offer a repurchase however I need a release of lien filled out so that I can contact the lienholder and present the offer with the current payoff and finance information. Attached is the form I need to have filled out.

Please have your client fill out and return to me asap.

Thank you,
Mary

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@leberglaw.com>

01/12/2009 05:37 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I know you must be busy today after last week. Just trying to get caught up on everything. Any update on this one for me? Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, January 05, 2009 2:10 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I should have an answer for you tomorrow. Working on getting the approvals and the holidays seemed to have gotten in the way but everyone is back now.

Mary

Elizabeth Tylawsky <etylawsky@lambertglaw.com>

12/23/2008 01:30 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Any update on the status of this one? Thank you.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, December 16, 2008 10:41 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/10/2008 11:37 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for Todd Appleman. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lambertlaw.com>

12/09/2008 09:57 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Thank you Mary, I appreciate the update.

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 08, 2008 8:14 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

As you can imagine GM is going through some restructures and looking at things much closer now so I have to get additional approvals before proceeding with a repurchase offer. I cannot say whether this will be the offer or not but just wanted to let you know where I am on this file.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/03/2008 08:28 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: 

Hi Mary,

Great. We are looking for a repurchase. Please let me know if I can provide anything else. Thank you.

Elizabeth

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

Sent: Wednesday, December 03, 2008 8:27 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I will be reviewing this file with the new repair order today. Do you know what your client is seeking?

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/01/2008 01:37 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Great, thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 01, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

The service manager says he will fax me the new repair order today.

Mary

Email: mary_williamson@gmexpert.com

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/26/2008 01:38 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

No problem Mary, I won't be in on Friday anyways so no rush. Have a nice Thanksgiving!

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

Sent: Wednesday, November 26, 2008 1:38 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I can't get the service manager today. Looks like it may be Friday.

Mary

Elizabeth Tylawsky <etylawsky@lambertlaw.com>

11/25/2008 03:55 PM

To mary_williamson@gmexpert.com

cc
Subject RE: [REDACTED]

Thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, November 25, 2008 3:55 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

No. I will call the service manager and see if he has the repair order done yet.

Elizabeth Tylawsky <etylawsky@lambertglaw.com>

11/25/2008 03:52 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Any update on this? The client did pick the vehicle back up, although I do not yet have the repair order.
Thanks.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, November 21, 2008 1:36 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Please confirm that he took the vehicle in and if it is still at the dealership.

Mary

Mary Williamson/Austin/GM1

11/14/2008 12:32 PM

To Elizabeth Tylawsky <etylawsky@lemborglaw.com>@SITELCWEB
cc
Subject RE: [REDACTED] [Link](#)

Elizabeth,

Please let me know after he takes his vehicle back so that we can re-assess the case.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/13/2008 10:30 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

The vehicle is going in next Wednesday at Deichman Walker for service. [REDACTED] would prefer a repurchase since the issues he's had are with the steering, and a replacement vehicle would have the same steering design as this vehicle. Thank you.

Elizabeth

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

Sent: Thursday, November 13, 2008 8:35 AM

To: Elizabeth Tylawsky

Subject: Re: [REDACTED]

Elizabeth,

Is the vehicle still at the dealership? Did he return to the same dealership? [REDACTED] was offered a trade by the dealership previously and refused as he wanted the dealership to also pay for an upgrade. If I can get approval for a trade I also will not be able to assist him in the cost of the upgrade.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/12/2008 10:29 AM

To: mary_williamson@gmexpert.com
cc:
Subject: [REDACTED]

Hi Mary,

I just wanted to confirm receipt of the offer for the [REDACTED] from GM. The vehicle has been in for repair five times for the steering, and has just returned for the same problem. The Pennsylvania Lemon Law statute only requires the vehicle to be out of service three times for the same issue. In light of the foregoing, we respectfully request that GM make a repurchase offer. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemberglaw.com
(203) 653-2250 x107



[REDACTED] Final Docs.pdf

RELEASE OF CLAIM

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer of a certain 2008 Chevrolet Malibu, bearing Vehicle Identification Number 1G1ZJ57B58F [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$ 30,762.77, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 2,546.88, made payable to [REDACTED] the second in the amount of \$ 26,715.89, made payable to Bank of America.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 30,762.77, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$ 30,762.77, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2008 Chevrolet Malibu as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 9,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

Initials: _____

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF
_____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

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
LG0025-T
Rev 05/01/07



Mary Williamson/Austin/GM1
01/23/2009 11:34 AM

To Elizabeth Tylawsky
<etylawsky@lemborglaw.com>@SITEWCWEB
cc
bcc
Subject RE: [REDACTED]

Elizabeth,

Re: [REDACTED]
SR: 71-670466289
VIN: 1G1ZJ57B58F [REDACTED]

Attached is the offer and release for a repurchase. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.



Offer repurchase.doc



Release repurchase.doc

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>



Elizabeth Tylawsky
<etylawsky@lemborglaw.com>
>
01/22/2009 01:28 PM

To mary_williamson@gmexpert.com
cc
Subject RE: [REDACTED]

Hi Mary,

Attached is the info you needed. Please let me know if you need anything else. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, January 21, 2009 9:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Yeah some banks are difficult to work with. :(

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/21/2009 09:26 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

My clients did call this morning and were informed it would take at least 3-5 days for the bank to get this information. The bank is faxing it directly to me and, of course, I will send it right to you upon receipt. Sorry for the delay, who knew it could take so long?

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 20, 2009 12:00 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Bank of America will only release to me the payoff amount but not the finance charges or payment history. They said that the customer has to request that. Can you get your client to request a fax to include finance charges and payment history?

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/14/2009 03:49 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

I've attached the release of lien. Let me know if you need anything else. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 13, 2009 10:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I have finally received approval to offer a repurchase however I need a release of lien filled out so that I can contact the lienholder and present the offer with the current payoff and finance information. Attached

is the form I need to have filled out.

Please have your client fill out and return to me asap.

Thank you,
Mary

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemberg law.com>

01/12/2009 05:37 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I know you must be busy today after last week. Just trying to get caught up on everything. Any update on this one for me? Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905

etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, January 05, 2009 2:10 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I should have an answer for you tomorrow. Working on getting the approvals and the holidays seemed to have gotten in the way but everyone is back now.

Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

12/29/2008 01:30 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Any update on the status of this one? Thank you.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, December 16, 2008 10:41 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/10/2008 11:37 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lambertglaw.com>

12/09/2008 09:57 AM

To: mary_williamson@gmexpert.com
cc: [REDACTED]
Subject: RE: [REDACTED]

Thank you Mary, I appreciate the update.

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 08, 2008 8:14 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

As you can imagine GM is going through some restructures and looking at things much closer now so I have to get additional approvals before proceeding with a repurchase offer. I cannot say whether this will be the offer or not but just wanted to let you know where I am on this file.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/08/2008 08:28 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Great. We are looking for a repurchase. Please let me know if I can provide anything else. Thank you.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 03, 2008 8:27 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I will be reviewing this file with the new repair order today. Do you know what your client is seeking?

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/01/2008 01:37 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Great, thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 01, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

The service manager says he will fax me the new repair order today.

Mary

Email : mary_williamson@gmexpert.com

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/26/2008 01:38 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

No problem Mary, I won't be in on Friday anyways so no rush. Have a nice Thanksgiving!

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, November 26, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I can't get the service manager today. Looks like it may be Friday.

Mary

Elizabeth Tylawsky <etylawsky@lambertglaw.com>

11/25/2008 03:55 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Thanks

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

Sent: Tuesday, November 25, 2008 3:55 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

No. I will call the service manager and see if he has the repair order done yet.

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:52 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Any update on this? The client did pick the vehicle back up, although I do not yet have the repair order.
Thanks.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, November 21, 2008 1:36 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Please confirm that he took the vehicle in and if it is still at the dealership.

Mary

Mary Williamson/Austin/GM1

11/14/2008 12:32 PM

To Elizabeth Tylawsky <etylawsky@lemborglaw.com>@SITE/CWEB
cc
Subject RE: [REDACTED] [Link](#)

Elizabeth,

Please let me know after he takes his vehicle back so that we can re-assess the case.

Mary

Elizabeth Tylawsky <etylawsky@lamberglaw.com>

11/13/2008 10:30 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

The vehicle is going in next Wednesday at Deichman Walker for service. [REDACTED] would prefer a repurchase since the issues he's had are with the steering, and a replacement vehicle would have the same steering design as this vehicle. Thank you.

Elizabeth

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

Sent: Thursday, November 13, 2008 8:35 AM

To: Elizabeth Tylawsky

Subject: Re: [REDACTED]

Elizabeth,

Is the vehicle still at the dealership? Did he return to the same dealership? [REDACTED] was offered a trade by the dealership previously and refused as he wanted the dealership to also pay for an upgrade. If I can get approval for a trade I also will not be able to assist him in the cost of the upgrade.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/12/2008 10:29 AM

To: mary_williamson@gmexpert.com
cc:
Subject: [REDACTED]

Hi Mary,

I just wanted to confirm receipt of the offer for the [REDACTED] from GM. The vehicle has been in for repair five times for the steering, and has just returned for the same problem. The Pennsylvania Lemon Law statute only requires the vehicle to be out of service three times for the same issue. In light of the foregoing, we respectfully request that GM make a repurchase offer. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
(203) 653-2250 x107



[REDACTED] Lien Info.pdf



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

VIA FAX ONLY

October 22, 2008

Bill Huff
DEICHMAN-WALKER CHEVROLET, INC.
3600 WILLIAM PENN HWY
EASTON, PA 18045-5167

RE: [REDACTED]
Service Request: 71-670466289
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B58F [REDACTED]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Huff:

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 **IMMEDIATELY** are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the application of title 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 include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.

Please fax them **IMMEDIATELY** 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 866-790-5700 ext. 21116 and fax is 866-554-4011 or 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



RELEASE OF LIEN INFORMATION

I [REDACTED] [REDACTED]
(Client's Name) (Client's Social Security Number)

hereby authorize Bank of America
(Lien holder Name)

[REDACTED] Brea Ca [REDACTED] 800-386-4017
(Lien holder Address) (Lien holder Phone Number)

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

with Bank of America
(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 Jan 13, 2009

VEHICLE INFORMATION

The current vehicle mileage is 8,436 Date mileage read: Jan 13 2009

[REDACTED]
Signature

[REDACTED]
Signature



Mary Williamson/Austin/GM1

11/04/2008 03:55 PM

To jburton@lembertlaw.com

cc

bcc

Subject [REDACTED]

Jody,

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



Offer.doc Release.doc

Thank you,

Mary Williamson
General Motors Business Resource Center
Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 866-790-5600 x 31062
Fax: 866-485-8229
Email: mary_williamson@gmexpert.com



Mary Williamson/Austin/GM1

12/05/2008 09:02 AM

To: robert.j.kramer@gm.com

cc

bcc

Subject: [REDACTED]

Robert Kramer:

Please respond as soon as possible.

This email is to follow up on Service Request 71-670466289 for customer [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 6578 miles. The customer has been working with Deichman Walker Chevrolet in Easton, Pa.

In prior communications you requested to be informed of our settlement offer before contacting the plaintiff's counsel. After reviewing the merits of the case, I believe an offer of STRAIGHT/TRADE REPURCHASE would be appropriate to settle this case in the Early Resolution program.



CASE ASSESSMENT.doc

We would appreciate your support of this settlement offer. Due to time constraints, we need to receive your feedback on this offer within 24 hours. If you have anything you wish to add that has not been shared through previous communications, please provide it at this time.

Thank you,

Mary Williamson
Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5800 x 31062
Fax: 866-485-8229
Email: mary_williamson@gmexpert.com



denise.zobel@gm.com
01/05/2009 01:57 PM

To: mary_williamson@gmexpert.com
cc:
bcc:
Subject: Re: [REDACTED]

History: This message has been replied to.

Don't agree with repurchase as comments say customer induced problem by installing different tires, but you do whatever you need to based on case assessment.

Denise Zobel

mary_williamson@gmexpert.com

01/05/2009 01:44 PM

To: denise.zobel@gm.com
cc:
Subject: [REDACTED]

Ms Zobel,

Please accept this email to confirm that we have offered a trade/repurchase as suggested. Unfortunately the customer has rejected the offer of settlement and is adamant for a refund. Included is a copy of my recommendation for settlement. Please review and reply to confirm whether or not you will approve the recommended settlement.

Thank you,
Mary Williamson
Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5600 x 31062
Fax: 866-485-8229



Email: mary_williamson@gmexpert.com CASE ASSESSMENT.doc

RCMPR010

CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

10/23/08

PROCESSING SOURCE: BARS

13:03:22

VIN: 1G1ZJ57B5 8F [REDACTED] SELLG SCE: 13 MDL YR: 08 ORD NO: MQGQNS PAGE NO: 1

ODATE: 02/02/08 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15139

DDATE: 05/31/08 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/02/08 ORDER BY:

CANC:

CANC DOE:

TRADE: 04/15/08 DLVY TO: [REDACTED]

CANC DOE: 04/15/08

SRVC IN: BATH

PA [REDACTED]

CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 15139	00034489407	06/04/08	39.36	OA		0.00	9
PRW	01	13 15139	00034722864	07/22/08	1,000.00	OA		0.00	9

COMMAND ==> _____

NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP

08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD

P/W:

RCMP028

VEHICLE EVENT SELECTION

10/23/08

PROCESSING SOURCE: BARS

13:03:37

PAGE NO: 1

VIN: 1G1ZJ57B5 8F [REDACTED] OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 08 ORDER NUMBER: MQGQNS

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S EVENT DT	CD	R RN
- INCENTIVE MEMO	13 15139	00034722864	07/22/08	PBW	1,000.00
- INCTV PAYMENT	13 15139	00034722864	07/22/08	PBW	1,000.00
- INCTV APPLICATN	13 15139	00034722864	07/22/08	PBW	1,000.00
- INCENTIVE MEMO	13 15139	00034489407	06/04/08	FFC	39.36
- INCTV PAYMENT	13 15139	00034489407	06/04/08	FFC	39.36
- INCTV APPLICATN	13 15139	00034489407	06/04/08	FFC	39.36
- DELIVERY D.O.E.	13 15139		06/02/08		0.00
- DELIVERY TO CUS	13 15139		05/31/08		0.00
- FLR TRADE D.O.E	13 15139		04/15/08		0.00
- LEADER TRADE (P	13 15139		04/15/08		0.00
- EXPIRATION TRAN	13 15442	1AD21507461	04/06/08		0.00

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

PCMP028

VEHICLE EVENT SELECTION

10/23/08

PROCESSING SOURCE: BARS

13:03:41

PAGE NO: 2

VIN: 1G1ZJ57B5 8F [REDACTED] OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 08 ORDER NUMBER: MQGQNS

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S EVENT DT CD	AMOUNT	R RN
SETTLEMENT DATE	13 15442	1AD21507461	04/05/08	23,406.28	CR
ORIGINAL INVOIC	13 15442	1AD21507461	03/25/08	23,406.28	
COV/NVIS DATE	13 15442	1AD21507461	03/25/08	0.00	
SHIPMENT DATE	13 15442		03/25/08	0.00	
PRODUCTION (BUI	13 15442		03/25/08	0.00	
REFERENCE TO P	13 15442		02/05/08	0.00	
ON ORDER ACCEPT	13 15442		02/02/08	0.00	
ON ORDER ACCEPT			02/02/08	0.00	

COMMAND ==> _____

NO MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

2008 MALIBU 2LT
 80U RED JEWEL TINTCOAT /L4G
 19C EBONY
 ORDER NO. MQGQNS/TRE STOCK NO.
 VIN 1G1ZJ57B58F

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD21507461
 *****13*15442S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12069 MALIBU 2LT	22485.00	21248.33	INVOICE 03/25/08
186 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 03/25/08
CP5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	EXP I/T 04/06/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	INT COM 04/07/08
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 03/25/08
NE1 50-STATE EMISSIONS	N/C	N/C	KEYS G0128 G0128
80U RED JEWEL TINTCOAT	295.00	244.85	WFP-S QTR OPT-1
			BANK: GMAC - 020
			CHG-TO 15-442

SHIP WT: 3406
 HP: 19.3
 GMS: 22369.78
 SUPPLR: 23369.67
 MRM: 24380.00
 MEMO 1036.50

TOTAL MODEL & OPTIONS	23730.00	22281.68	ACT 231	22219.78
DESTINATION CHARGE	650.00	650.00	H/B 261	711.90
LAM DEALER CONTRIBUTION		237.30	ADV 261	237.30
LAM GROUP CONTRIBUTION		237.30	EXP 65A	237.30

TOTAL	24380.00	23406.28	PAY 310	23406.28
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		22244.68		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 DEPARTS, 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.

FAULKNER CHEVROLET OLDSMOBILE

REMIT TO GMAC NO. 020
 VIN 1G1ZJ57B58F
 \$ 23406.28 INV 1AD21507461
 DUE 04/07/08 DEALER 15-442

VIA FAX ONLY

September 8, 2008

Jody Burton, Esq.
Lemberg & Associates
30 Oak St, Ste 401
Samford, Ct. 06905-5310

RE: [REDACTED]
Service Request: 71-670466289
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B58F [REDACTED]
Customer Relationship Specialist: Mary Williamson

Dear Ms. Burton:

Regarding the above case, General Motors would like to submit for your consideration the terms of a trade repurchase offer for all defendants:

A trade-out of the present vehicle into a comparable replacement vehicle. It is agreed that the MSRP of the original vehicle is \$ 24,380.00.

General Motors will pay reasonable attorney fees.

Your client will be responsible for any difference in MSRP, any applicable costs for taxes, tag, license, title and registration, as well as a deduction for usage. If there is any damage other than normal wear and tear to the current vehicle, your client will be responsible for those damages.

This offer 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 of the original vehicle.

Please respond within 5 business days if your client is interested in a replacement vehicle.

If your client is interested in the terms of this offer, your client can then set an appointment with , Deichman-Walker to pick a replacement vehicle. Once your client has selected the vehicle, please complete and return this letter with the Vehicle Identification Number of the replacement as well as the exact mileage of the current vehicle. Please return this to the fax number shown on the fax cover sheet within 2 business days of selecting the replacement vehicle. An offer letter will be sent upon receipt of the below information.

Replacement VIN: _____

Mileage of current vehicle: _____

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.

Page 2

Sincerely,

General Motors Corporation

cc: FILE

LG0105
V7092007

CUSTOMER #: 73137

176498

**DEICHMAN
WALKER**

WORKORDER

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 - FAX (610) 258-4611

www.deichman.com

BATH, PA

HOME:

BUS:

SERVICE ADVISOR: 227 PILZ, WILLIAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F			GJ, L4F	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			08:54 20NOV08		89.00	CASH	
R.O. OPENED		READY		OPTIONS: STK:6223 ENG:2.4L 6 TRN:4 SPD_AUTO			

19NOV2008 15:53

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A C CK FOR KNOCK/CLUNK NOISE IN STEERING

I-Shift Lube

B C CK FOR SQUEAK/GRIND NOISE IN BRAKE PEDAL

*Found front pads to Squeak
Some times this is the complaint
or is it in the pedal itself?*

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

73137

176498

DEICHMAN WALKER
CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 - FAX (610) 258-4611

www.deichman.com

ACCOUNTING

PAGE 1

BATH, PA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 227 WILLIAM PILZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		6578/6578	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31MAY08 IS			08:54 20NOV08		89.00	CASH
R.O. OPENED	READY	OPTIONS: STK:6213 ENG:2.4L_6 TRN:4 SPD_AUTO				

15:53 19NOV08 08:50 21NOV08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CK FOR KNOCK/CLUNK NOISE IN STEERING

CAUSE: INTERMEDIATE STEERING SHAFT HAS EXCESSIVE PLAY

E7700 SHAFT, STEERING INTERMEDIATE REPLACE

308 W 0.50 0.50 1125 3882

1 25962603 SHAFT KIT 8493 11890 0 149.00 118.90 118.90

FC: 2E

PART#: 25962603

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NE

99 LUBE KIT NOT NEEDED

308 ISP 0.50 0.50 1125 3600

1 26098237 LUBE KIT 770 1078 0 13.50 10.78 10.78

8493 11890 TPARTS

1125 3882 TLABOR

B CK FOR SQUEAK/GRIND NOISE IN BRAKE PEDAL

CAUSE: CHANGE BRAKE FLUID TO PN88862806

H0700 CHANGE FLUID AND BLEED SYSTEM

308 W 0.50 0.50 1125 3882

1 88862806 FLUID 551 771 0 9.68 7.71 7.71

1 MISC Z5000 83 83 0 0.83 0.83 0.83

FC: 93

PART#: 88862806

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NU

634 854 TPARTS

1125 3882 TLABOR

*** NO RO PUNCH TIMES ON FILE ***

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.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

X

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

ACCOUNTING COPY

73137

176498

DEICHMAN WALKER
CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 • FAX (610) 258-4611

www.deichman.com

ACCOUNTING

PAGE 2

BATH, PA

HOME:

BUS:

SERVICE ADVISOR: 227 WILLIAM PILZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		6578/6578		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			08:54 20NOV08		89.00	CASH	21NOV08
R.O. OPENED		READY	OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

15:53 19NOV08 08:50 21NOV08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL				
46200	7764	2250		48000	12744	9127					
46300	3600	1125		48100	1078	770					
26300	20508	*****		6704	4678	*****					

POSTED

COST, SALE, & COMP TOTALS 13272 25186 0

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY



Case Number: 155789
Originator Name: Mary Williamson (+91)9971189901 cynthia_costello@gmexpert.com
Created Date: 02/02/2009

Vehicle Info

***VIN:** 1G1ZJ57B58F [REDACTED] **MSRP:** 24380.0 ***TAC #:** 10524327
Year: 2008 **Make:** Chevrolet **Model:** Malibu
Vehicle Comments & TAC Explanation:

Original Purchase Date: 05/31/2008

*** Repurchase Mileage:** 8771
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type Person

*** Names(s) on Title:** [REDACTED]

*** Primary Owner:** [REDACTED]

*** Address** [REDACTED]

*** City** Bath

*** Day Phone:** [REDACTED]

*** E-mail:**

*** Title State:** PA

*** State** PA

*** Home Phone:**

*** Fax Phone:**

*** ZIP Code:** [REDACTED]

*** Cell Phone:**

*** Reason Repurchase** Steering Loose

UCC Codes (M0107) Steering - General - Loose

Repurchasing Dealer:

*** Dealer #:** 113807
Region: 40
*** Phone:** (610) 258-2386
*** Contact Name:** Karen Yurkonis

Dealer Name: DEICHMAN-WALKER CHEVROLET INC
District: 4314
Fax: (610) 258-4611
*** Contact Title:** General Manager **E-Mail:**

Repair

*** Contact Name:**

*** Contact Title:**

Vehicle Location:

-

Customer's Attorney

Legal Case Ref. #: 71-670466289
Firm Name: Lemberg & Associates
Address: 1100 Summer Street, 3rd ..
City: Stamford
Phone: (203) 653-2250 x102

Tax Id: 65-1270631
Contact: Elizabeth Tylawsky
State: CT
Fax: (877) 795-3666

Tax Id Type: Fed ID
1099: Y
Zip Code: 06905
E-mail: etylawsky@lemberglaw.co..

Local Counsel

Firm Name:
Address:
City:
Phone:

Contact Person:

State:
Fax:

Zip Code:
E-mail:



Case Number: 155789
Originator Name: Mary Williamson (+91)9971189901 cynthia_costello@gmexpert.com
Created Date: 02/02/2009

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company:	Bank of America	Account #:	[REDACTED]
Payoff Amount:	26892.19	Per Diem:	4.3	Payoff Date:	2009-03-13
Contact or Attention:	Payoff Processing	Address	9000 Southside Blvd, Bld ..	ZIP Code:	32256
City	Jacksonville	State	FL	E-mail:	
Day Phone:	800-386-4017	Fax:			

Transaction Details

Siebel Request #:	71-670466289	* Disposition:	Auction	Trans. State:	PA
* Trans. Type:	Straight	Trans. Source:	Early Res - NISM - Vol Mediated		
Compliance Type:		Compliance Date:			
* Closing Date:	1900-03-02	Money to Dealer:	0.0	Money to Manuf.:	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** Auction

Disbursement(s)

Payment Type	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	[REDACTED]	Lemberg & Associates	3870.58
Lien Payoff	Bank of America		26892.19



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

VIA FAX ONLY

November 4, 2008

Sergei Lemberg, Esq.
Lemberg & Associates
1100 Summer St 3rd Fl
Stamford, CT 06905-5534

RE: [REDACTED]
Service Request: 71-670466289
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B58F [REDACTED]
Customer Relationship Specialist: Mary Williamson

Dear Mr. Lemberg:

We regret that your client(s) is dissatisfied with her 2008 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 3,000.00.

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

Your client(s) would retain the vehicle.

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



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

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date





Mary Williamson/Austin/GM1

11/04/2008 05:41 PM

To: robert.j.kramer@gm.com

cc

bcc

Subject: [REDACTED]

Robert kramer:

This email is to follow up on Service Request 71-670466289 for customer [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 5,002 miles. The customer has been working with Deichman-Walker Chevrolet, Inc., in Easton, Pa. The VIN is 1G1ZJ57B58F[REDACTED].

In prior communications you requested to be informed of our settlement offer before contacting the plaintiff's counsel. After reviewing the merits of the case, the GM Legal Staff believes an offer between \$3,000 and \$5,000 would be appropriate to settle this case in the Early Resolution program.

CRS recommends cash settlement for 5 repairs on steering issue.

If you have anything you wish to add that has not been shared through previous communications, please provide it at this time.

Thank you,

Mary Williamson
General Motors Business Resource Center
Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 866-790-5600 x 31062
Fax: 866-485-8229
Email: mary_williamson@gmexpert.com



Mary Williamson/Austin/GM1

12/18/2008 01:51 PM

To: denise.zobel@gm.com

cc

bcc

Subject: Fw: [REDACTED]

Denise,

You approved this for a trade repurchase only, however as per the customers attorney's email below they on only want a repurchase. The customer does not want the same model and most likely not even another GM vehicle. Would you reconsider your decision and approve a straight repurchase so we can avoid a lawsuit on this case?

Thank you,
Mary

--- Forwarded by Mary Williamson/Austin/GM1 on 12/18/2008 01:44 PM ---



Elizabeth Tylawsky

<etylawsky@lemberglaw.com>

>

12/16/2008 10:45 AM

To: mary_williamson@gmexpert.com

cc

Subject: RE: [REDACTED]

The reason why he does not want a replacement vehicle is because of the power steering in the vehicle. He has adamantly refused to accept the same vehicle again for this reason. I'm having a hard time even convincing him to go into another GM vehicle because he has such a lack of faith now. Anything you can do would be great Mary and if I can provide anything else, please let me know. Thank you!

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

Sent: Tuesday, December 16, 2008 10:41 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lemberglaw.com>

12/10/2008 11:37 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

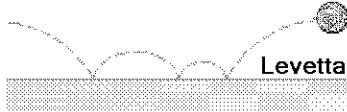
Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for Todd Appleman. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary



Levetta Sheppard

10/22/2008 01:20 PM

To: robert.j.kramer@gm.com

cc:

Subject: Email notification on Todd Appleman, SR 71-670466289

DVM Mr. Kramer:

Hi, my name is Dianna Barber. This email is to follow up on my voicemail regarding Service Request 71-670466289 for customer [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu, VIN:1G1ZJ57B58F [REDACTED] with @4,585 miles. The customer has been working with DEICHMAN-WALKER CHEVROLET, INC., EASTON , PA . 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 and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (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 and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.
- C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (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.)
- D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (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.)
- E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

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,

Dianna Barber (FKA Levetta Sheppard)
levetta_sheppard@gmexpert.com
(866) 790-5700 ext. 21116

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 3,000.00 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) 2008 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZJ57B58F [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.

As consideration for the payment described above to be tendered in the form of one check in the amount of \$ 3,000.00, made payable to [REDACTED] and Lemberg & Associates.

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

LG0029
V6302006

Mary Williamson/Austin/GM1
02/24/2009 01:08 PM

To Elizabeth Tylawsky <etylawsky@lemborglaw.com>
cc
bcc
Subject Fw: [REDACTED]

Elizabeth,

The closing date for [REDACTED] is March 2, 2009. It will take place at Deichman- Walker Chevrolet in Easton, PA. The service manager is Bill Huff but he states that Karen Yurkonis will be handling the repurchase. The phone number for the dealership is 610-297-2026. Please have your client contact the dealership on Friday Feb 27th to confirm the paperwork has been received and to schedule a time for the closing.

Thank you,
Mary

Mary Williamson/Austin/GM1

Mary Williamson/Austin/GM1
02/18/2009 04:01 PM

To Elizabeth Tylawsky
<etylawsky@lemborglaw.com>@SITEWCWEB
cc
Subject RE: [REDACTED]

Elizabeth,

I have received the hard copy of the release. I am expecting a closing date of either March 6 or March 9. I will confirm that to you tomorrow.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>



Elizabeth Tylawsky
<etylawsky@lemborglaw.com>
02/12/2009 12:35 PM

To mary_williamson@gmexpert.com
cc
Subject RE: [REDACTED]

Hi Mary,

Attached is the release for the [REDACTED]. They mailed the original yesterday and I will send it in to you as soon as I receive it. Thanks.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, February 09, 2009 1:22 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Have you been able to get with your client in regards to a new signed release?

Thank you,
Mary

Mary Williamson/Austin/GM1

02/02/2009 02:11 PM

To: Elizabeth Tylawsky <etylawsky@lemborglaw.com>@SITE/CWEB
cc
Subject: RE: [REDACTED] [Link](#)

Elizabeth,

I have received the original docs via mail. However, unfortunately when I was processing them I realized that the release did NOT include the amount for attorney fees. Therefore the release is not for the correct amount. I have re-issued it and attached it. In order to process it for the full amount I will need your client to re-sign it. Please accept my sincere apologies for this error.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/26/2009 12:38 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Attached are the documents. As I said, they are in the mail. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, January 26, 2009 12:33 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

If you could fax or email me a copy I can get started on it right away.

Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/26/2009 12:12 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Mary,

I'm putting the originals with the registration in the mail to you today. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, January 23, 2009 11:35 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Re: [REDACTED]
SR: 71-670466289
VIN: 1G1ZJ57B58F [REDACTED]

Attached is the offer and release for a repurchase. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/22/2009 01:28 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Attached is the info you needed. Please let me know if you need anything else. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

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

Sent: Wednesday, January 21, 2009 9:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Yeah some banks are difficult to work with. :(

Elizabeth Tylawsky <etylawsky@lemberglaw.com>

01/21/2009 09:26 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

My clients did call this morning and were informed it would take at least 3-5 days for the bank to get this information. The bank is faxing it directly to me and, of course, I will send it right to you upon receipt. Sorry for the delay, who knew it could take so long?

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905

etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 20, 2009 12:00 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Bank of America will only release to me the payoff amount but not the finance charges or payment history. They said that the customer has to request that. Can you get your client to request a fax to include finance charges and payment history?

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/14/2009 03:49 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I've attached the release of lien. Let me know if you need anything else. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_willamson@gmexpert.com [mailto:mary_willamson@gmexpert.com]
Sent: Tuesday, January 13, 2009 10:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I have finally received approval to offer a repurchase however I need a release of lien filled out so that I can contact the lienholder and present the offer with the current payoff and finance information. Attached is the form I need to have filled out.

Please have your client fill out and return to me asap.

Thank you,
Mary

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/12/2009 05:37 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I know you must be busy today after last week. Just trying to get caught up on everything. Any update on this one for me? Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

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

Sent: Monday, January 05, 2009 2:10 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I should have an answer for you tomorrow. Working on getting the approvals and the holidays seemed to have gotten in the way but everyone is back now.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/29/2008 01:30 PM

To: mary_williamson@gmexpert.com

cc

Subject: RE: [REDACTED]

Hi Mary,

Any update on the status of this one? Thank you.

Elizabeth

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

Sent: Tuesday, December 16, 2008 10:41 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/10/2008 11:37 AM

To: mary_williamson@gmexpert.com

cc
SubjectRE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lambertglaw.com>

12/08/2008 09:57 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Thank you Mary, I appreciate the update.

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

Sent: Monday, December 08, 2008 8:14 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

As you can imagine GM is going through some restructures and looking at things much closer now so I have to get additional approvals before proceeding with a repurchase offer. I cannot say whether this will be the offer or not but just wanted to let you know where I am on this file.

Thank you,

Mary

Elizabeth Tylawsky <etylawsky@leimberglaw.com>

12/08/2008 08:28 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Great. We are looking for a repurchase. Please let me know if I can provide anything else. Thank you.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, December 03, 2008 8:27 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I will be reviewing this file with the new repair order today. Do you know what your client is seeking?

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/01/2008 01:37 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Great, thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 01, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

The service manager says he will fax me the new repair order today.

Mary

Email: mary_williamson@gmexpert.com

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/26/2008 01:38 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

No problem Mary, I won't be in on Friday anyways so no rush. Have a nice Thanksgiving!

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

Sent: Wednesday, November 26, 2008 1:38 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I can't get the service manager today. Looks like it may be Friday.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:55 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, November 25, 2008 3:55 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

No. I will call the service manager and see if he has the repair order done yet.

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:52 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Any update on this? The client did pick the vehicle back up, although I do not yet have the repair order.
Thanks.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, November 21, 2008 1:36 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Please confirm that he took the vehicle in and if it is still at the dealership.

Mary

Mary Williamson/Austin/GM1

11/14/2008 12:32 PM

To: Elizabeth Tylawsky <etylawsky@lemborglaw.com>@SITE/CWEB
cc
Subject: RE: [REDACTED] [Link](#)

Elizabeth,

Please let me know after he takes his vehicle back so that we can re-assess the case.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/13/2008 10:30 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

The vehicle is going in next Wednesday at Deichman Walker for service. [REDACTED] would prefer a repurchase since the issues he's had are with the steering, and a replacement vehicle would have the same steering design as this vehicle. Thank you.

Elizabeth

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

Sent: Thursday, November 13, 2008 8:35 AM

To: Elizabeth Tylawsky

Subject: Re: [REDACTED]

Elizabeth,

Is the vehicle still at the dealership? Did he return to the same dealership? Mr. Appleton was offered a trade by the dealership previously and refused as he wanted the dealership to also pay for an upgrade. If I can get approval for a trade I also will not be able to assist him in the cost of the upgrade.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/12/2008 10:29 AM

To: mary_williamson@gmexpert.com
cc:
Subject: [REDACTED]

Hi Mary,

I just wanted to confirm receipt of the offer for the [REDACTED] from GM. The vehicle has been in for repair five times for the steering, and has just returned for the same problem. The Pennsylvania Lemon Law statute only requires the vehicle to be out of service three times for the same issue. In light of the foregoing, we respectfully request that GM make a repurchase offer. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
(203) 653-2250 x107



[REDACTED] New Release.pdf



Mary Williamson/Austin/GM1
02/18/2009 04:01 PM

To: Elizabeth Tylawsky
<etylawsky@lemborglaw.com>@SITEWCWEB
cc
bcc
Subject: RE: [REDACTED]

Elizabeth,

I have received the hard copy of the release. I am expecting a closing date of either March 8 or March 9. I will confirm that to you tomorrow.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>



Elizabeth Tylawsky
<etylawsky@lemborglaw.com>
>

02/12/2009 12:35 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Attached is the release for the [REDACTED]. They mailed the original yesterday and I will send it in to you as soon as I receive it. Thanks.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, February 09, 2009 1:22 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Have you been able to get with your client in regards to a new signed release?

Thank you,
Mary

Mary Williamson/Austin/GM1

02/02/2009 02:11 PM

To: Elizabeth Tylawsky <etylawsky@lemborglaw.com>@SITE/CWEB
cc
Subject: RE: [REDACTED] [Link](#)

Elizabeth,

I have received the original docs via mail. However, unfortunately when I was processing them I realized that the release did NOT include the amount for attorney fees. Therefore the release is not for the correct amount. I have re-issued it and attached it. In order to process it for the full amount I will need your client to re-sign it. Please accept my sincere apologies for this error.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/26/2009 12:38 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Attached are the documents. As I said, they are in the mail. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, January 26, 2009 12:33 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

If you could fax or email me a copy I can get started on it right away.

Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/26/2009 12:12 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Mary,

I'm putting the originals with the registration in the mail to you today. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, January 23, 2009 11:35 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Re: [REDACTED]
SR: 71-670466289
VIN: 1G1ZJ57B58F [REDACTED]

Attached is the offer and release for a repurchase. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/22/2009 01:28 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Attached is the info you needed. Please let me know if you need anything else. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Wednesday, January 21, 2009 9:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Yeah some banks are difficult to work with. :(

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/21/2009 09:26 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

My clients did call this morning and were informed it would take at least 3-5 days for the bank to get this information. The bank is faxing it directly to me and, of course, I will send it right to you upon receipt. Sorry for the delay, who knew it could take so long?

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 20, 2009 12:00 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Bank of America will only release to me the payoff amount but not the finance charges or payment history. They said that the customer has to request that. Can you get your client to request a fax to include finance charges and payment history?

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

01/14/2009 03:49 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

I've attached the release of lien. Let me know if you need anything else. Thanks!

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com

Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Tuesday, January 13, 2009 10:28 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I have finally received approval to offer a repurchase however I need a release of lien filled out so that I can contact the lienholder and present the offer with the current payoff and finance information. Attached is the form I need to have filled out.

Please have your client fill out and return to me asap.

Thank you,
Mary

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

01/12/2009 05:37 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I know you must be busy today after last week. Just trying to get caught up on everything. Any update on this one for me? Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
Telephone: (203) 653-2250 x102
Facsimile: (877) 795-3666

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

Sent: Monday, January 05, 2009 2:10 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I should have an answer for you tomorrow. Working on getting the approvals and the holidays seemed to have gotten in the way but everyone is back now.

Mary

Elizabeth Tylawsky <etylawsky@lemborglaw.com>

12/29/2008 01:30 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Any update on the status of this one? Thank you.

Elizabeth

From: mary_willamson@gmexpert.com [mailto:mary_willamson@gmexpert.com]
Sent: Tuesday, December 16, 2008 10:41 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/10/2008 11:37 AM

To: mary_willamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

Elizabeth

From: mary_willamson@gmexpert.com [mailto:mary_willamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lambertlaw.com>

12/03/2008 09:57 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Thank you Mary, I appreciate the update.

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 08, 2008 8:14 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

As you can imagine GM is going through some restructures and looking at things much closer now so I have to get additional approvals before proceeding with a repurchase offer. I cannot say whether this will be the offer or not but just wanted to let you know where I am on this file.

Thank you,
Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/03/2008 08:28 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

Great. We are looking for a repurchase. Please let me know if I can provide anything else. Thank you.

Elizabeth

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

Sent: Wednesday, December 03, 2008 8:27 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I will be reviewing this file with the new repair order today. Do you know what your client is seeking?

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

12/01/2008 01:37 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Great, thanks

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Monday, December 01, 2008 1:38 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

The service manager says he will fax me the new repair order today.

Mary

Email: mary_williamson@gmexpert.com

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/26/2008 01:38 PM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

No problem Mary, I won't be in on Friday anyways so no rush. Have a nice Thanksgiving!

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

Sent: Wednesday, November 26, 2008 1:38 PM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

I can't get the service manager today. Looks like it may be Friday.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:55 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Thanks

From: mary_willamson@gmexpert.com [mailto:mary_willamson@gmexpert.com]
Sent: Tuesday, November 25, 2008 3:55 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

No. I will call the service manager and see if he has the repair order done yet.

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/25/2008 03:52 PM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

Hi Mary,

Any update on this? The client did pick the vehicle back up, although I do not yet have the repair order.
Thanks.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Friday, November 21, 2008 1:36 PM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

Please confirm that he took the vehicle in and if it is still at the dealership.

Mary

Mary Williamson/Austin/GM1

11/14/2008 12:32 PM

To: Elizabeth Tylawsky <etylawsky@lemborglaw.com>@SITE/CWEB
cc:
Subject: RE: [REDACTED] [Link](#)

Elizabeth,

Please let me know after he takes his vehicle back so that we can re-assess the case.

Mary

Elizabeth Tylawsky <etylawsky@lamberglaw.com>

11/13/2008 10:30 AM

To: mary_williamson@gmexpert.com
cc
Subject: RE: [REDACTED]

Hi Mary,

The vehicle is going in next Wednesday at Deichman Walker for service. [REDACTED] would prefer a repurchase since the issues he's had are with the steering, and a replacement vehicle would have the same steering design as this vehicle. Thank you.

Elizabeth

From: mary_williamson@gmexpert.com [mailto:mary_williamson@gmexpert.com]
Sent: Thursday, November 13, 2008 8:35 AM
To: Elizabeth Tylawsky
Subject: Re: [REDACTED]

Elizabeth,

Is the vehicle still at the dealership? Did he return to the same dealership? [REDACTED] was offered a trade by the dealership previously and refused as he wanted the dealership to also pay for an upgrade. If I can get approval for a trade I also will not be able to assist him in the cost of the upgrade.

Mary

Elizabeth Tylawsky <etylawsky@lomborglaw.com>

11/12/2008 10:29 AM

To mary_williamson@gmexpert.com

cc
Subject [REDACTED]

Hi Mary,

I just wanted to confirm receipt of the offer for the [REDACTED] from GM. The vehicle has been in for repair five times for the steering, and has just returned for the same problem. The Pennsylvania Lemon Law statute only requires the vehicle to be out of service three times for the same issue. In light of the foregoing, we respectfully request that GM make a repurchase offer. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@lemborglaw.com
(203) 653-2250 x107



[REDACTED] New Release.pdf



Mary Williamson/Austin/GM1

11/04/2008 03:55 PM

To jburton@lembertlaw.com

cc

bcc

Subject [REDACTED]

Jody,

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



Offer.doc Release.doc

Thank you,

Mary Williamson
General Motors Business Resource Center
Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, TX 78741
Phone: 866-790-5600 x 31062
Fax: 866-485-8229
Email: mary_williamson@gmexpert.com



Mary Williamson/Austin/GM1
11/13/2008 08:34 AM

To Elizabeth Tylawsky
<etylawsky@leberglaw.com>@SITEWCWEB
cc
bcc
Subject Re: [REDACTED]

Elizabeth,

Is the vehicle still at the dealership? Did he return to the same dealership? [REDACTED] was offered a trade by the dealership previously and refused as he wanted the dealership to also pay for an upgrade. If I can get approval for a trade I also will not be able to assist him in the cost of the upgrade.

Mary

Elizabeth Tylawsky <etylawsky@leberglaw.com>




Elizabeth Tylawsky
<etylawsky@leberglaw.com>
>
11/12/2008 10:29 AM

To mary_williamson@gmexpert.com
cc
Subject [REDACTED]

Hi Mary,

I just wanted to confirm receipt of the offer for the [REDACTED] from GM. The vehicle has been in for repair five times for the steering, and has just returned for the same problem. The Pennsylvania Lemon Law statute only requires the vehicle to be out of service three times for the same issue. In light of the foregoing, we respectfully request that GM make a repurchase offer. Thank you.

Elizabeth Tylawsky
Lemberg & Associates, LLC
1100 Summer Street, 3rd Floor
Stamford, CT 06905
etylawsky@leberglaw.com
(203) 653-2250 x107


Levetta Sheppard 10/23/2008 12:11 PM

To: robert.j.kramer@gm.com
cc:

Subject: Fw: Email notification on [REDACTED] SR 71-670466289

2nd request. I received your voice mail response. Thank you, however our process requires a written response.

Thank you.

----- Forwarded by Levetta Sheppard/Austin/GM1 on 10/23/2008 12:11 PM -----


Levetta Sheppard 10/22/2008 01:26 PM

To: robert.j.kramer@gm.com
cc:

Subject: Email notification on [REDACTED] SR 71-670466289

DVM Mr. Kramer:

Hi, my name is Dianna Barber. This email is to follow up on my voicemail regarding Service Request 71-670466289 for customer [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu, VIN:1G1ZJ57B58F [REDACTED] with @4,585 miles. The customer has been working with DEICHMAN-WALKER CHEVROLET, INC., EASTON , PA . 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 and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (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 and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.
- C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (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.)
- D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (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.)
- E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

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,

Dianna Barber (FKA Levetta Sheppard)
levetta_sheppard@gmexpert.com
(866) 790-5700 ext. 21116



robert.j.kramer@gm.com on 10/26/2008 06:31:53 PM

To: levetta_sheppard@gmexpert.com
cc: kyurkonis@deichman.com

Subject: Re: Fw: Email notification on [REDACTED] SR 71-670466289

Ms. Sheppard,

I have reviewed this customer's concern and have personally driven his 2008 Malibu. My roadtest involved operating both [REDACTED] vehicle and a comparable 2008 Malibu from Deichman-Walker's dealership inventory. After the roadtest, I have determined that [REDACTED] vehicle is operating normally...that is, within the vehicle manufacturer's design parameters.

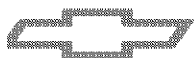
[REDACTED] concern appears to be of his own making as he is operating the vehicle in an abnormal manner by turning the steering wheel from lock-to-lock six or more times while the vehicle is at a standstill.

When advised by Deichman-Walker dealership personnel that [REDACTED] believed an uplevel new Malibu performed more to his liking, I offered to assist him with a vehicle trade into the the uplevel vehicle. All [REDACTED] would be required to pay would be the difference in MSRP between his vehicle and the uplevel vehicle. Ergo, [REDACTED] would pay neither a mileage usage amount, nor any sales tax on the MSRP difference, nor any title transfer fees. This offer was made in a good faith attempt to satisfy a valued Chevrolet customer.

After being made aware of my trade assist offer, [REDACTED] advised Deichman-Walker dealership personnel that he did not want to pay anything for the higher-priced vehicle and would pursue litigation to resolve his situation.

If you have any further questions regarding this customer's concern, please let me know.

R J Kramer
DVM3254



GMC

HUMMER

General Motors Business Resource Center

FAX

To: Karen Yurkonis

Company:

Fax: 6102584611

Phone:

From: Mary Schwartz

Fax: 866-485-8229

Phone: 866-790-5600 x 31062

E-mail:

CC:

NOTES:

Ms. Yurkonis,

As per my conversation with Bill Huff on February 2, 2009, he stated you would be the contact person to handle the repurchase for [REDACTED]

Please contact me if you have any questions.

Thank you,

Mary Williamson-Schwartz

Legal Agent – BRC Legal Department

Aditya Birla Minacs

1-(866) 790-5600 x 31062 | mary_williamson@gmexpert.com

Fax # 866-485-8229



General Motors Corporation
Business Resource Center
P.O. Box 33170
Detroit, MI 48233-0170

VIA FAX ONLY

February 24, 2009

Attention: Dealer Sales and Service Manager
Dealer -Repurchase Confirmation
For Internal Use Only

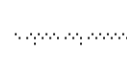
Customer's Name: [REDACTED]
Service Request: 71-670466289
VIN: 1G1ZJ57B58F [REDACTED]
Legal Agent: Mary Schwartz
CRS Phone: 1-(866) 790-5600, ext. 31062
CRS Fax #: 866-485-8229

This is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. In approximately one (1) week you will receive a repurchase package from RVDC detailing the closing information. The attorney or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. The closing date for the repurchase is March 2, 2009, please schedule an appropriate time for the repurchase with the attorney or customer. In the event that the paperwork has not arrived please contact the CRS listed above and they will assist with gathering the needed information. If you have any issues with performing the repurchase please contact us immediately.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x21339 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

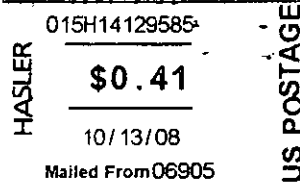
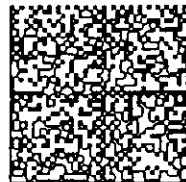
Sincerely,

Mary Schwartz, ext. 31062
General Motors Corporation



LEMBERG
& ASSOCIATES L.L.C.
ATTORNEYS AT LAW

Main Office
1100 Summer Street
Stamford CT 06905



OCT 20 2008

General Motors Corporation
Chevrolet Motor Division
P.O. Box 33169
Detroit, MI 48232-51692

482325169 BO50



LEMBERG
& ASSOCIATES L.L.C.
ATTORNEYS AT LAW

Pennsylvania Attorney
Jody Burton, Esq.
jburton@leberglaw.com
(203) 653-2250 Ext. 302

October 10, 2008

VIA FIRST CLASS MAIL

General Motors Corporation
Chevrolet Motor Division
P.O. Box 33169
Detroit, MI 48232-51692

Make and Model:	2008 Chevrolet Malibu
VIN #	1G1ZJS7B58S [REDACTED]
Record Owner	[REDACTED]
State of Purchase or Lease	Pennsylvania

Dear Sir or Madam:

Lemberg & Associates L.L.C. is writing on behalf of [REDACTED] with regard to the above vehicle purchased in the State of Pennsylvania. We will file a lawsuit in this case unless it is settled by November 10, 2008. We will seek relief on our client's behalf under Pennsylvania Lemon Law, the Magnuson Moss Act, breach of warranty statutes and the Pennsylvania Unfair Trade Practices Act.

Upon receipt of this notice please direct all inquiries regarding the above vehicle to this office, rather than to the client.

Since the purchase date and during the lemon law and warranty period, this vehicle has been subject to repair **6 times** because of reoccurring problems with the

steering wheel. The defects in the vehicle meet the requirements of Pennsylvania Lemon Law, in that they substantially impair its use, value, and safety to our client.

Because of the incurable problems outlined above, our client revokes acceptance of the vehicle under U.C.C. § 2-608. Our client demands a return of all money paid so far, including the down payment, amount of payments thus far, finance charges, other fees, incidental and consequential damages, costs, and attorney's fees. We have been instructed to seek all legal recourse available under the law.

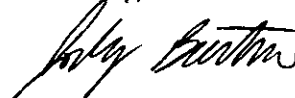
Please be advised that under U.C.C. § 2-711(3), our client has a security interest in the car until the purchase price is returned, plus expenses in handling and inspecting the car. Until you pay this amount, our client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, our client demands the return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents repossess the car will be deemed wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507.

If the seller or any creditor subject to the FTC Holder Rule has filed a financing statement covering the above vehicle, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within 10 days to terminate such security interest. Failure to do so subjects you to liability under U.C.C. § 9-404(1).

Our client understands that sometimes the failures of the manufacturer simply cannot be corrected by any dealer. We hope to bring this matter to an end through an amicable settlement. **Please note our new policy – unless we receive a settlement offer within thirty (30) days of the date of this letter, this matter will be forwarded to litigation.**

Thank you for your time and consideration in this matter, and I look forward to hearing from you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jody Burton".

Jody Burton

3600 WILLIAM PENN HIGHWAY
EASTON, PA 18045
Phone: 610-258-2384
Fax: 610-330-0865

**DEICHMAN-WALKER
CHEVROLET INC**

Fax

To:	Dianna Barber	From:	Shelly/Bill Huff
Fax:	866-554-4011	Date:	10/22/2008
Phone:	866-790-5700 ext 21116	Pages:	45 including cover
Re:	[REDACTED]	CC:	

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

Dianna,

Here are the copies you requested. If there is anything else please feel free to contact me.

Thank you.

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC

HUMMER



7946 6213

(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 6 1 2 3 5 7 8 5 8 7 [REDACTED]

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) ____ to the down payment of this vehicle, (b) XX where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
GM Conquest	\$ 1,000.00	PBW
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received		\$ 1,000.00

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 Consumer Cash Incentives
in lieu of Smartbuy/Smartlease Incentives

and/or

- b. I elect to receive _____

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive 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 on 05/31/08. I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ☒ Yes ☐ No

- b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 05 31 2008

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ____ and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature: [Signature]Dealership Name: DEICHMAN WALKER CHEVROLET, INC.Date: 05 31 2008

Dealer Code: _____


Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GMOrderWORKBENCH[Close window](#)

Transaction Details

[PRINT THIS SCREEN](#)

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

VIN: **1G1ZJ57B58F** Status: **Accepted**Dealer Code: **15139**User ID: **1w0enp**Transaction Date: **05/31/2008**User Role: **Dealer Administrator**Transaction Type: **Delivery**Timestamp Date: **2008-06-02-15.26.18.689720**Delivery Type: **010 - Individual Purchase**

Transaction Messages:

Used Car Appraisal

V.I. No. <u>1D7W43725</u>		Date <u>5/17/08</u>	
Name <u>[REDACTED]</u>		Phone _____	
Yr./Make <u>07 Dodge</u>	Model <u>1500</u>	Cyl. <u>3</u>	
Mileage <u>16021</u>	License _____		
Body Color <u>Black</u>	Top Color _____	Trim Color <u>Gray</u>	
<input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual 4 5 Speed <input type="checkbox"/> Pwr. Steer. <input type="checkbox"/> Pwr. Brakes <input type="checkbox"/> ABS <input type="checkbox"/> Air Cond. <input type="checkbox"/> Airbag <input type="checkbox"/> AM/FM Stereo <input type="checkbox"/> Cassette <input checked="" type="checkbox"/> CD <input type="checkbox"/> Alloys <input type="checkbox"/> Tu-tone <input type="checkbox"/> Pwr. Windows <input type="checkbox"/> Pwr. Dr. Locks <input type="checkbox"/> Tilt <input type="checkbox"/> Cruise <input type="checkbox"/> Towing <input type="checkbox"/> Shell <input type="checkbox"/> Other _____			

Covered With Extended Warranty
☐ Yes ☐ No
Sealants:

Condition	OK ✓	Cost	Condition	OK ✓	Cost
Roof			Engine		
Hood			Trans./Clutch		
Fenders			Brakes		
Doors			Exhaust/Smog		
Deck Lid			Air Cond.		
Paint			Trunk & Tools		
Bumpers			Steering & Alignment		
Grille			Tires: (Make)		
Interior			LF RF/LR RR/SP		
Other/Notes:			Total Recon:		
			Less Ins. Claim		

DISPOSAL - Retail - Wholesale

Appraiser [Signature]

NET APPRAISAL

17500

CERTIFICATE OF ORIGIN FOR A VEHICLE

1948

DATE

03/25/08

VEHICLE IDENTIFICATION NO.

1G1ZJ57B58F

BODY TYPE

MALIBU 4-DOOR SEDAN

H.P. (S.A.E.)

19.3

G.V.W.R.

4445

NO. CYLS.

04

RBLPD019

INVOICE NO.

1AD21507461

MAKE

CHEVROLET

SHIPPING WEIGHT

3406

SERIES OR MODEL

1ZH69

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

FAULKNER CHEVROLET OLDSMOBILE
PO BOX 6196
LANCASTER

15442 MQGQNS

PA 17607-6196

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *

* HAS A *

* 50-STATE *

* EMISSION *

* SYSTEM *

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

CITY - STATE

G52598548

GM 521 REV. 1D-05

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1	DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2	DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3	DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4	ODOMETER DISCLOSURE FOR RETAIL SALE	LIENHOLDER
NAME OF PURCHASER ADDRESS 3600 DEICHMAN-WALKER WILLIAM PENN HWY, EASTON PA 18045 PA LANC	DATE OF SALE 15 APRIL	NAME OF PURCHASER ADDRESS CITY STATE ZIP	NAME OF PURCHASER ADDRESS CITY STATE ZIP	Federal law requires that I state the result of this test and, if necessary, I certify to the best of my knowledge the reading of the odometer. I state that the odometer reading is the actual mileage of the vehicle at the time of sale. I state that the odometer reading is the actual mileage of the vehicle at the time of sale. I state that the odometer reading is the actual mileage of the vehicle at the time of sale.	1st lien in favor of whose address is 2nd lien in favor of whose address is
Signature of Seller Printed Name of Seller Signature of Purchaser Printed Name of Purchaser Company Name (if Applicable) Address of Purchaser(s)					

Patricia M. Keen
 08 Term Agreement
 Faulkner Chevy Inc
 858172FA

I. TAX / FEES			
VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY		BODY TYPE (SDN, TK, BUS, ETC.)	MODEL YEAR
161ZJ57B58E		2008	
FUEL TYPE: <input type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER		PURCHASE PRICE (See note on reverse)	
29180.00			
LESS TRADE-IN		24100.00	
TAXABLE AMOUNT		5080.00	
X 6% (.06) SALES TAX		304.80	
X 7% (.07) (See note on reverse)		N/A	
LESS TAX CREDIT		304.80	
SALES TAX DUE		304.80	
1A. Exemption Reason Code (must be a number from 1 to 26 or 0)		1B. EXEMPTION NO.	
1C. (PTA) NO.		2. TITLE FEE	
22.50		3. LIEN FEE	
5.00		4. REGISTRATION OR PROCESSING FEE	
N/A		5. DUPLICATE REG. FEE	
NO OF CARDS		6. TRANSFER FEE	
.6.00		7. INCREASE FEE	
8. REPLACEMENT FEE		N/A	
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount		338.30	
10. SIGNATURE OF PERSON ADMINISTERING OATH			
SIGN IN PRESENCE OF NOTARY			
MESSENGER NUMBER:			

II. MILEAGE INFORMATION	
<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS	<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY
WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.	
ODOMETER READING	
00000	
TENTHS	
11. 1ST LIEN DATE: 05/31/08 IF NO LIEN, CHECK <input type="checkbox"/>	
12. 2ND LIEN DATE: IF NO LIEN, CHECK <input type="checkbox"/>	
13. 1ST LIENHOLDER: BANK OF AMERICA	
14. 2ND LIENHOLDER:	
15. STREET: PO BOX 2759	
16. CITY: JACKSONVILLE STATE: FL ZIP: 32203	
17. FINANCIAL INSTITUTION NUMBER:	
18. IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED	
19. MAKE OF VEHICLE: DODGE VIN: 107HU18207S	
20. MODEL YEAR: 2007	
21. BODY TYPE (SDN, BUS, TK, ETC.): PU	
22. CONDITION OF VEHICLE: <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR	
23. PASSENGER TAXI/BUS: PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER <input type="checkbox"/> SEATING CAPACITY	
24. CYLINDER CAPACITY 5000 CC OR LESS: <input type="checkbox"/> YES <input type="checkbox"/> NO	
25. BRAKE HORSEPOWER: 1.5 OR LESS <input type="checkbox"/> 1.6 TO 5.0 <input type="checkbox"/> OVER 5.0	
26. OPERABLE PEDALS: <input type="checkbox"/> YES <input type="checkbox"/> NO	
27. MAX DESIGN SPEED 25 MPH OR LESS: <input type="checkbox"/> YES <input type="checkbox"/> NO	
28. AUTOMATIC TRANSMISSION: <input type="checkbox"/> YES <input type="checkbox"/> NO	
29. DESIGNED/ALTERED FOR ROAD USE: <input type="checkbox"/> YES <input type="checkbox"/> NO	
30. MOTOR HOME: CHASSIS MFR: BODY MAKE:	
31. TRAILER & VEHICLES BELOW: NUMBER OF AXLES: REQ. REGISTERED GROSS WT. (INCLUDING LOAD)	
32. SUM OF GAWRS: UNLADEN WT. (EMPTY)	
33. TRUCK TRACTOR: REQ. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING	
34. ORIGINAL PLATE Check One	
<input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE <input type="checkbox"/> TRANSFER & RENEWAL OF PLATE	
<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED) <input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE	
<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU <input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER	
<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 30 DAYS FROM DATE OF ISSUANCE.)	
REASON FOR REPLACEMENT	
<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)	
NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.	
TRANSFERRED FROM TITLE NO. VIN	
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE	
RELATIONSHIP TO APPLICANT	
TEMP. PLATE NO.	
INSURANCE COMPANY NAME: STATE FARM NAIC NO. POLICY NO. (OR ATTACH BINDER) 643755E	
POLICY EFFECTIVE DATE: 05/26/08	
POLICY EXPIRATION DATE: 11/26/20	
ISSUING AGENT INFORMATION: I CERTIFY THAT ON MONTH 05 DAY 31 YEAR 08 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.	
ISSUING AGENT SIGNATURE: DEICHMAN WALKER CHEVROLET	
AGENT NO. 85-9076DE	
TELEPHONE NO.	
H. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.	
SUBSCRIBED AND SWORN TO BEFORE ME: MO. MAY DAY 31 YEAR 2008	
SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER	
SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER	

#7312 BOH 513108

Dealer Number

Contract Number

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

Creditor - Seller (Name and Address)

DEICHMAN WALKER CHEVROLET, INC
3600 WILLIAM PENN HIGHWAY
EASTON, PA 18045-5258

BATH, PA

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/Demo	Year	Make and Model	Mfg Gross Vehicular Weight	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	CHEVROLET MALIBU		1G1ZJ57B58F	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
5.90%	\$ 5500.87	\$ 28975.61	\$ 34476.48	\$ 1618.14 is \$ 35094.62

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	478.84	Monthly beginning 05/30/08
Or As Follows:		

Late Charge. If payment is not paid in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is late, figured based on a full calendar month for any part of a month that is more than 10 days.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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 security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 309.80 sales tax)	\$ 30005.25 ⁽¹⁾
2 Total Downpayment =	
Trade-In (Year) 2007 DODGE (Make) RAM 150 (Model)	
Trade-In (VIN) 107HU18207S	
Gross Trade-In Allowance	\$ 24100.00
Less Pay Off Made By Seller	\$ 23731.86
Equals Net Trade In	\$ 368.14
+ Cash	\$ 250.00
+ Other REBATE	\$ 1000.00
(If total downpayment is negative, enter "0" and see 4G below)	\$ 1618.14 ⁽²⁾
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 28387.11 ⁽³⁾
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance	
Company or Companies	N/A
Life Term	\$ N/A
Disability Term	\$ N/A

Insurance. 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. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer

☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name

Home Office Address

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance 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. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions.

XX GAP INSURANCE	Other Insurance	72
Type of Insurance	Term	
Premium \$	500.00	
Description of Coverage		

Official Fees Paid to Government Agencies

to _____ for _____ \$ _____ N/A
 to _____ for _____ \$ _____ N/A
 to _____ for _____ \$ _____ N/A

D Government Taxes Not Included in Cash Price

E Government License and/or Registration Fees

LIC/TRAN/REG/LIEN/PLATE

\$ 11.00

F Government Certificate of Title Fees

(includes \$ _____ security interest recording fee)

\$ 22.50

G Other Charges (Seller must identify who is paid and describe purpose)

to _____ for Prior Credit or Lease Balance

\$ _____ N/A

to N/A for N/A

\$ _____ N/A

to DEICHMAN W for Documentation F

\$ 55.00

to _____ for _____

\$ _____ N/A

to N/A for N/A

\$ _____ N/A

to N/A for N/A

\$ _____ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf

\$ 588.50⁽⁴⁾

5 Amount Financed (3 + 4)

\$ 28975.61⁽⁵⁾

6 Finance Charge

\$ 5500.87⁽⁶⁾

7 Total of Payments-Time Balance (5 + 6)

\$ 34476.48⁽⁷⁾

Home Office Address _____

I want the insurance checked above.

X _____
Buyer Signature

05/31/08

Date

X _____
Co-Buyer Signature

Date

**THIS INSURANCE DOES NOT INCLUDE
 INSURANCE ON YOUR LIABILITY FOR
 BODILY INJURY OR PROPERTY DAMAGE
 CAUSED TO OTHERS.**

Returned Check Charge: You agree to pay the costs we
 actually pay to others if any check you give us is dishonored.

If you do not meet your contract obligations, you may lose the vehicle.

OPTION: ☐ You pay no finance charge if the amount financed, item 5, is paid in full on or before _____, Year _____ SELLERS INITIALS _____

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

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.

NOTICE TO BUYER:**DO NOT SIGN THIS CONTRACT IN BLANK.****YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN.****KEEP IT TO PROTECT YOUR LEGAL RIGHTS.**

Buyer Signs X _____ Date 05/31/08 Co-Buyer Signs X _____ Date _____

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 Signs X _____ Date 05/31/08 Co-Buyer Signs X _____ Date _____

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 signs here X _____ Address _____

Seller Signs DEICHMAN WALKER CHEVROLET, INC Date 05/31/08 By X _____ Title _____

Seller assigns its interest in this contract to

(Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse

☐ Assigned without recourse

☐ Assigned with limited recourse

DEICHMAN WALKER CHEVROLET, INC

Seller _____ By _____ Title _____

LAW FORM NO. 553-PA (REV 8/04) U.S. PATENT NO. 0480,782

©2004 Reynolds and Reynolds TO ORDER: www.rwscorp.com; 1-800-344-0036; fax 1-800-531-0035
 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR
 FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

FILE COPY

171890

ACCOUNTING

DEICHMAN WALKER
CHEVROLET3600 WM. PENN HIGHWAY
EASTON, PA 18045
BUS. (610) 258-2386 - FAX (610) 258-4611
www.deichman.com

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 227 WILLIAM PILZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		164/165	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			16:00 29MAY08		89.00	CASH
IS						INV. DATE
						30MAY08
R.O. OPENED	READY	OPTIONS: STK:6213 ENG:2.4L_6 TRN:4 SPD_AUTO				
13:54 29MAY08	09:30 30MAY08					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CK	CENTER CONSOLE--SEEMS LOOSE									
CAUSE: FD CENTER CONSOLE LOOSE											
C2860 CONSOLE ASSEMBLY R&R OR REPLACE											
		174	W	0.60	0.60	840	4658			46.58	46.58
FC: 2W PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
ON											

0 0 TPARTS
840 4658 TLABOR

*** NO. RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	4658	840	✓	26300	4658	*****	

POSTED

COST, SALE, & COMP TOTALS 840 4658 0

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

73137

173605

DEICHMAN WALKER
CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2388 FAX (610) 258-4611

www.deichman.com

ACCOUNTING

DUPLICATE 1

PAGE 1

BATH, PA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 227 WILLIAM PILZ

SERVICE ADVISOR: 227 WILLIAM PILZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		2145/2190		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			09:00 29JUL08		89.00	CASH	30JUL08
R.O. OPENED		READY	OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

15:44 28JUL08 09:24 30JUL08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A ON HARD TURNS--CAN FEEL SHAKE OR BINDING--SEEMS TO LOOSEN AROUND TURNS

CAUSE: COUL NOT DUPLICATE

99 COULD NOT DUPLICATE

398	W	0.20	0.00	0	0					0.00	0.00
-----	---	------	------	---	---	--	--	--	--	------	------

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OA

0	0 TPARTS
0	0 TLABOR

B TRIM ON P/S ON DASH POPS OUT WHILE DRIVING

CAUSE: RESECURED UPPER DASH MOLDING

C2362 PANEL, INSTRUMENT PANEL UPPER TRIM R&R OR

REPLACE

398	W	0.30	0.30	675	2329					23.29	23.29
-----	---	------	------	-----	------	--	--	--	--	-------	-------

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

VB

0	0 TPARTS
675	2329 TLABOR

C CK FOR NOISE IN FRT END OVER BUMPS-LIKE AIR RELEASE SOUND

99 NORMAL NOISE

398	C	0.00	0.00	0	0					0.00	0.00
-----	---	------	------	---	---	--	--	--	--	------	------

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	2329	675		46000	0	0	
26300	2329	*****		22500	0	*****	

POSTED

COST, SALE, & COMP TOTALS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, 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.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

73137

173812

DEICHMAN WALKER
CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS: (610) 258-2386 FAX (610) 258-4611

www.deichman.com

ACCOUNTING

PAGE 1

BATH, PA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 371 LAUREN A HENN

SERVICE ADVISOR: 371 LAUREN A HENN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		3020/3021		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			09:00 05AUG08		89.00	CASH	05AUG08
R.O. OPENED		READY	OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

16:22 04AUG08 13:20 05AUG08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CK	STEERING-VIBRATES ALOT-WHEN BINDS UP-									
		99 ORDERED STEERING COLUMN									
		392 C	0.00	0.00	0	0				0.00	0.00
B	CK	FOR PULL ON STEERING WHEEL WHEN BRAKING & PULLING OUT THEN LETS GO									
		RIGHT AWAY									
		99 SEE LINE A									
		392 C	0.00	0.00	0	0				0.00	0.00
C	SEE IF YOU CAN SWITCH TO DOORS NOT LOCKING WHEN START CAR										
		99 CANT CHANGE									
		392 C	0.00	0.00	0	0				0.00	0.00
*** NO RO PUNCH TIMES ON FILE ***											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	0	0		22500	0	*****	

POSTED

COST, SALE, & COMP TOTALS 0 0 0

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

73137

1 7 4 2 5 6

DEICHMAN WALKER
CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 - FAX (610) 258-4611

www.deichman.com

ACCOUNTING

PAGE 1

BATH, PA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 371 LAUREN A HENN

SERVICE ADVISOR: 371 LAUREN A HENN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		3565/3568		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			08:48 21AUG08		89.00	CASH	21AUG08
R.O. OPENED		READY	OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

15:59 20AUG08 16:31 21AUG08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CK POWER STEER INOP

CAUSE: FD MOTORO IN COLUMN SHORTING OUT

E7680 STEERING COLUMN REPLACEMENT

392	W	1.60	1.60	2240	12421				124.21	124.21
-----	---	------	------	------	-------	--	--	--	--------	--------

1	25933396			20463	28648	0	425.00		286.48	286.48
---	----------	--	--	-------	-------	---	--------	--	--------	--------

FC: 6C

PART#: 25933396

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OA

20463 28648 TPARTS

2240 12421 TLABOR

B CK UNDER DASH -BRAKE PEDAL HITS SOMETHING WHEN LETTING GO

99 REPOSITIONED WIRE HARNESS

392	C	0.00	0.00	0	0				0.00	0.00
-----	---	------	------	---	---	--	--	--	------	------

99 ORDERED DASH MOLDING & UPPER COLUMN OVER

392	C	0.00	0.00	0	0				0.00	0.00
-----	---	------	------	---	---	--	--	--	------	------

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	12421	2240		48000	28648	20463	
46000	0	0		26300	41069	*****	
22500	0	*****					

POSTED

COST, SALE, & COMP TOTALS 22703 41069 0

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

73137

174636

DEICHMAN WALKER CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 · FAX (610) 258-4611

www.deichman.com

ACCOUNTING

BATH, PA

HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 371 LAUREN A HENN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		4135/4141		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			09:00 06SEP08		89.00	CASH	05SEP08
R.O. OPENED		READY	OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

16:01 04SEP08 10:54 05SEP08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL				
46200	7934	3600		48000	3454	2467					
46000	0	0		46300	4000	3375					
48100	1900	1357		26300	11388	*****					
22500	0	*****		6704	5900	*****					

COST, SALE, & COMP TOTALS

10799

17288

0

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

73137

174636

DEICHMAN WALKER
CHEVROLET3600 WM. PENN HIGHWAY
EASTON, PA 18045

BUS. (810) 258-2386 • FAX (610) 258-4611

www.deichman.com

ACCOUNTING

BATH, PA
HOME

BUS:

PAGE 1

SERVICE ADVISOR: 371 LAUREN A HENN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		4135/4141		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			09:00 06SEP08		89.00	CASH	05SEP08
R.O. OPENED		READY	OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

16:01 04SEP08 10:54 05SEP08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CK LOOSE MOLDING

CAUSE: FD TRIM PIECE LOOSE & REAINER DROPPED BEHIND DASH

C2320 REPL I/P TRIM -HAD TO R&R DASH PAD TO INST

TRIM RETAINER BEHIND DASH

308	W	0.30	0.90	2025	2500				25.00	25.00
1 15946929	F-MOLDING			2467	3454	0	43.29		34.54	34.54

FC: 1D

PART#: 15946929

COUNT: 1

CLAIM TYPE:

AUTH CODE:

ON

2467	3454	TPARTS
2025	2500	TLABOR

B CK BRAKE PEDAL -HITTING SOMETHING

99 NO PROBLEMS FOUND

308	C	0.00	0.00	0	0				0.00	0.00
-----	---	------	------	---	---	--	--	--	------	------

C CK PANEL ON STEERING-CRACKED

99 REPL UPPER STEERING COLUMN SHROUD

308	ISP	0.00	1.00	2250	2500				25.00	25.00
1 15945794	F-COVER			1357	1900	0	23.81		19.00	19.00

D** STEERING WHEEL SHAKES

CAUSE: FD FRT TOE OUT OF ADJ.

E2000 SET FRONT TOE & RD TEST

308	W	0.70	0.70	1575	5434				54.34	54.34
-----	---	------	------	------	------	--	--	--	-------	-------

FC: 3A PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OX

99 ROTATED TIRES & RELEARNED MONITERS

308	ISP	0.00	0.50	1125	1500				15.00	15.00
-----	-----	------	------	------	------	--	--	--	-------	-------

0	0	TPARTS
1575	5434	TLABOR

*** NO RO PUNCH TIMES ON FILE ***

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.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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)

ACCOUNTING COPY

73137

174636

DEICHMAN WALKER CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 • FAX (610) 258-4611

www.deichman.com

INTERNAL

PAGE 1

BATH, PA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 371 LAUREN A HENN

SERVICE ADVISOR: 371 LAUREN A HENN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		4135/4141		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			09:00 06SEP08		89.00	CASH	05SEP08
R.O. OPENED		READY	OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

16:01 04SEP08 10:54 05SEP08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	CK	PANEL ON STEERING-CRACKED					
99	REPL	UPPER STEERING COLUMN SHROUD					
		308 ISP 1.00				25.00	25.00
		1 15945794 F-COVER			23.81	19.00	19.00
D**	STEERING WHEEL SHAKES						
CAUSE:	FD FRT TOE OUT OF ADJ.						
99	ROTATED TIRES & RELEARNED MONITERS						
		308 ISP 0.50				15.00	15.00

COST, SALE, & COMP TOTALS

4732

5900

0

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

x

DESCRIPTION	TOTALS
LABOR AMOUNT	40.00
PARTS AMOUNT	19.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	59.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	59.00

INTERNAL COPY

73137

174679

DEICHMAN WALKER CHEVROLET

 3600 WM. PENN HIGHWAY
EASTON, PA 18045

BUS. (610) 258-2386 FAX (610) 258-4611

www.deichman.com

ACCOUNTING

PAGE 2

 BATH, PA
HOME BUS:

SERVICE ADVISOR: 371 LAUREN A HENN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		4585/4587		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			10:00 19SEP08		89.00	CASH	18SEP08
R.O. OPENED	READY		OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

08:21 08SEP08 13:52 18SEP08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	ON					0	0	TPARTS			
						900	3105	TLABOR			

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	27947	8100		48000	31373	22409	
26300	59320	*****					

POSTED

COST, SALE, & COMP TOTALS 30509 59320 0

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

x

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

73137

174679

DEICHMAN WALKER
CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 FAX (610) 258-4611

www.deichman.com

ACCOUNTING

BATH, PA

HOME

BUS:

PAGE 1

SERVICE ADVISOR: 371 LAUREN A HENN

SERVICE ADVISOR: 371 LAUREN A HENIN									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
RED JEWEL	08	CHEVROLET MALIBU		1G1ZJ57B58F			4585/4587		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
31MAY08 IS			10:00 19SEP08			89.00	CASH	18SEP08	
R.O. OPENED		READY		OPTIONS: STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO					

08:21 08SEP08 13:52 18SEP08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CK BRAKE PEDAL HITTING SOMETHING

CAUSE: FD BULL#PIC4883A

H1220 R&R BRAKE BOOSTER TO INSTALL WASHERS

308	W	1.90	1.90	4275	14750					147.50	147.50
2	11518111	WASHER		484	678	0	4.25			3.39	6.78

FC: 93

PART#: 11518111

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NK

484 678 TPARTS

4275 14750 TLABOR

B** STEERING GETS HAD AT TIMES

CAUSE: FD MOTOR SHORTED

E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC

POWER STEERING REPLACE

308	W	1.30	1.30	2925	10092					100.92	100.92
1	25805894	MOTOR		21925	30695	0	384.71			306.95	306.95

FC: 4X

PART#: 25805894

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OA

21925 30695 TPARTS

2925 10092 TLABOR

C** L/F DOOR NOISEY WHEN OPENED

CAUSE: FD LINK LOOSE

B4072 REPOSITION & TIGHTENED DOOR CK LINK

308	W	0.40	0.40	900	3105					31.05	31.05
-----	---	------	------	-----	------	--	--	--	--	-------	-------

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

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.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

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

ACCOUNTING COPY

73137

175384

DEICHMAN WALKER
CHEVROLET

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 • FAX (610) 258-4611

www.deichman.com

ACCOUNTING

BATH, PA

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 227 WILLIAM PILZ

SERVICE ADVISOR: 227 WILLIAM PILZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		5002/5009		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			09:12 06OCT08		89.00	CASH	10OCT08
R.O. OPENED		READY	OPTIONS:				
			STK:6213 ENG:2.4L 6 TRN:4 SPD AUTO				

07:20 06OCT08 11:19 10OCT08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A			STEERING BINDS WHEN TURNING								

CAUSE: TIRES CAUSED EXCESSIVE DRAG ON ELECTRIC P/S SYSTEM

E9740 R&I STEERING FROM STOCK UNIT AND TEST AS

PER TAC REF 10524327

308 W 1.90 7.50 16875 58223 582.23 582.23

FC: 7W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: BE

OA

0

0 TPARTS

16875 58223 TLABOR

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	58223	16875		26300	58223	*****	

POURED

COST, SALE, & COMP TOTALS 16875 58223 0

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

x

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

CUSTOMER #:

171390

**DEICHMAN
WALKER**

WORK ORDER

PAGE 2

3600 WM. PENN HIGHWAY
EASTON, PA 18045
BUS. (610) 258-2386 · FAX (610) 258-4611
www.deichman.com

HOME:

BUS:

SERVICE ADVISOR: 227 PILZ, WILLIAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		31,163	XVGJ...5	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			16:00 29MAY08		89.00	CASH	
R.O. OPENED		READY		OPTIONS: STK:6213 ENG:2.4L_6 TRN:4 SPD_AUTO			

29MAY2008 13:54

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A C CK CENTER CONSOLE--SEEMS LOOSE

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL
OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

ALL INFORMATION MUST BE FILLED OUT
AND TIME TICKETS ATTACHED

Complaint A: _____

Cause A: Found R/side ^{Seat} Anchor Bolt was cross threaded and only in about 1/4" and was not against console body

Correction A: Had To retrace threads in Anchor Nut and Bolt, Had To remove R/pt Pass. Seat in order To do so, along with center console.

Complaint B: _____

Cause B: _____

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		171890		4 05
		EMP. NO. 174		ON 1 36

Correction B: _____

Complaint C: _____

Cause C: _____

Correction C: _____

Complaint D: _____

Cause D: _____

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		171890		4 05
		EMP. NO. 174		ON 1 36

Correction D: _____

Complaint E: _____

Cause E: _____

Correction E: _____

CUSTOMER #:73137

173605

**DEICHMAN
WALKER**

WORKORDER

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2386 - FAX (610) 258-4011

www.deichman.com

PAGE 2

BATH, PA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 227 PILZ, WILLIAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57358F		21453/2140	/4HIO
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	#3 NO.	RATE	PAYMENT
31MAY08 IS			09:00 29JUL08		89.00	CASH
R.O. OPENED	READY	OPTIONS: STK:62.3 ENG:2.4L 6 TRN:4 SPD_AUTO				

28JUL2008 15:44

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A C ON HARD TURNS--CAN FEEL SHAKE OR BINDING--SEEMS TO LOOSEN AROUND TURNS - See Bill P.

B C TRIM ON P/S ON DASH POPS OUT WHILE DRIVING

C C CK FOR NOISE IN FRT END OVER BUMPS-LIKE AIR RELEASE SOUND

LARRY
RAYNER

01 00 89 010

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary repair and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealer is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

TECHNICIAN COPY

ALL INFORMATION MUST BE FILLED OUT
AND TIME TICKETS ATTACHED

Complaint A:

Cause A:

① C. ck for Shakes or Binding + Loosness
 AROUND TURNS.

Correction A:

Complaint B:

Cause B:

Correction B:

5992 S. ROAD TEST 15 MILE WITH LONG LEFT +
 RIGHT TURNS + NO SHAKE OR BINDING
 FEEL IN STEERING + COULD NOT FEEL
 ANY LOOSNESS IN STEERING. ALSO CK
 PCM FOR DR'S + NO DR'S SET. ALSO
 NO BULLETS OR PT'S FOUND.

Complaint C:

Cause C:

Correction C:

③ RESECURED UPPER Dash molding
 C23602.3
 ① AIR NOISE HEARD IN FRONT STRUTS
 COMPRESSING. (NORMAL)

Complaint D:

Cause D:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		173605		JUL 27 10:41
		398 Rich	③	ON JUL 27 10:12

Correction D:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		173605		JUL 27 10:12
		398 Rich	①	ON JUL 27 9:09

Complaint E:

Cause E:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	.5	173605		JUL 29 7:21
		Rich E		ON

Correction E:

CUSTOMER #: 73137

173812

WORKORDER

PAGE 2

**DEICHMAN
WALKER**3600 WM. PENN HIGHWAY
EASTON, PA 18045BUS. (610) 258-2386 · FAX (610) 258-4611
www.deichman.com

BATH, PA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 371 HENN, LAUREN A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		3021		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			09:00 05AUG08		89.00	CASH	
R.O. OPENED		READY		OPTIONS: STK:6213 ENG:2.4L_6 TRN:4 SPD_AUTO			

04AUG2008 16:22

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

- # A W CK STEERING-VIBRATES ALOT-WHEN BINDS UP-
- # B W CK FOR PULL ON STEERING WHEEL WHEN BRAKING & PULLING OUT THEN LETS GO RIGHT AWAY
- # C C SEE IF YOU CAN SWITCH TO DOORS NOT LOCKING WHEN START CAR

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY: X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN COPY //

ALL INFORMATION MUST BE FILLED OUT
AND TIME TICKETS ATTACHED

Complaint A:

Cause A:

Correction A:

Complaint B:

Cause B:

Correction B:

Complaint C:

Cause C:

Correction C:

Complaint D:

Cause D:

Correction D:

Complaint E:

Cause E:

Correction E:

CUSTOMER #: 73137

174256

**DEICHMAN
WALKER**

WORKORDER

PAGE 2

3600 WM. PENN HIGHWAY

EASTON, PA 18045

BUS. (610) 258-2388 • FAX (610) 258-4611

www.deichman.com

BATH, PA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 371 HENN, LAUREN A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		3567 3568		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			08:48 21AUG08		89.00	CASH	
R.O. OPENED		READY		OPTIONS: STK:6213 ENG:2.4L_6 TRN:4 SPD_AUTO			

20AUG2008 15:59

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A W CK POWER STEER INOP

B C CK UNDER DASH - BRAKE PEDAL HITS SOMETHING WHEN LETTING GO

welding - Pass. Side - same spot

E7680
1.6

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE 6

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

ALL INFORMATION MUST BE FILLED OUT **AND TIME TICKETS ATTACHED**

Complaint A:

power steering inop

Cause A:

found internal problem in column
repl column

Correction A:

Complaint B:

brake pedal hits something

Wire harness contacting brake pedal
repositioned harness

Cause B:

Correction B:

Complaint C:

molding broken on passenger side

Cause C:

ordered molding

Correction C:

Complaint D:

Cause D:

Correction D:

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 174 256	TIME	DATE OCT 22 18 12
		OPER. NO. 354 26		ON OCT 22 13 55

Complaint E:

Cause E:

Correction

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 168 200	TIME	DATE OCT 21 12 12
		OPER. NO. 168 200		

CUSTOMER #:73137

BATH, PA

HOME:

BUS:

WORKORDER

PAGE 2

**DEICHMAN
WALKER**3600 WM. PENN HIGHWAY
EASTON, PA 18045
BUS. (610) 258-2386 · FAX (610) 258-4611
www.deichman.com

SERVICE ADVISOR: 371 HENN, LAUREN A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		3/414/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			09:00 05SEP08		89.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:6213 ENG:2.4L_6 TRN:4 SPD_AUTO					

04SEP2008 16:01

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A W CK LOOSE MOLDING - *part here*

B W CK BRAKE PEDAL - HITTING SOMETHING (power steering)

C W CK PANEL ON STEERING - CRACKED *part shop*

#D) ✓ Steering wheel - shakes & shimmies 9/4/08 4:30

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

ALL INFORMATION MUST BE FILLED OUT
AND TIME TICKETS ATTACHED

Complaint A: ☒ for loose steering column shroud

Cause A: retainers have poor tension

Correction A: Replace upper steering column shroud
E7225-0.6

Complaint B: ☒ pedal hitting something

Cause B: could not duplicate

Correction B: suggest customer slow me.

Complaint C: ☒ Trim on P/S IP/cracked

C: Retainer for Trim on P/S IP missing and
Trim extension damaged

Correction C: partially remove dash pad to install trim retainer
(1.0) all
Install IP Trim C2320-0.3

Complaint D: steering wheel self energizes

D: front toe out / steering system in need of
calibration

Correction D: Test drive / set front toe E2000-0.7
Rotate tires + learn sensors (0.5) all

Complaint E: ☒ loose steering wheel position + Torque sensor

Cause E:

Correction:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		174636		SEP 5 10:00
		308 Dfioe		OR 4 8:57

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		174636		SEP 5 10:06
		308 Dfioe		SEP 5 15:35

Power Steering Control Module Programming and Setup

Power Steering Control Module (PSCM) Setup

After replacing the power steering motor and module assembly the following 3 procedures must be performed. After replacing the steering column assembly only the steering position sensor and the torque sensor calibration procedures must be performed. The steering position sensor and torque sensor calibration procedures should also be performed after a suspension alignment. Certain steering symptoms can be corrected by performing the steering position sensor and torque sensor calibration procedures such as:

- Poor, or uneven return to center
- Poor, or uneven on center feel

Steering Position Sensor Calibration

1. Install the scan tool.
2. Turn ON the ignition, with the engine OFF.
3. Center the steering wheel.
4. With the scan tool select Special Functions.
5. Select Steering Position Sensor Calibration and press the Enter key. The scan tool screen will flash Calibration in Progress then display Calibration Complete.
6. Press the exit key.
7. Use the scan tool in order to clear any EPS DTCs.

Important: After turning OFF the ignition, allow 25 seconds of wait time before performing any procedures that require the vehicles battery to be disconnected, or module memory loss may occur.

8. Turn OFF the ignition.

Torque Sensor Calibration

1. Install the scan tool.
2. Turn ON the ignition, with the engine OFF.

Important: After centering the steering wheel, remove hands and other objects from the steering wheel and ensure the suspension is relaxed and no bias, or uneven force is being applied to the steering system.

3. Center the steering wheel.
4. With the scan tool select Special Functions.
5. Select Torque Sensor Calibration and press the Enter key. The scan tool screen will flash Calibration in Progress, then display Calibration Complete.
6. Press the exit key
7. Use the scan tool in order to clear any EPS DTCs

Important: After turning OFF the ignition, allow 25 seconds of wait time before performing any procedures that require the vehicles battery to be disconnected, or module memory loss may occur.

8. Turn OFF the ignition.

Steering Tuning Selection

1. Install a scan tool.
2. Turn ON the ignition, with the engine OFF.
3. With the scan tool select Special Functions
4. Select Steering Tuning Selection and press the enter key. The scan tool screen will flash Selection In Progress, then display Selection Complete.
5. Press the exit key.
6. Use the scan tool in order to clear any EPS DTCs.

Important: After turning OFF the ignition, allow 25 seconds of wait time before performing any procedures that require the vehicles battery to be disconnected, or module memory loss may occur.

7. Turn OFF the ignition.

DEICHMAN-WALKER CHEVROLET
3800 WILLIAM PENN HWY.
EASTON, PA. 18045
610-258-2384

Name _____
Address _____
Telephone _____
Vehicle (VIN) _____
License _____
Technician _____
Mileage _____
Time Printed 9/4/08 7:39 PM

Chevrolet : Malibu : 2005-07 (except 2004-05 Classic) : except SS Models

Left Front

Actual	Before	Specified	Range
-1.2°	-1.2°	-1.6°	-0.1°
3.2°	3.2°	2.3°	3.8°
0.12°	0.01°	0.00°	0.20°
.....
.....

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Right Front

Actual	Before	Specified	Range
-0.8°	-0.8°	-1.2°	0.4°
3.4°	3.4°	2.3°	3.8°
0.10°	-0.01°	0.00°	0.20°
.....
.....

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified	Range
-0.4°	-0.3°	-1.5°	0.4°
-0.2°	-0.2°	-0.8°	0.8°
0.22°	0.00°	0.00°	0.40°
.....

Left Rear

Actual	Before	Specified	Range
-1.3°	-1.3°	-1.3°	-0.3°
0.25°	0.25°	0.00°	0.20°

Camber
Toe

Right Rear

Actual	Before	Specified	Range
-1.3°	-1.3°	-1.3°	-0.3°
0.14°	0.11°	0.00°	0.20°

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified	Range
-0.0°	-0.0°	0.00°	0.40°
0.39°	0.36°	0.00°	0.40°
0.06°	0.07°	-0.30°	0.30°

The steering wheel was level before the alignment.
The steering wheel is currently level.

CUSTOMER #:73137

174679

DEICHMAN
WALKER

WORKORDER

PAGE: 2

3600 WM. PENN HIGHWAY
EASTON, PA 18045BUS. (610) 258-2386 FAX (610) 258-4611
www.deichman.com

BATH, PA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 371 HENN, LAUREN A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED JEWEL	08	CHEVROLET MALIBU	1G1ZJ57B58F		374507	TYJRDG	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY08 IS			10:00 08SEP08		89.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:62.3 ENG:2.4L 6 TRN:4 SPD_AUTO					
08SEP2008 08:21							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		W		CK BRAKE PEDAL HITTING SOMETHING

(B) STEERING GET HARD AT TIMES

(C) L/R DOOR NOISEY. WHEN OPENED
+ clearance between adjustable brake
pedal and column incorrect.
Booster spacers ordered to correct
concern.

- V Steering - Loose Assist

- V L/R door - noisy when open

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

CUSTOMER SIGNATURE

TECHNICIAN COPY

ALL INFORMATION MUST BE FILLED OUT
AND TIME TICKETS ATTACHED

Complaint A:

check brake pedal / hitting something

Cause A:

brake pedal assembly contacting steering column
due to insufficient clearance

Correction A:

Repair as per #PIC4883A (attached)

R+R ~~brake~~ Brake booster and install spacers ~~11220-1-9~~

Complaint B:

Steering gets hard at times

Cause B:

Loss of power assist / internal motor malfunction

Correction B:

DRG AND Replace Electric power steering motor
with adjustable pedals

Complaint C:

✓ for L/E door being noisy when opened ~~11220-1-3~~

Cause C:

bolts on checklink Excessively loose

Correction C:

Reposition + retorque d/s front door checklink ~~11220-1-3~~

Complaint D:

Cause D:

Correction D:

(3.6) Offore 308

for
muffin
washers

Complaint E:

Cause E:

Correction E:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 174628	TIME	OFFER = 13.08
8/16	3.60	308 Offore	OFFER = 8.21	

#PIC4883A: Brake Pedal Clunk Possible Brake Drag C0131 - keywords adjust adjustable column drag electronic EPS odor power steer steering - (Jun 16, 2008)

Subject: Brake pedal Clunk Possible Brake drag C0131

Models: 2008 Chevrolet Malibu
2008 Pontiac G6
2008 Saturn Aura
Above vehicles with (EPS and Adjustable pedals)



This PI was superseded to update models. Please discard PIC4883.

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

Condition/Concern:

Condition:

Some customers may comment that with the steering wheel adjusted in the full down position, there may be a clunk when the brake pedal is released. The clunk can be felt in the steering wheel as well. There may also be a code C0131 setting and possibly have comments of brake drag as well.

Cause:

The EPS (Electronic Power Steering) column motor housing is contacting the bracket for the adjustable pedals.

Recommendation/Instructions:

Correction:

1. Remove brake booster from cowl, keeping the gasket with the booster
2. Install one washer, p/n 11518111, on each stud of the brake booster and reinstall booster. The washer should be positioned between the cowl and the seal.
3. The new brake pedal position must be learned, otherwise the brake lights may be on with out pedal apply. To learn the new pedal position follow theses sets.

a) Install Tech2/ candi Module and access Body systems/ BCM/ Module set up/ BPP Sensor

© 2008 General Motors Corporation. All rights reserved.

Calibration and follow the instructions.

Important: The BPP sensor calibration should be done with the steering column in the full down position.

4. Evaluate that there is no clunk noise when the pedal is released and the steering column is in the full down position and that the brake lights are off with the pedal released.

Note: If a new booster seal is needed the part number is 22729487.

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

ALL INFORMATION MUST BE FILLED OUT
AND TIME TICKETS ATTACHED

Complaint A: steering binds when turning

Cause A: wheel & tire combination rapidly overheat's steering system in 2 turns

Correction A: ① 4 calls to technical assistance

② 4 test drives with 2 vehicles with 4um

Complaint B: ③ Swap out steering rack from like vehicle or stock #6621

Cause B: ④ Remove Sway bar links + evaluate front end

Correction B: ⑤ Swap tires from new vehicle to this unit

⑥ Monitor data on PSCentral module between

Complaint C: cars

Cause C: ⑦ ~~100~~ 100% of street offered tires not replaced at this time

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 175384	TIME	OFF
		EMP. NO. 108 D. H. ex 4.5		OCT 13 59
				OCT 10 58
				ON

Correction C:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 175384	TIME	OFF
		EMP. NO. 108 D. H. 7.2		OCT 18 09
				OCT 18 59
				ON

Complaint D:

Cause D:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 175384	TIME	OFF
	5.5	EMP. NO. 108 D. H. 8.0		10/6
				ON

Correction D:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 175384	TIME	OFF
	2.0	EMP. NO. DAVE F		10/10/08
				ON

Complaint E:

Cause E:

Correction E:



Deichman Walker Chevrolet, Inc.

3600 William Penn. Highway
Easton, Pa. 18045
610-258-2386



TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS ENVELOPE.
2. LOCK YOUR CAR AND PARK IT IN THE ASSIGNED AREA.
DO NOT LEAVE CAR IN DRIVEWAY.
3. PLACE YOUR KEYS IN THIS ENVELOPE.
4. BE SURE TO LEAVE A PHONE NO. WHERE YOU CAN BE REACHED.
5. DROP ENVELOPE IN MAIL SLOT IN SERVICE ENTRANCE DOOR.
6. SIGN ENVELOPE - IF NOT SIGNED WE CAN'T WORK ON VEHICLE

NAME: [REDACTED] LIC. PLATE: [REDACTED]

ADDRESS: [REDACTED]

CITY: Bath Pa Zip: [REDACTED] Mileage: 5005

Home Phone: [REDACTED] Business Phone: [REDACTED]

What time will you call for your car? Call when its done a.m./p.m.

Year: 68 Make & Model: malibu Color: Red

FOR PA INSPECTION - ENCLOSE REGISTRATION & INS. USE THIS HANDY CHECK LIST

- | | |
|--|---|
| <input type="checkbox"/> Change Oil | <input type="checkbox"/> Emission Service |
| <input type="checkbox"/> Change Oil Filter | <input type="checkbox"/> Adjust Belts |
| <input type="checkbox"/> Chassis Lube | <input type="checkbox"/> Replace Wiper Blades |
| <input type="checkbox"/> _____ Mile Maint. Service | <input type="checkbox"/> Adjust Clutch |
| <input type="checkbox"/> _____ Month Maint. Service | <input type="checkbox"/> Service Automatic Trans. |
| <input type="checkbox"/> Tune-up | <input type="checkbox"/> Service Air Conditioning |
| <input type="checkbox"/> Front End Alignment | <input type="checkbox"/> Replace Muffler |
| <input type="checkbox"/> X and Balance Tires | <input type="checkbox"/> Replace Shocks |
| <input type="checkbox"/> Repack Front Wheel Bearings | <input type="checkbox"/> Scope Engine |
| <input type="checkbox"/> Brake Reline Drum | <input type="checkbox"/> State Inspection |
| <input type="checkbox"/> Brake Reline Disc | |

Other Work (Details) Steering wheel moves

& binds up when turning.

Any questions please call Todd
at 610-297-2026

I AUTHORIZE ABOVE WORK TO A LIMIT OF (CIRCLE) \$50 \$100 \$150 \$200 \$300 \$500

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control. I understand, because of the EARLY BIRD SERVICE, I am unable to receive a copy of the estimated cost.

PLEASE SIGN X [REDACTED]

YOU WILL BE CALLED AND GIVEN AN ESTIMATE BEFORE ANY WORK IS PERFORMED, UNLESS OTHERWISE ARRANGED.

Time of call _____ : _____ A.M. P.M.

Okay Yes ☐ No ☐

Do you want old parts? Yes ☐ No ☐

Steering Effort Hard or Too Easy in One or Both Directions (EPS)

Condition	Action
The battery power is low.	Confirm proper battery voltage.
The intermediate shaft dash seal is binding.	Adjust the dash seal, or replace the intermediate shaft assembly if necessary.
The intermediate shaft joints are loose or worn.	Inspect the joints and the pinch bolts for damage, and replace the intermediate shaft if necessary. Refer to <u>Intermediate Steering Shaft Replacement</u> .
The steering gear is binding.	If necessary, inspect and replace the steering gear. Refer to <u>Steering Gear Replacement</u> .
The upper steering shaft is bent.	If necessary, replace the steering column. Refer to <u>Steering Column Replacement</u> .
The assist mechanism hub gear is misaligned or damaged.	Replace the steering column. Refer to <u>Steering Column Replacement</u> .
The sensor wire is damaged.	Replace the steering column. Refer to <u>Steering Column Replacement</u> .
The controller is malfunctioning.	Confirm the DTC. If necessary, replace the motor/module assembly. Refer to <u>Power Steering Assist Motor Replacement</u> .
The motor shaft is binding.	Confirm the DTC. If necessary, replace the motor/module assembly. Refer to <u>Power Steering Assist Motor Replacement</u> .

→ wayne wilson →

6621

for more information about this and other vehicle-specific information on electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

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

#06-02-32-002C: Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set - (Apr 10, 2008)

Subject: Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set



Models: 2004-2008 Chevrolet Malibu, Malibu Maxx (excluding 2006-2007 SS and 2007 Maxx models)
2005-2008 Chevrolet Cobalt, Equinox
2006-2008 Chevrolet HHR
2005-2008 Pontiac G6 (excluding 2006-2007 GTP, 2006-2008 Convertible and 2007-2008 GT models)
2005-2006 Pontiac Pursuit (Canada Only)
2006-2008 Pontiac Torrent
2007-2008 Pontiac G5
2002-2008 Saturn VUE
2003-2007 Saturn ION

This bulletin is being updated with the 2008 model year. Please discard Corporate Bulletin Number 06-02-32-002B (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual
© 2008 General Motors Corporation. All rights reserved.

DEICHMAN-WALKER CHEVROLET
3600 WILLIAM PENN HWY.
EASTON, PA. 18045
610-258-2384

Name _____
Address _____
Telephone _____
Vehicle (VIN) _____
License _____
Technician _____
Mileage _____
Time Printed 10/6/08 4:45 PM

Chevrolet : Malibu : 2005-07 (except 2004-05 Classic) : except 52 Models

Left Front

Actual	Before	Specified	Range
-0.5°	-1.6°	-0.1°
0.27°	2.3°	3.8°
.....	0.00°	0.20°
.....
.....

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Right Front

Actual	Before	Specified	Range
-0.8°	-1.2°	0.4°
0.12°	2.3°	3.5°
.....	0.00°	0.20°
.....
.....

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified	Range
0.3°	-1.8°	0.4°
.....	-0.2°	0.6°
0.20°	0.00°	0.40°
.....

Left Rear

Actual	Before	Specified	Range
-0.8°	-1.3°	-0.3°
0.15°	0.00°	0.20°

Camber
Toe

Right Rear

Actual	Before	Specified	Range
-0.8°	-1.3°	-0.3°
0.25°	0.00°	0.20°

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified	Range
-0.3°	0.00°	0.40°
0.43°	0.00°	0.40°
-0.03°	-0.30°	0.30°

The steering wheel is currently level.

DEICHMAN CHEVROLET
3800 WILLIAM PENN HWY.
SPRING, PA. 15045
610-258-7554

Name _____
Address _____
Telephone _____
Vehicle (VIN) _____
License _____
Technician _____
Mileage _____
Time Printed 10/6/08 4:28 PM

Chevrolet : Malibu : 2005-07 (except 2004-05 Classic) : except SS Models

Left Front

Actual	Before	Specified Range	
-1.0°	-1.6°	-0.1°
.....	2.3°	3.8°
0.15°	0.00°	0.20°
.....
.....
.....

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Right Front

Actual	Before	Specified Range	
-1.0°	-1.3°	0.4°
.....	2.3°	3.8°
0.07°	0.00°	0.20°
.....
.....
.....

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range	
-0.0°	-1.2°	0.4°
.....	-0.8°	0.8°
.....
0.22°	0.00°	0.40°
.....

Left Rear

Actual	Before	Specified Range	
-1.2°	-1.3°	-0.3°
0.20°	0.00°	0.20°

Camber
Toe

Right Rear

Actual	Before	Specified Range	
-1.0°	-1.3°	-0.3°
0.07°	0.00°	0.20°

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range	
-0.2°
0.27°	0.00°	0.40°
0.08°	-0.30°	0.30°

The steering wheel is currently level.



denise.zobel@gm.com
12/19/2008 06:49 AM

To: mary_williamson@gmexpert.com
cc:
bcc:
Subject: Re: Fw: [REDACTED]

no,

Denise

mary_williamson@gmexpert.com

12/18/2008 01:51 PM

To: denise.zobel@gm.com
cc:
Subject: Fw: [REDACTED]

Denise,

You approved this for a trade repurchase only, however as per the customers attorney's email below they on only want a repurchase. The customer does not want the same model and most likely not even another GM vehicle. Would you reconsider your decision and approve a straight repurchase so we can avoid a lawsuit on this case?

Thank you,
Mary

— Forwarded by Mary Williamson/Austin/GM1 on 12/18/2008 01:44 PM —
Elizabeth Tylawsky <etylawsky@leimberglaw.com>

12/16/2008 10:45 AM

To: mary_williamson@gmexpert.com
cc:
Subject: RE: [REDACTED]

The reason why he does not want a replacement vehicle is because of the power steering in the vehicle. He has adamantly refused to accept the same vehicle again for this reason. I'm having a hard time even convincing him to go into another GM vehicle because he has such a lack of faith now. Anything you can do would be great Mary and if I can provide anything else, please let me know. Thank you!

From: mary_willamson@gmexpert.com [mailto:mary_willamson@gmexpert.com]
Sent: Tuesday, December 16, 2008 10:41 AM
To: Elizabeth Tylawsky
Subject: RE: [REDACTED]

Elizabeth,

I currently only have authorization for a trade. Do you know why he is insisting on a repurchase. Perhaps if I knew the circumstance I could convince them to approve a repurchase.

Mary

Elizabeth Tylawsky <etylawsky@lamberglaw.com>

12/10/2008 11:37 AM

To: mary_willamson@gmexpert.com
cc
Subject RE: [REDACTED]

Hi Mary,

I did speak with the client regarding this offer. The dealership did previously offer a replacement vehicle when he first started having issues, but he is just not interested in a replacement vehicle from GM. I'm having trouble convincing him to accept anything other than a repurchase. Anything else you can do for me here? Thanks so much.

Elizabeth

From: mary_willamson@gmexpert.com [mailto:mary_willamson@gmexpert.com]
Sent: Wednesday, December 10, 2008 10:38 AM

To: Elizabeth Tylawsky

Subject: RE: [REDACTED]

Elizabeth,

Attached is an offer for a trade for [REDACTED]. Please respond back to confirm receipt of this offer and let me know if your client accepts the offer as soon as possible.

Thank you,
Mary

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

April 27, 2011

[REDACTED]
Kent, MA [REDACTED]

RE: Service Request: 71-753205641
2009 Malibu
Vehicle Identification Number: 1G1ZH57B99F [REDACTED]
Customer Relationship Specialist: Monica Marquez

Dear [REDACTED]

Thank you for taking the time to contact General Motors regarding your vehicle. I am aware of the concern you are having with your 2009 Malibu; however, I have been unsuccessful in my attempts to reach you. At your earliest convenience, please contact the General Motors Product Allegation Resolution Assistance Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time and ask for Monica Marquez.

Thank you for giving General Motors this opportunity to be of assistance. We hope to earn your trust and respect with every contact you have with General Motors Product Allegation Resolution Department.

Sincerely,

April 27, 2011

[REDACTED]
Kent, MA [REDACTED]

Service request: 71-753205641

Vehicle Identification Number: 1G1ZH57B99F [REDACTED]

Customer Relationship Specialist: Monica Marquez

Dear [REDACTED]

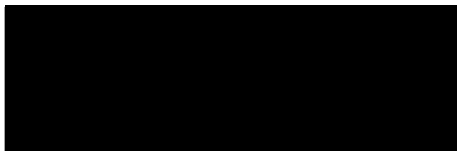
Thank you for allowing us the opportunity to review the product allegation involving your 2009 Chevrolet Malibu. Unfortunately, our attempts to reach you by phone on 8/27/2009, 8/28/2009, 8/28/2009 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

Please contact our Business Resource Center at 1-866-790-5700 ext.21072 Monday through Friday between 9:00 a.m. and 5:30 p.m., Eastern Time. Please refer to your service request number above when calling.

Sincerely,

General Motors Corporation



Columbia MS



HATTIESBURG MS 394

17 DEC 2007 PM 1 L



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

DEC 21 2007

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: 11-13-07

17-Digit Vehicle Identification Number (VIN): 182ZH548X54 [REDACTED]

Mileage at Time of Repair: 50377 Date of Repair: 11-15-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Columbia State: MS ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

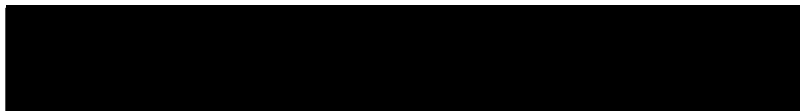
Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

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

If your claim is:

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

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



This was file on
my extended
warranty.
Shed

82672

41011

*Mack Grubbs Motors, Inc.*1480 Highway 98 East
Columbia, Mississippi 39429
Phone 601-736-3432

INVOICE

PAGE 1

COLUMBIA MS

HOME

BUS:

SERVICE ADVISOR: 104 TIFFANY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	05	PONTIAC G6	1G2ZH548X54		50377/50377		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB05 DD			17:00 13NOV07		0.00	CASH	15NOV07
R.O. OPENED		READY		OPTIONS: STK:NC52118			
13NOV07		15NOV07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES POWERSTEERING LIGHT COMES ON AT TIMES

9995 REPLACED POWER STEERING CONTROL MODULE

106 WALLEY,STUART LIC#: 3974

CPC

1 25805894 MOTOR

PARTS:	353.78	LABOR:	104.84	OTHER:	0.00	TOTAL LINE A:	458.62
--------	--------	--------	--------	--------	------	---------------	--------

104.84 104.84

353.78 353.78

B CUSTOMER STATES CHECK FOR RATTLE IN STEERING WHEEL WHEN TURNING

9995 REPLACED STEERING RACK

106 WALLEY,STUART LIC#: 3974

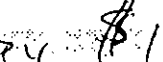
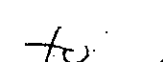
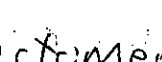
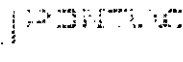
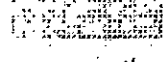
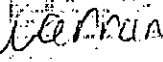
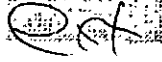
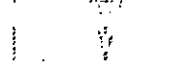
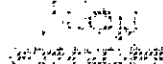
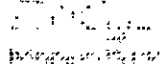
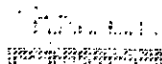
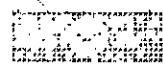
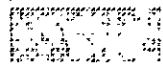
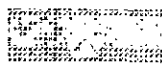
CPC

1 15858369 GEAR KIT

PARTS:	279.68	LABOR:	69.89	OTHER:	0.00	TOTAL LINE B:	349.57
--------	--------	--------	-------	--------	------	---------------	--------

69.89 69.89

279.68 279.68



Customer to pay \$100 deductible

LB

February 7, 2011

[REDACTED]

Columbia, MS [REDACTED]

Service Request: 71-594289771

Customer Relationship Specialist: Anne Parks

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering control module 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

February 7, 2011

[REDACTED]
[REDACTED]
Raleigh, NC [REDACTED]

Service Request: 71-594319509
Customer Relationship Specialist: Alex Page

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 power steering pinion gear that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Pontiac Customer Assistance Center

[Redacted]
Raleigh, NC

RESEARCH TRIANGLE REGION

NC 276

19 DEC 2007 PM 1 L



DEC 21 2007

Reimbursement Dept.
PO Box 33170
Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Dec. 19, 200717-Digit Vehicle Identification Number (VIN): 1G2ZG528354 [REDACTED]Mileage at Time of Repair: 41,799 Date of Repair: 2/21/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

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

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

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

Amount of Reimbursement Requested: \$ 160.48

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.

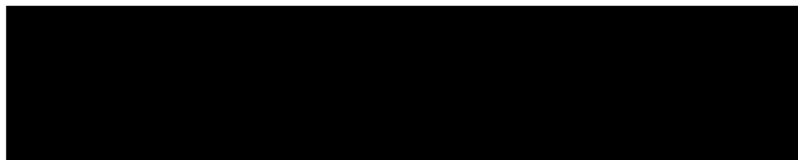
Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

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).



THOMPSON

THOMPSON CADILLAC-PONTIAC-GMC
2600 WAKE FOREST RD. • RALEIGH, NC 27609



www.thompsoncars.com

COPY

2/21/07
RB
11:30 AM
MULLA

CUSTOMER NO. 68029	ADVISOR REGINA BRITT	TAG # 148	INVOICE DATE 02/21/07	INVOICE # PNC5335946
RALEIGH, NC	LABOR RATE [REDACTED]	PLATE # [REDACTED]	MILES 41,798	COLOR SPORT RED M
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN		DELIVERY DATE 11/23/04	STOCK # 20799
	VIN # 1 G 2 Z G 5 2 8 3 5 4		SELLING DEALER # 04057	DELIVERY MILES 2
	R.Y.E. #	P.O. #	R.O. DATE 02/19/07	PRODUCTION DATE
REMARKS				MO: 41799

LABOR & PARTS
JOB # 1 05PNZ ***STEERING SUSPEN. TECH(S):033 35 WARRANTY
CHECK NOISE WHEN TURNING IN FRONT AREA-SEE PAUL V.
ADVISE
STEERING GEAR INTERNAL NOISE.
REPLACED STEERING GEAR AND SET FRONT TOE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
DOB # 1	1	15858368	GEAR 6.508		
DOB # 1	-1	15858368	CORE RETURN		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
DOB # 1	T	TAX		10.48
DOB # 1	OLCP	CUSTOMER COPAYMENT.		150.00
TOTAL - MISC				160.48

COMMENTS
PAUL V.

TOTALS	
GM PARTS INSTALLED CARRY A 12 MONTH, 12,000 MILE PARTS AND LABOR WARRANTY WHICH EVER OCCURS FIRST.	TOTAL LABOR... 0.00
YOU MAY RECIEVE A SURVEY FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT KENT MARIMAN AT 919-645-2040 OR JOHN REEVES 919-645-2039 IN THE SERVICE DEPARTMENT. THANK YOU FOR YOUR BUSINESS.	TOTAL PARTS... 0.00
	TOTAL SUBLET... 0.00
	TOTAL G.O.G... 0.00
	TOTAL MISC CHG. 160.48
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
TOTAL INVOICE \$	160.48

CUSTOMER PAYMENT :
() CASH () CHECK #
() CHARGE () CREDIT CARD

CASHIER.....
PAYMENT DATE 2/22/07

CUSTOMER SIGNATURE

P/S9

TERMS: CASH UNLESS ARRANGEMENTS MADE
DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SERVICE DIRECT (919) 828-8139
TOLL FREE (800) 543-6537
MAIN (919) 834-0311



Opening/Closing Date:
Payment Due Date:

02/17/07 - 03/16/07
04/10/07

CUSTOMER SERVICE

In U.S. 1-800-792-0001
Español 1-888-446-3308
TDD 1-800-955-8060
Pay by phone 1-800-436-7958
Outside U.S. call collect
1-302-594-8200

Minimum Payment Due for Credit Access Line
Total Minimum Payment Due

\$156.00
\$156.00

ACCOUNT INQUIRIES

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

VISA SIGNATURE SUMMARY

Account Number: 4147 2020 1860 5871

PAYMENT ADDRESS

P.O. Box 15153
Wilmington, DE 19886-5153

Previous Balance \$6,187.01
Payment, Credits -\$399.90
Purchases, Cash, Debits +\$988.14
Finance Charges +\$87.74
New Balance \$6,862.99

Credit Access Line \$7,000
Available Credit \$137
Cash Access Line \$1,400
Available for Cash \$137

VISIT US AT:

www.chase.com/creditcards

SOUTHWEST AIRLINES RAPID REWARD VISA CARD SUMMARY

Previous balance 922
Reward Dollars earned on other purchases 889
Total Reward Dollars earned this statement 1,811
Reward Dollars transferred to Credits 1,200
Remaining Reward Dollars 611
Reward Dollars unavailable for redemption 0
Rapid Rewards Credits transferred 1

For more information on Southwest Airlines Rapid Rewards program, log on to southwest.com or call 1-800-445-5764

Southwest will automatically issue a roundtrip Award for every 16 credits you earn in a twenty-four month period.

Every time you make a purchase with your Southwest Airlines Rapid Rewards Visa card, you will earn Reward Dollars. For every 1,200 Reward Dollars earned you will receive one Rapid Rewards credit. Earned credits will be transferred within 30 days of this statement.

TRANSACTIONS

Trans Date	Reference Number	Merchant Name or Transaction Description	Amount Credit	Debit
02/17		WYNDHAM WESTSHORE FB 813-2864400 FL		\$28.77
02/17		NORDSTROM #765 TAMPA FL		74.90
02/17		SONNYS REAL PIT BAR B Q PINELLAS PARK FL		56.69
02/24		HAMRICK'S OF RALEIGH 919-2318428 NC		240.02
02/24		SRI SHOE WAREHOUSE RALEIGH NC		30.96
02/22		THOMPSON CADILLAC OLDS RALEIGH NC		160.48
02/24		ECKERD DRUGS #2362 RALEIGH NC		12.66
02/28		SHEETZ 00003616 RALEIGH NC--		14.37
02/28		MINNESOTA ST PAUL MN		36.99
03/03		WAL-MART #1565 WILLISTON ND		30.67
03/02		CURVES - LITCHFORD ROA RALEIGH NC		29.00
03/03		TRIANGLE NITE CLUB SIDNEY MT		45.00
03/05		COLDSTN CREAM#511 Q24 BISMARCK ND		5.36
03/05		AMOCO OIL 06477129 BISMARCK ND		51.40
03/07		SHEETZ 00003616 RALEIGH NC		27.89
03/07		NC MUSEUM OF ART RALEIGH NC		35.00
03/08		Payment Thank You Electronic Chk	300.00	
03/12		FOOD LION #0572 RALEIGH NC		2.44
03/13		CVI-NORTHSTYLE 800-336-5666 MA	99.90	
03/14		CVI-NORTHSTYLE 800-336-5666 MA		94.90
03/14		STONEWOOD GRILL & TAVERN RALEIGH NC		10.64

GM Goodwrench.

MULTI-POINT VEHICLE INSPECTION

COPY

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ MI: _____ MII: _____

INTERIOR


☒ **OnStar** Subscription activated
by 

☒ Remaining engine oil life: _____ % Reset: _____ N/A: _____
☒ Air Conditioning Performance

WIPER BLADES

CHECK TIRES AND TREAD DEPTH

CHECK BATTERY



LF ☒ RF ☒

☒ Rear (if applicable)
☒ Windshield condition
Cracks _____ Chips _____

(Check exterior condition)

LF ☒ 8/32 or Greater
7/32 to 4/32
☒ 3/32 or Less
PSI @ _____ set to: _____ PSI

LR ☒ 8/32 or Greater
7/32 to 4/32
☒ 3/32 or Less
PSI @ _____ set to: _____ PSI

RF ☒ 8/32 or Greater
7/32 to 4/32
☒ 3/32 or Less
PSI @ _____ set to: _____ PSI

RR ☒ 8/32 or Greater
7/32 to 4/32
☒ 3/32 or Less
PSI @ _____ set to: _____ PSI


(Check lamps) _____

Lowest Tread Depth: _____ /32

☐ Rotation needed ☐ Alignment needed ☐ Balance needed
☐ Rotation performed ☐ Alignment performed ☐ Balance performed

LF ☐ LR ☐ RF ☐ RR ☐

Wear Pattern/Damage



☒ Battery condition
☒ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine oil	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Power steering	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF ☒ 7 mm (9/32")
6 mm (8/32")
3 mm (1/8")
7 mm (9/32")

RF ☒

LR ☒ 7 mm (9/32")
6 mm (8/32")
3 mm (1/8")

RR ☒

Lowest Front Lining _____ Lowest Rear Lining _____

☒ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

☒ **Inspect for visible leaks:**

☒ Fuel system (also including gas cap seating)
☒ Engine, transmission, drive axle, transfer case
☒ Engine cooling system
☒ Shocks and struts – also check operation

☒ **Inspect visual condition:**

☒ Belts: engine, accessory, serpentine, and/or V-drive
☒ Hoses: engine, power steering and HVAC
☒ Engine air filter and cabin air filters
☒ Steering components and steering linkage
☒ CV drive axle boots or driveshafts and U-joints
☒ Exhaust system components

COMMENTS

Consultant: _____
Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____
Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI

☐ Required

☐ Performed

MII

☐ Required

☐ Performed

PLACE STICK
OF THE RETURN

CERTIFIED MAIL™



7006 2760 0001 9827 3141

RETURN RECEIPT
REQUESTED



0000

48232

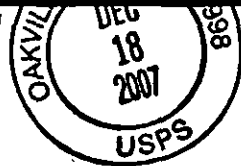
U.S. POSTAGE
PAID
OAKVILLE, CT
06779
DEC 18, 07
AMOUNT

\$4.97

00075290-09



USA 41



Reimbursement Department
P O Box 33170
Detroit MI 48232-5170

DEC 21 2007

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

48232-5170 8050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: ~~9-25-07~~ 12-01-200617-Digit Vehicle Identification Number (VIN): 1G1ZT54845F [REDACTED]Mileage at Time of Repair: 42441 Date of Repair: 9-25-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Waterbury State: CT. ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): SameAmount of Reimbursement Requested: \$ 554.49

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. *Claimant above*
- 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



1052

SUH 259020 DATE/TIME IN: 9/25/2007 7:25 DATE/TIME OUT: 9/25/2007 16:19
SA: SAMUEL GANEZER DOC COUNT: 1 PAGE: 1

01 1G1ZT54845F
2005 CHEVROLET MALIBU LS BLACK
ENGINE: 3.5L V6 LIC. NO:
STKN: 9100LL
MILES IN/OUT 42441 / 42441
SVC DATE: 12/12/2004
SALESPERSON: JARROLL RASON K

LINE 1 NE CUSTOMER STATES THERE IS A CLUNK WHEN YOU TURN THE
STEERING WHEEL.
CAUSE: INCORRECT PRESSURE
TECH COMM: ~~WOMEN PRODUCT CONCERN~~ TECH CHANGED THE STEERING SH
AFT.

REPAIR 1 REPL STEERING SHFT
OPCODE: E7700
HRS: .50
PRIMARY TECH: 476
WARR PARTS: 1

SALE TYPE: WARRANTY WTY

PARTS	DESC	FP QTY	PRICE	SALE TYPE	WTY
GM	22687711 SHAFT KIT Y	1		WARRANTY	WTY

LINE 2W TECH NOTED DURING REPAIRS THAT THE VEHICLE NEEDS 2
UPPER STRUT MOUNTS.
TECH COMM: TECH REPLACED BOTH UPPER STRUT MOUNTS.

REPAIR 1 STRUT MOUNTS.
OPCODE: OL
PRIMARY TECH: 476

SALE TYPE: CUSTOMER PAY \$286.00

PARTS	DESC	FP QTY	PRICE	SALE TYPE	
GM	15836874 MOUNT	H 1	59.670	CUSTOMER PAY PR	\$59.67
GM	15836873 MOUNT	N 1	62.040	CUSTOMER PAY PR	\$62.04

LINE TOTAL \$407.11

LINE 3W ALIGN FRONT END

REPAIR 1 ALIGN FRONT END
OPCODE: 17
PRIMARY TECH: 476

SALE TYPE: CUSTOMER PA \$89.95

LINE TOTAL \$89.95

LINE 4X MJ \$15 Goodwrench & Go maintenance package
CAUSE: MISC COURTESY/SHUTTLE

FC. 95

REPAIR 1 \$15 Goodwrench & Go maintenance package
OPCODE: Z2155

SALE TYPE: WARRANTY WTY

PRIMARY TECH: 476

2 of 2

LINE 1 RE CUSTOMER STATED THERE IS A CLUNK WHEN YOU TURN THE STEERING WHEEL.
 CAUSE: INDIRECT PRESSURE
 TECH CORN: 100K PART NOT CORRECT—TECH CHANGED THE STEERING WHEEL.

FC: 21

REPAIR 1 REPL STEERING SHIT

OPCODE: F7700

SALE TYPE: WARRANTY

WTY

HRS: .50

PRIMARY TECH: 476

WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	22687711 SHAFT KIT Y	1	1		WARRANTY	

LINE 2X TECH NOTED DURING REPAIRS THAT THE VEHICLE NEEDS 2 UPPER STRUT MOUNTS.

TECH CORN: TECH REPLACED BOTH UPPER STRUT MOUNTS.

REPAIR 1 STRUT MOUNTS.

OPCODE: 0L

SALE TYPE: CUSTOMER PA \$286.00

PRIMARY TECH: 476

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	15036874 MOUNT	N	1	59.070	CUSTOMER PAY PR	\$59.07
GM	15036873 MOUNT	N	1	62.040	CUSTOMER PAY PR	\$62.04
LINE TOTAL						\$121.11

LINE 3X ALIGN FRONT END

REPAIR 1 ALIGN FRONT END

OPCODE: 17

SALE TYPE: CUSTOMER PA \$89.95

PRIMARY TECH: 476

LINE TOTAL \$89.95

LINE 4X MJ \$15 Goodtrench & Go maintenance package
 CAUSE: MISC COURTESY/SHUTTLE

FC: 98

REPAIR 1 \$15 Goodtrench & Go maintenance package

OPCODE: J2150

SALE TYPE: WARRANTY

WTY

PRIMARY TECH: 476

COPY

"X" Following the line number denotes added operation.

PLEASE BE SURE TO RETURN YOUR GM SURVEY TO US OR REPORT CARD

LABOR \$375.95
 PARTS \$121.11
 MISC MATERIALS \$20.60
 HAZD MATERIALS \$20.60
 TAX (CT SALES TAX) \$31.07
 CUSTOMER TOTAL \$569.93
 PAYMENT (CASH) \$569.93

CUSTOMER SIGNATURE

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

THANK YOU

White-OFFICE FILE COPY
 Yellow-CUSTOMER COPY
 Pink-WARRANTY COPY



SOM: 244382 DATE/TIME IN: 12/01/2006 7:55 DATE/TIME OUT: 12/01/2006 14:27
SA: DAVID HUGHES DOC COUNT: 1 PAGE: 1

[REDACTED] 01 1G1ZT54845F [REDACTED]
2005 CHEVROLET MALIBU LS BLACK
ENGINE: 3.5L V6
STK#: 9100LL
MILES IN/OUT 31599 / 31599
SVC DATE: 12/12/2004
SALESPERSON: JARRELL, JASON K

LINE 1 CUSTOMER STATES CLUNK NOISE WHEN TURNING STEERING WHEEL *

REPAIR 1 ORDERED STEERING GEAR
OPCODE: 313
PRIMARY TECH: 405

SALE TYPE: CUSTOMER PA \$.00

LINE 2 FREE MULTI-POINT INSPECTION

REPAIR 1 PERFORM FREE MULTI-POINT INSPECTION.
OPCODE: 20
HRS: .20
PRIMARY TECH: 405

SALE TYPE: SERVICE DEF INT

PLEASE BE SURE TO RETURN YOUR GM SURVEY. IT'S OUR REPORT CARD

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00

Receipt from first time I told them of the
steering wheel noise

COPY



SOW 245307 DATE/TIME IN: 12/20/2006 7:40 DATE/TIME OUT: 12/20/2006 15:04
SA: SAMUEL GANEZER DOC COUNT: 1 PAGE: 1

01 1G1ZT54845F [REDACTED]
2005 CHEVROLET MALIBU LS BLACK
ENGINE: 3.5L V6
STKL: 9100LL
MILES IN/OUT 32182 / 32182
SVC DATE: 12/12/2004
SALESPERSON: JARREL, JASON K

LINE 1 NE CUSTOMER STATES THERE IS A NOISE WHEN TURNING THE STEERING WHEEL, SOP GEAR TO IN. ★
CAUSE: INCORRECT PRESSURE FC: 2L
TECH COMM: TECH REPLACED THE STEERING GEAR AND REALIGNED THE FRONT END.

REPAIR 1 REPL STEERING GEAR
OPCODE: E9740
HRS: 1.60
PRIMARY TECH: 405
WARR PARTS: 1

SALE TYPE: WARRANTY WTY

PARTS	DESC	QTY	PRICE	SALE TYPE	WTY
GM	15858368 GEAR	1		WARRANTY	WTY
GM	15858368 CORE SALE	1		WARRANTY	WTY
GM	15858368 CORE REPAIR	1		WARRANTY	WTY

LINE 2 OJ CUSTOMER STATES PLEASE CLIMB THE CD PLAYER IT MAKE S A WEIRD SOUND WHEN IT'S NOT ON AND SOMETIMES DOESN'T WORK.
CAUSE: COMPONENT - INOPERATIVE FC: 6C
TECH COMM: CD PLAYER INOP, ORDERED NEW RADIO.

REPAIR 1 REMOVE RADIO/ORDERED EXCHANGE UNIT.
OPCODE: R0762
HRS: .50
PRIMARY TECH: 405

SALE TYPE: WARRANTY WTY

PLEASE BE SURE TO RETURN YOUR GM SURVEY, IT'S OUR REPORT CARD

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

Receipt from the second time I told them
of the steering problem.

COPY

Wtby, et.

Receipt of payment

LOEHMANN BLASIOUS CHEVROLET
SCOTT RD
WATERBURY CT 06722
203-753-9261

Merchant ID: 000000812092
Term ID: 00239650 Ref #: 0012

Sale

VISA Entry Method: Swiped

Total: \$ 554.49

09/25/07 16:22:41

Inv #: 000012 Appr Code: 025376

Apprvd: Online Batch#: 000182

Customer Copy

THANK YOU!

COPY

February 7, 2011

[REDACTED]

Waterbury, CT [REDACTED]

Service Request: 71-594320947

Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the upper strut mounts 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

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

February 7, 2011

[REDACTED]
[REDACTED]
Humboldt, TN [REDACTED]

Service Request: 71-594371281
Customer Relationship Specialist: Pinkie Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering 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 we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$650.37.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North American Operations

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

GM

CHECK

No. [REDACTED]50-937
213DATE
01/24/08

*****650 DOLLARS

***37 CENTS

AMOUNT
*****650.37

North American Operations
General Motors Corporation
Disbursement Account

HUMBOLDT TN [REDACTED]

PAY
TO THE
ORDER
OF

Kihul Chandra
SIGNATURE

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

AUDIT

VENDOR
DUNS NO BB 000000355

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/24/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G12T52855F [REDACTED]	01/23/08 .71-594371	VH 1-9U70ZJ 281.1-9U70ZJ	00.0000	650.37	.00	650.37
TOTAL				650.37	.00	650.37

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

M3

JACKSON TN 383

20 DEC 2007 PM 1.1



USA 41

Humboldt, Tn

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

DEC 24 2007

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 5-16-200717-Digit Vehicle Identification Number (VIN): 1G1ZT52855F [REDACTED]

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Humboldt State: Tenn ZIP Code [REDACTED]

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

Evening Telephone Number (include Area Code): SAMEAmount of Reimbursement Requested: \$ 760.36

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).



Serra
CHEVROLET-CADILLAC
 189 STONEBRIDGE BLVD.
 JACKSON, TN 38305
 (731) 660-8880
 FAX (731) 660-3338



Serra
CHRYSLER-JEEP
 175 STONEBRIDGE BLVD.
 JACKSON, TN 38305
 (731) 660-5501
 FAX (731) 660-5352

CUSTOMER NO. 58403	ADVISOR RONNIE ARNOLD	TAG NO. 847 1954	INVOICE DATE 05/16/07	INVOICE NO. CVCS190007
[REDACTED] HUMBOLDT, TN	LABOR RATE	LICENSE NO.	MILEAGE 41,279	COLOR WHITE/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			STOCK NO. CP1909
	VEHICLE ID. NO. 1 G 1 Z T 5 2 8 5 5 F			DELIVERY DATE 01/13/07
	F. T. E. NO.			DELIVERY MILES 38,137
P. O. NO.		SELLING DEALER NO.		PRODUCTION DATE
COMMENTS		P. O. DATE 05/15/07		
MO: 41286				

LABOR & PARTS
J# 1 15CVZ STEERING/SUSPENSION TECH(S):682 317.95
 CUSTOMER STATES CHECK POWER STEERING LIGHT HAS BEEN ON BUT
 HAS GONE OUT ON WAY TO DEALERSHIP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	15926870	COLUMN 6.518	391.31	391.31
JOB # 1 TOTAL PARTS					391.31
JOB # 1 TOTAL LABOR & PARTS					709.26

J# 2 15CVZ-1 STEERING/SUSPENSION TECH(S):658 0.00
 CUSTOMER STATES CHECK VEHICLE PULLING TO LEFT WHILE DRIVING
 TEST DRIVE-PULL PRESENT-ADJUST ALL TIRE PRESSURES AND
 TEST DRIVE-VEHICLE STILL PULLING-RECOMMEND 4 WHEEL ALIGN
 SEE JOB 4

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

J# 3+01CVZ03K 3000 MILE SERVICE TECH(S):0611 INTERNAL
 CHANGE OIL AND FILTER
 COMPLETE CHASSIS LUBRICATION
 TOP OF ALL FLUIDS
 CHECK AND ADJUST TIRE PRESSURE
 ADJUST TIRE PRESSURES. INSPECT DRIVE BELT. INSPECT
 AIR FILTER
 SCHEDULED MAINTENANCE
 CHANGED OIL AND FILTER, COMPLETED CHASSIS LUBRICATION AS
 REQUIRED, TOPPED OFF ALL FLUID LEVELS AND ADJUSTED TIRE
 PRESSURES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3	1	25010792	FILTER 1.836	INTERNAL	
JOB # 3	5	12345615	OIL5W30B 8.800	INTERNAL	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

J# 4+00CVZA4 4 WHEEL ALIGN TECH(S):658 79.95
 FOUR WHEEL ALIGNMENT
 PREVENTIVE MAINTENANCE
 PERFORM FOUR WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					79.95

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	PRICE
JOB # 1	75946	739983	05/16/07	RENTAL	21.99
TOTAL - SUBLET					21.99

ORIGINAL

Serra

CHEVROLET-CADILLAC
189 STONEBRIDGE BLVD.
JACKSON, TN 38305
(731) 660-8880
FAX (731) 660-3338



Serra

CHRYSLER-JEEP
175 STONEBRIDGE BLVD.
JACKSON, TN 38305
(731) 660-5501
FAX (731) 660-5352

CUSTOMER NO 58403	ADVISOR RONNIE ARNOLD	TAG NO. 847 1954	INVOICE DATE 05/16/07	INVOICE NO. CVCS190007
HUMBOLDT, TN	LABOR RATE	LICENSE NO.	MILEAGE 41,279	COLOR WHITE/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			STOCK NO. CP1909
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 5 5 F			DELIVERY DATE 01/13/07
	F. T. E. NO.			DELIVERY MILES 38,137
P. O. NO.			SELLING DEALER NO.	PRODUCTION DATE
R. G. DATE 05/15/07				
COMMENTS				MO: 41286

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	ADV	ADV SPECIALS ON SERVICE	-59.69
JOB # 1	ADVP	ADVERTISING SPECIAL PARTS	-58.70
TOTAL - MISC			-118.39

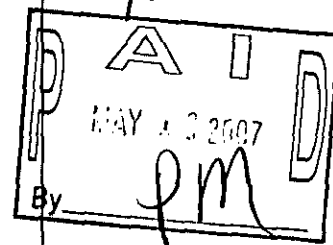
TOTALS

*****		TOTAL LABOR....	397.90
CASH [] CHECK [] MASTERCARD [] VISA [] AMEX []		TOTAL PARTS....	391.31
CHARGE [] DISCOVER [] OTHER []		TOTAL SUBLET....	21.99
PARTS WARRANTY 12/12		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	-118.39
		TOTAL TAX.....	67.55
		TOTAL INVOICE \$	760.36

THANK YOU FOR CHOOSING US FOR YOUR SERVICE NEEDS.
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER
IN THE NEAR FUTURE. IT IS VERY IMPORTANT THAT YOU
ARE COMPLETELY SATISFIED WITH OUR SERVICE. IF, FOR
ANY REASON, YOU ARE NOT COMPLETELY SATISFIED, PLEASE
CONTACT OUR SERVICE MANAGER, JASON BLURTON, IMMEDIATELY
AT (731) 660-8880. THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE

ORIGINAL





Sears Gold MasterCard®

Call us at 1-800-669-8488

Go to www.searscard.com

Write to us at PO Box 6922 The Lakes, NV 88901-6922

Account Number [REDACTED]

Page 1 of 1

Payment Due Date

06/15/07

Your Account Summary

Billing Cycle Closing Date 05/18/07
Amount Over Credit Line \$0.00
Amount Past Due \$0.00
Current Minimum Due \$21.00
Total Minimum Due \$21.00

Previous Balance \$0.00
Payments & Credits \$0.00
Purchases & Debits \$1,361.21
Other Charges \$0.00
FINANCE CHARGES \$0.00
Account Balance \$1,361.21

Manage your account online—it's FREE

Pay your bill...track purchases...set email alerts...
even request a credit line increase—do it all online at
SearsCard.com. It's a great way to stay on top of your
account.



Register today at SearsCard.com.

It's free, and you won't believe how
much time you can save. See for
yourself at SearsCard.com.

Your Credit Summary

Total Credit Line \$4,450.00
Available Credit Line \$3,067.00
Cash Access Line \$890.00
Available Cash \$890.00

*ch no 5206
21.00
7-2-07*

Activity	Sale Date	Post Date	Description	Amount
	05/03/07	05/03/07	WAL-MART #0120 HUMBOLDT TN	210.58
	05/13/07	05/13/07	KAPPIS STEAKHOUSE HUMBOLDT TN	24.54
	05/15/07	05/15/07	HLC-CULLIPHER-LLC ALAMO TN	365.73
	05/16/07	05/16/07	SERRA CHEVROLET JACKSON TN	760.36

Rates	*Rate Varies	Balance	Average Daily Balance	Corresponding ANNUAL PERCENTAGE RATE	Periodic Rate D=Day M=Month	Periodic FINANCE CHARGE
SEARS						
REGULAR		\$0.00	\$0.00	19.24%*	.0528%(D)*	\$0.00
EXTERNAL						
REGULAR		\$1,361.21	\$0.00	19.24%*	.0528%(D)*	\$0.00
CASH ACCESS						
REGULAR		\$0.00	\$0.00	27.49%*	.0754%(D)*	\$0.00
Days in Billing Period: 30		Effective ANNUAL PERCENTAGE RATE: 27.49%				Minimum FINANCE CHARGE: \$0.00

SERRA CV
189 STONEBRIDGE BLVD
JACKSON, TN. 38305-2040
731-660-8880

Sale

ID: 0002150000900397757998
05/16/07

16:55:55

MASTERCARD

Appr Code: 016745

Invoice#: 000025

Total:

\$ 760.36

Customer Copy
THANK YOU!

ORIGINAL

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

March 30, 2011

[REDACTED]
Houston, TX [REDACTED]

Service Request: 71-660212523
Customer Relationship Specialist: Wine Summers

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part vehicle was beyond the mileage parameter of the special coverage 07126 when the repair was done. The special coverage 07126 covers replacement of the steering column for a period of 7 years or 70,000 miles whichever occurs first from the date the vehicle was originally placed in service.

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,

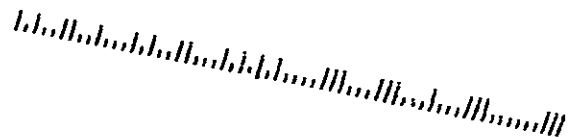
Chevrolet Customer Assistance Center

[REDACTED]
[REDACTED]
Houston, TX [REDACTED]
[REDACTED]

AUG 27 2002

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

48232-5170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Aug. 20, 200817-Digit Vehicle Identification Number (VIN): 1G1ZT62825F [REDACTED]Mileage at Time of Repair: 90246 Date of Repair: June 13, 2008

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Houston State: Tx ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 711.66

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



CUSTOMER #: 5F115801

200450

HOUSTON'S VOLUME CHEVY SUPERMARKET P.O. BOX 38935 ZIP 77238-8935

9111 NORTH FREEWAY
HOUSTON, TEXAS 77037
(281) 820-8200Goodwrench
Service Plus

GENERAL MOTORS CORPORATION

INVOICE

PAGE 1

HOUSTON, TX

HOME

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 21169 CARLOS SALINAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET MALIBU	1G1ZT62825F		90246/90246	T2797
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
13JUN08 DD			WAIT 13JUN08			CASH
R.O. OPENED	READY	OPTIONS: DLR:NAME/ID# ENG:3.5 Liter_SFI				
13JUN08	13JUN08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHK	AND ADVISE--C/S	P/S	LIGHT COMING ON STERRING WHEEL HARD TO TURN			
REFER TO STORY FOR EXPLANATION OF REPAIRS							

7784 CPC

196.00 196.00

1 15926870 COLUMN

359.00 359.00 359.00

90246 2.0 FOUND C0545 PRESENT IN STEERING CONTROL MODULE STEERING
POSTION SENSOR WAS SHORTED DUE TO INTERNAL FAILURE REPLACED STEERING
COLUMN DUE TO SENSOR IS NO SERVICIBLE CLEAR CODES NO OTHER PROBLEM
FOUND AT THIS TIME

B (21P) 21-POINT INSPECTION PERFORMED FREE OF CHARGE.

21P (21P) 21-POINT INSPECTION PERFORMED FREE OF
CHARGE.

7784ICOST

(N/C)

90246 RECCOEMND FT AND REAR BRAKES 4 TIRES DRIVERS WINDOW IS INOR

C** (R51) FOUR WHEEL ALIGNMENT (CHECK AND ALIGN FRONT & REAR
SUSPENSION) / /R51 (R51) FOUR WHEEL ALIGNMENT (CHECK AND ALIGN
FRONT & REAR SUSPENSION)

7784 CPC

99.99 99.99

90246 2.0 UPS 7784 UPS 7784 UPS 7784 UPS 7784 ALIGNMENT COMPLETE RT
FT STRUT IS BENT DUE TO RT FT CAMBER WILLNOT GO INTO SPEC AND RT REAR
KNUCKLE AND UPPER CONTROL ARM IS BENT DUE TO RT REAR CAMBER WILL NOT GO
INTO SPEC RECCOMEND REPLACING AND HAS A TIRE PULL RECCOEMEND TIRES

EST: 99.99 13JUN08 09:36 SA: 21169

CONTACT:

CUSTOMER PAY SHOP SUPPLIES AND / OR HAZARDOUS WASTE REMOVAL FOR REPAIR O 24.99

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

X

CUSTOMER COPY

CUSTOMER #: 5F115801

200450

HOUSTON'S VOLUME CHEVY SUPERMARKET

P.O. BOX 38935 ZIP 77238-8935

9111 NORTH FREEWAY

HOUSTON, TEXAS 77037

(281) 820-8200

Goodwrench
Service Plus

GENERAL MOTORS CORPORATION

INVOICE

PAGE 2

HOUSTON, TX

HOME

BUS:

CONT: N/A

CELL:

SERVICE ADVISOR: 21169 CARLOS SALINAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET MALIBU	1G1ZT62825F		90246/90246	T2797
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
13JUN08 DD			WAIT 13JUN08			CASH
R.O. OPENED	READY	OPTIONS: DLR:NAME/ID# ENG:3.5_Liter_SFI				
13JUN08	13JUN08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					SOME PARTS ASSOCIATED WITH CUSTOMER PAID REPAIRS HAVE A LIMITED LIFETIME WARRANTY. MOST OTHER REPAIRS HAVE A 12MO/12000MI WARRANTY ASK YOUR SERVICE CONSULTANT FOR DETAILS SERVICE HOURS OF OPERATION ARE :		
					MONDAY - FRIDAY, 7am - 7pm		
					SATURDAYS, 8am - 1pm		

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

X

DESCRIPTION	TOTALS
LABOR AMOUNT	295.99
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	24.99
TOTAL CHARGES	679.98
LESS INSURANCE	0.00
SALES TAX	31.68
PLEASE PAY THIS AMOUNT	711.66

CUSTOMER COPY

LANDMARK CHEV SERV DEP
9111 N FREEWAY
HOUSTON, TX 77037

TERMINAL ID: 005172986
MERCHANT #: 451036125990

VISA

SALE

BATCH: 000093

DATE: JUN 13, 08

SQ: 006

INVOICE: 0000200450

TIME: 12:07

AUTH NO: 035590

TOTAL \$711.66

CUSTOMER COPY

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

March 30, 2011

[REDACTED]
Bay Minette, AL [REDACTED]

Service Request: 71-660215571

Customer Relationship Specialist: Stephanie Stewart

Dear [REDACTED]:

We sincerely regret that you experienced a concern with your 2008 Chevrolet Malibu, which resulted in an unexpected repair.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$371.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North American Operations

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

GM

CHECK No. [REDACTED]


50-837
213DATE
09/26/08

*****371 DOLLARS

****00 CENTS

AMOUNT
*****371.00PAY
TO THE
ORDER
OF

BAY MINETTE AL [REDACTED]

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

AUDIT

VENDOR
DUNS NO. BB 000000028

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

09/26/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZH57B38F [REDACTED]	09/25/08 71-660215	VM 1-8020HR 571.1-8020HR	00.0000	371.00	.00	371.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				371.00	.00	371.00



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 9, 2008

Jason Morris
Terry Thompson
1402 US HWY 98
Daphne, AL 36526

Fax: (251) 626-8810

Re:

██████████
Siebel Request: 71-660215571
2008 Chevrolet Malibu
VIN # 1G1ZH57B38F ██████████

Dear Mr. Morris:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Stephanie Stewart

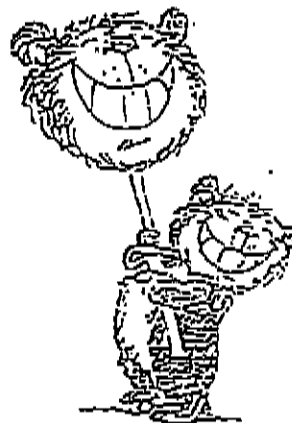
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 41501
FAX# 866-300-4972

U-J CHEVROLET

P.O. BOX 850189
MOBILE, AL 36685
(251) 633-3321



A smile is
contagious-
Let's start
an epidemic.



DATE: 9-11-08

TO: Stephanie Stewart

FROM: Larry Smith

MESSAGE: Case# 71-660215571

If you need anything else please call
251-544-4448

NUMBER OF PAGES SENT 17 INCLUDING THIS COVER SHEET.

OUR FAX NUMBER IS: 251-452-0066

U-J CHEVROLET

84779

7581 AIRPORT BLVD • P.O. BOX 850189

MOBILE, ALABAMA 36685

(251) 633-3321

CHEVY CITY

SOLD TO:

DATE 04/18/2008

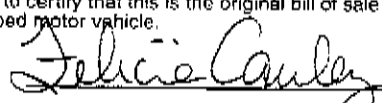
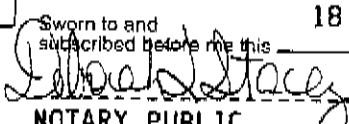
ADDRESS:

BAY MINETTE AL

STOCK NO. T08414A

PHONE #: (251)580-3363

SALESMAN JOHN L DREDGE

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	DEAL #
2008	USED	CHEV	BLK	MALIBU	84779	T08414A	50801	66169
SERIAL NO.		1G1ZH57B38F		KEY NUMBERS		MODEL NUMBER		P
TAG NUMBER		1361		DESCRIPTION		ACCT. NO.		SALE
OPTIONAL EQUIPMENT AND ACCESSORIES		GROUP		DESCRIPTION		PRICE		
This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division.								
DISCLAIMER OF WARRANTIES		THE SELLER, U-J CHEVROLET CO., INCORPORATED, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND U-J CHEVROLET CO., INCORPORATED NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.						
DESCRIPTION OF TRADE-IN		YEAR		MAKE	MODEL	BODY COLOR		
2006		FORD		FUSION	GRN			
VIN		TAG NUMBER		MILEAGE				
3FAFP07156R				N/A				
PAYOFF TO:		TRADE ALLOWANCE		15800.00				
FORD MOTOR CREDIT		LIEN PAYOFF		15241.58				
P O BOX 790119		NET TRADE ALLOWANCE		558.42				
ST LOUIS MO 63179								
NET TRADE ALLOWANCE		558.42						
FINANCING		3907.59						
INSURANCE		N/A						
TOTAL TIME PRICE		28359.42						
DEPOSIT		220 B N/A						
CASH ON DELIVERY		220 A N/A						
NET TRADE ALLOWANCE		558.42						
PAYMENTS		REGIONS BANK						
MONTHS		75 * 370.68 MONTH						
TOTAL		27801.00						
TOTAL		28359.42						
THE TITLE OF THIS VEHICLE DOES NOT TRANSFER TO PURCHASER UNTIL ALL MONEY IS PAID AND/OR ALL CHECKS HAVE CLEARED THE BANK.								
This is to certify that this is the original bill of sale to the above described motor vehicle.								
 Sworn to and subscribed before me this 18 day of APR 08								
 NOTARY PUBLIC								

Reynolds and Reynolds DR75159-G (08/07)

84779

PENALTY OF FIFTEEN DOLLARS (\$15.00) DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 20 CALENDAR DAYS.

ALABAMA DEPARTMENT OF REVENUE
MOTOR VEHICLE DIVISION - TITLE SECTION
P. O. Box 327666, Montgomery, AL 36132-7666Application For Certificate of Title
MVT-5-1E (REV 06/06)

New Title # _____

Application Number E000436177Application Date 04/22/2008Transaction Code 03 Legend Codes 71Current Alabama Title # 38469154Enclosures AL, PA, PA

Surrendering Out of State Title

State _____

Title # _____

VEHICLE INFORMATION

VIN 1G1ZH57B38F Year 2008 Make CHEV Model MALIBU Body Type 4D
Cylinders 4 New/Used Used Color BLK # Liens 1
Purchase Date 04/18/2008 Odo. Reading 1361 Miles Reading Type A - Actual

OWNER INFORMATION (FELONY OFFENSE FOR FALSE ADDRESS)**Alabama Operator (Lessee) If Different:**

Name _____ Name _____
Mailing Address _____ Resident Address _____
City, State, Zip BAY MINETTE, AL City, State, Zip _____

LIENHOLDER INFORMATION (FELONY OFFENSE FOR FAILURE TO NAME LIENHOLDER WITH INTENT TO DEFRAUD)

Alabama law requires that the certificate of title be mailed to the first lienholder.

First Lienholder

Name REGIONS BANK
Mailing Address PO BOX 1984
City, State, Zip BIRMINGHAM, AL 35201
Date of Lien 04/18/2008

Second Lienholder

Name _____
Mailing Address _____
City, State, Zip _____
Date of Lien _____

SELLER INFORMATION

Name U-J CHEVROLET CO., INC Physical Address 7581 AIRPORT BLVD City, State, Zip MOBILE, AL 36608

SIGNATURES (FELONY OFFENSE FOR FALSE STATEMENTS)

I, THE UNDERSIGNED, CERTIFY THAT THE VEHICLE DESCRIBED ABOVE IS OWNED BY ME AND I HEREBY MAKE APPLICATION FOR A CERTIFICATE OF TITLE FOR SAID MOTOR VEHICLE AND THIS VEHICLE WILL NOT BE THE SUBJECT OF LIEN PRIOR TO RECEIPT OF TITLE UNLESS INDICATED ABOVE. I FURTHER CERTIFY THAT ALL INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Owner Signature _____ Date 4-18-08
Owner Signature _____ Date _____

I HEREBY CERTIFY THAT THE ABOVE DESCRIBED VEHICLE DESCRIBED HAS BEEN PHYSICALLY INSPECTED BY ME AS A DESIGNATED AGENT OF THE DEPARTMENT, AS REQUIRED BY LAW, AND THAT THE V.I.N. AND DESCRIPTIVE DATA SHOWN ON THIS APPLICATION ARE CORRECT AND FURTHER, I IDENTIFIED THE PERSON SIGNING THE APPLICATION AND WITNESSED THE SIGNATURE.

DA Signature Jelicia Canley Date 4-18-08
DA Name U J CHEVROLET COMPANY INC DA Account Number 02-00060-00



STATE OF
ALABAMA
DEPARTMENT OF REVENUE

CERTIFICATE OF TITLE FOR A VEHICLE

TITLE NO. **38469154** VEHICLE IDENTIFICATION NUMBER **1G1ZH57B38F** TRANS. CODE **Q1** DATE ISSUED **02/12/2008**
 YR. MODEL **2008** MAKE **CHEV** MODEL **MALIBU** BODY TYPE **4D** PREV AL TITLE NO.
 CVI. NEW USED DEMO PURCHASE DATE **01/17/2008** NO. LIENS **1** COLOR **BLK** ODOMETER **0000011**
 NAME(S) AND MAILING ADDRESS OF OWNER(S)

EIGHT MILE AL

MAIL TO

932 / 489

GMAC
PO BOX 8110
COCKEYSVILLE MD 21030

RESIDENT ADDRESS IF DIFFERENT

LEGEND(S) **ODOMETER READING IS THE ACTUAL MILEAGE**

1ST LIENHOLDER'S NAME, ADDRESS AND LIEN DATE **01/17/2008**

GMAC
PO BOX 8110
COCKEYSVILLE MD 21030

2ND LIENHOLDER'S NAME, ADDRESS AND LIEN DATE

RELEASE OF LIEN
The holder of Lien on the vehicle in this Certificate does hereby release and discharge.

GMAC

First Lienholder

By *[Signature]* Signature of Authorized Agent

APR 17 2009

Date

Second Lienholder

By *[Signature]* Signature of Authorized Agent

Date

CONTROL NUMBER

35433878

This certificate serves as an official document of the Department of Revenue and prima facie evidence that an application for certificate of title has been made for the vehicle described herein, pursuant to the provisions of the Motor Vehicle Law of this state, and the applicant named on the form herein has been duly recorded as the lawful owner of the vehicle so described. Further, the said vehicle is subject to the security interest by lien(s) show herein, if any. But, said described vehicle may be subject to a mechanic's lien or a lien given by statute to the United States, this State or any political subdivision of this State or other encumbrances not required to be filed with this Department.

KEEP IN A SAFE PLACE — ANY ALTERATION OR ERASURE VOIDS THIS TITLE

HOLD TO LIGHT TO VIEW WATERMARK

TITLE 026056540
R 001. 0000840816 /00052 BPULL
PFOLD 1G1ZH57B38F182170

FEDERAL and State Law requires that you state the mileage in connection with transfer of ownership. Failure to complete ODOMETER STATEMENT OR providing a FALSE STATEMENT may result in fines and/or imprisonment.

*** NOTICE: ANY ALTERATION OR ERASURE VOIDS THE ASSIGNMENT and all assignments that follow***

- ASSIGNMENT OF TITLE BY REGISTERED OWNER (not valid unless completed in full)-I/we warrant this Title and certify that the vehicle described herein has been transferred on 04 / 15 / 08 to the following:

Buyer(s)- U-J CHEVROLET CO., INC.

Address- PO BOX 850189 MOBILE, AL 36685

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

1350

NO
TENTHS

CAUTION
READ CAREFULLY
BEFORE YOU
CHECK A BLOCK

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the Actual Mileage.

WARNING-ODOMETER DISCREPANCY

ODOMETER READING

SIGNATURE(S): of Buyer(s)- _____ of Seller(s)- _____

PRINTED NAME(S): of Buyer(s)- _____ of Seller(s)- _____

LIENHOLDER TO BE RECORDED AND SHOWN ON NEW TITLE: (IF NONE, STATE "NONE") * * * * *

NAME OF 1st LIENHOLDER: NONE

ADDRESS OF 1st LIENHOLDER: _____

- FIRST RE-ASSIGNMENT BY LICENSED DEALER - SELLING DEALER'S STATE Lic. No. 1355

I/we warrant this Title and certify that the vehicle described herein has been transferred to the following: 0959 HWY 225

Buyer(s)- _____

Address- BAY MINETTE, AL 36507

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

1361

NO
TENTHS

CAUTION
READ CAREFULLY
BEFORE YOU
CHECK A BLOCK

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the Actual Mileage.

Date of Sale

04 / 12 / 08

ODOMETER READING

SIGNATURE(S): of Buyer(s)- _____ of Seller(s)- _____

PRINTED NAME: of Buyer(s)- _____ of Seller(s)- _____

LIENHOLDER TO BE RECORDED AND SHOWN ON NEW TITLE: (IF NONE, STATE "NONE") * * * * *

NAME OF 1st LIENHOLDER: REGIONS BANK

ADDRESS OF 1st LIENHOLDER: PO BOX 1984 BIRMINGHAM, AL 35201

- SECOND RE-ASSIGNMENT BY LICENSED DEALER - SELLING DEALER'S STATE Lic. No. _____

I/we warrant this Title and certify that the vehicle described herein has been transferred to the following:

Buyer(s)- _____

Address- _____

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

NO
TENTHS

CAUTION
READ CAREFULLY
BEFORE YOU
CHECK A BLOCK

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the Actual Mileage.

Date of Sale

WARNING-ODOMETER DISCREPANCY

ODOMETER READING

SIGNATURE(S): of Buyer(s)- X of Seller(s)- X

PRINTED NAME: of Buyer(s)- _____ of Seller(s)- _____

LIENHOLDER TO BE RECORDED AND SHOWN ON NEW TITLE: (IF NONE, STATE "NONE") * * * * *

NAME OF 1st LIENHOLDER: _____

ADDRESS OF 1st LIENHOLDER: _____

- THIRD RE-ASSIGNMENT BY LICENSED DEALER - SELLING DEALER'S STATE Lic. No. _____

I/we warrant this Title and certify that the vehicle described herein has been transferred to the following:

Buyer(s)- _____

Address- _____

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

NO
TENTHS

CAUTION
READ CAREFULLY
BEFORE YOU
CHECK A BLOCK

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the Actual Mileage.

Date of Sale

WARNING-ODOMETER DISCREPANCY

ODOMETER READING

SIGNATURE(S): of Buyer(s)- X of Seller(s)- X

PRINTED NAME: of Buyer(s)- _____ of Seller(s)- _____

LIENHOLDER TO BE RECORDED AND SHOWN ON NEW TITLE: (IF NONE, STATE "NONE") * * * * *

NAME OF 1st LIENHOLDER: _____

ADDRESS OF 1st LIENHOLDER: _____

U-JCHEVROLET

CHEV CITY

P.O. Box 850189 • 7581 Airport Boulevard
Mobile, Alabama 36685 • (251) 633-3321

Vehicle Retail Buyers Order		APR 18 2008
Stock# T08414A	66169	Date: 04/18/2008
() New <input checked="" type="checkbox"/> Used () Demo <input checked="" type="checkbox"/> Car () Truck		
Mileage 1361	Salesman JOHN L DREDGE	
Year/Make/Model 2008 CHEVROLET MALIBU		

Name: [REDACTED] **Home:** [REDACTED]
Address: [REDACTED] **Cell:** [REDACTED]
City: BAY MINETTE **State:** AL **Zip:** [REDACTED] **E-mail:** N/A
County: BALDWIN **DOB:** [REDACTED] **Color:** BLK **Cyl:** 4 **Body:** 4D
VIN: 1G1ZH57B38F [REDACTED] **Retail/Lease:** RETAIL **GMS/Supplier:** [REDACTED]

Representation That Trade-Vehicle Is Not Subject to Liens.

I warrant that the balance owed on my trade-in is correct as stated below, that there are no liens other than those listed below, and if the actual amount is greater I will reimburse U-J Chevrolet Co., Inc. I understand that if the amount is less, U-J Chevrolet Co., Inc. will refund the difference to me.

I warrant that said vehicle(s) ☐ HAS ☐ HAS NOT been wrecked, damaged, flooded, reconstructed, rebuilt, and does not have a salvage or reconstructed title.

I also warrant that the emission control equipment is intact and operational. I have not removed or altered said equipment while in my possession, nor do I have knowledge of anyone else doing so.

BALANCE OWED 15241.58

Balance Owed to FORD MOTOR CREDIT

Address P O BOX 790119 ST LOUIS MO 63179

Account No [REDACTED]

TRADE-IN PAYOFF VERIFICATION

Verified By [REDACTED] Good Until [REDACTED] Title On Hand Yes ☐ No ☐

Other Liens [REDACTED] Talked To [REDACTED]

BUYER'S SIGNATURE [REDACTED]

TRADE-IN

Year 2006 **Make** FORD **Model** FUSION
Body Type 4D **Color** GRN **Mileage** 28121
VIN # 3FAFP07156R [REDACTED] **Cyl** 6
Tag # [REDACTED] **Decal #** [REDACTED]

New Lien Information

Lien To REGIONS BANK
Address PO BOX 1984
City BIRMINGHAM **State** AL **Zip** 35201

MSRP	
DEALER OPTIONS	
TOTAL PRICE	22995.00
TRADE ALLOWANCE	15800.00
CASH DIFFERENCE	7195.00
RETAIL DELIVERY FEES	279.00
AMOUNT TAXABLE	7474.00
SALES TAX	336.33
TITLE	16.50
AMOUNT OWED TO TRADE-IN	15241.58
BALANCE DUE	23068.41
PARTIAL PAYMENT	N/A
CONSUMER REBATE	N/A
OTHER REBATE	N/A
BALANCE ON DELIVERY	23068.41
EXTENDED SERVICE AGREEMENT	825.00
UNPAID BALANCE OF CASH PRICE	23893.41

PLEASE READ CAREFULLY.

Disclaimer

The purchaser of the vehicle herein understands that it may have suffered damage during production, transit, or while in the control and possession of the seller. There are no warranties of merchantability or fitness being made by the seller to purchaser as to repairs of such damage.

U-J Chevrolet Co., Inc. shall not be liable for the failure to deliver or delay in delivering the motor vehicle covered by this order when such failure or delay is due, in whole or part, to any cause beyond the control of U-J Chevrolet Co., Inc.

Purchaser agrees that this Order revokes any and all prior agreements and, together with the terms and conditions of the Retail Installment Sales Contract and Arbitration Agreement includes all of the terms and conditions of this offer to purchase. This Order shall not become binding upon the Dealer until accepted by the authorized representative of the Dealer. Purchaser by his execution of this Order acknowledges that he has read and accepts the terms and conditions of this Order.

Purchaser's deposit is refundable only when financing cannot be obtained.

Disclaimer of Warranties

All warranties on this vehicle are the manufacturers. U-J Chevrolet Co., Inc. is in no respect the agent of the manufacturer. U-J Chevrolet Co., Inc. hereby expressly denies on this vehicle all warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and U-J Chevrolet Co., Inc. in no way affects the terms of the manufacturer's warranty. In case of a used vehicle or chassis the applicability of an existing manufacturer's warranty, if any, shall be determined solely by the terms of such warranty.

Retail Delivery Fees

This fee includes administrative services, notary services, courier services and maintenance of sales and service documents. This charge represents cost of and/or profit to the seller/dealer for items as inspection, cleaning and adjusting new and used vehicles and preparing documents related to the sale. This fee does not represent any payment for mechanical services which have been reimbursed to the dealer by the manufacturer.

Yield Spread/Assignment Fee

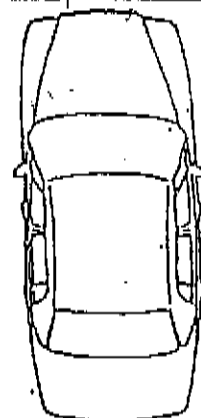
If the vehicle is financed, dealer may be paid by the assignee of the contract an assignment fee. Dealer may also be paid a yield spread premium representing the difference between the dealer's discounted interest rate and the customer's rate of interest.

Purchaser's Signature [REDACTED] **Date** 04/18/08 **Accepted By** [REDACTED]

Dealer or Authorized Representative

DATE 4.17.08		F = 05	Wholesale Unit
CITY, STATE, ZIP 36507		G = 06	Name
H = 07		J = 00	Am't \$
H = 08		K = 09	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery
H = 09		L = 10	Name
H = 11		M = 12	Am't \$
H = 12		N = 13	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery
H = 14		O = 14	Name
H = 15		P = 15	Am't \$
H = 16		Q = 16	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery
H = 17		R = 17	Name
H = 18		S = 18	Am't \$
H = 19		T = 19	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery
H = 20		U = 20	Name
H = 21		V = 21	Am't \$
H = 22		W = 22	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery
H = 23		X = 23	Name
H = 24		Y = 24	Am't \$
H = 25		Z = 25	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery
H = 26		1 = 01	Name
H = 27		2 = 02	Am't \$
H = 28		3 = 03	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery
H = 29		4 = 04	Name
H = 30		5 = 05	Am't \$
H = 31		6 = 06	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery
H = 32		7 = 07	Name
H = 33		8 = 08	Am't \$
H = 34		9 = 09	<input type="checkbox"/> Pickup <input type="checkbox"/> Delivery

MAKE FORD	MODEL Fusion	YEAR 2006
EXTERIOR COLOR GREEN	INTERIOR COLOR AMEL	BODY STYLE 4DL
MILES 27995		VIN 3FAFP07156R
IM PKG <input checked="" type="checkbox"/> SE <input type="checkbox"/> AUTO <input type="checkbox"/> MANUAL <input checked="" type="checkbox"/> PWR WINDOWS <input checked="" type="checkbox"/> PWR LOCKS <input checked="" type="checkbox"/> PWR SEAT AIR <input checked="" type="checkbox"/> TILT <input type="checkbox"/> CASSETTE <input type="checkbox"/> CD <input type="checkbox"/> LEATHER <input type="checkbox"/> CAPT CHAIRS <input type="checkbox"/> SUNROOF <input type="checkbox"/> SLIDING REAR WIND 1ST WHEELS <input type="checkbox"/> SUNSCREEN GLASS <input type="checkbox"/> BEDLINER <input type="checkbox"/> FLEETSIDE <input type="checkbox"/> SPORT/STEP SIDE <input type="checkbox"/> 2X4 <input type="checkbox"/> 4X4 1/2' BED <input type="checkbox"/> 6' BED <input type="checkbox"/> AUXILIARY FUEL TANK <input type="checkbox"/> TOWING PKG <input type="checkbox"/> WINCH <input type="checkbox"/> 7/10 PASS <input type="checkbox"/> 16 PASS OTHER OTHER		
LINE / CYLINDERS <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 6 <input type="checkbox"/> 8 <input type="checkbox"/> GAS <input type="checkbox"/> DIESEL	PRIOR CONDITION: Lights/Grill Bumper Side Doors/Quir Side Doors/Quir Trunk Bumper Tires	
So that we may know as much history as possible about your car, and to ensure that we are properly appraising it, please answer the following questions: 1. Are you the original owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If NO, how many owners has the car had? CHUCK STEVENS Where purchased? 2. To the best of your knowledge, has the above described vehicle had any paint work, body work or water damage? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If YES, approximately how much? 3. Has the above described vehicle ever had a 'salvage' title? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 4. To the best of your knowledge, is the mileage showing correct? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 5. Is any equipment on the car to be removed upon trading? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Customer Expense <input type="checkbox"/> Dealership Expense 6. Would you recommend this car to any future owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
INTERIOR CONDITION: Dashboard Int Upholstery Ext Upholstery Air Deck Air Upholstery Obs/Buttons 14500 Ink Interior For FORD MOTOR CREDIT		Signature [Signature] NOTES LOUIS MO63175 0119
OWNER FORD CREDIT OFF AMOUNT 15241.58 PER DIEM \$ GOOD TIL 4/27/08 LAST PAID 11 NEXT DUE 11 QUOTED BY Comp VERIFIED BY [Signature] DATE 4/22/08 SIGNATURE [Signature] MANAGER OK APPRAISED BY [Signature] ACV OF VEHICLE 11,500 12000.00	TAG INFORMATION Tag # Local # Renewal Date	



NO FAX

(Initial) "REPURCHASE"

(Initial) "WITHOUT RECOURSE"

Assignee concerning the purchase/sale of contracts and is subject to the provisions of the paragraph initiated by Seller below, provided that if none of the paragraphs has been initiated in a separate agreement between Seller and Assignee. Seller, this Assignment shall, at the option of Assignee, be with Full Recourse. Each of the terms within quotation marks set forth below shall have the meaning contemplated in a separate agreement between Seller and Assignee.

INSTALLMENT SALE CONTRACT AND SECURITY AGREEMENT - ALABAMA

Date: 04/18/2008

Buyer (and Co-Signer(s)) - Name and Address (Include Zip Code) [REDACTED] BAY MINETTE AL [REDACTED]	Seller - (Name and Address) U-J CHEVROLET CO., INC. PO BOX 850189 MOBILE AL 36685
---	--

Please read this Agreement carefully before signing. Any verbal representations contrary to the provisions of this Agreement are void and must not be relied upon by you.

This Installment Sale Contract and Security Agreement (this "Agreement") is an agreement between each person who signs it and the Seller named above. Each person who signs, regardless of the order in which his or her signature appears, is individually and jointly responsible for the payments under this Agreement. The words "you", "your" and "yours" as used in this Agreement mean each person who signs this Agreement. The words "we", "our" and "us" mean the Seller named above. If our interest in this Agreement is assigned, then from and after such assignment the words "we", "our" and "us" shall mean the assignee.

Description of Property. You agree to buy and we agree to sell the following property (complete the applicable information): Vehicle:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.
USED	2008	CHEVROLET MALIBU	4D	1G1ZH57838F [REDACTED]

How You Will Repay Us.

You promise to pay to our order the principal amount of \$ 23893.41, plus interest on the unpaid balance of that amount. Interest will begin on the date of this Agreement and will continue until you pay in full. Interest will be at the rate of 4.85 % per year. You will pay principal and interest in 74 consecutive installments of \$ 370.68 each, and a final installment equal to all unpaid principal plus all unpaid interest. Your first installment will be due and payable on 06/02/2008, and you will pay one installment on the same day of every month thereafter until principal and interest have been paid in full. We will apply your payments first to accrued interest, then to principal, then to late charges, if any, and then to any other charges provided for in this Agreement, if any. Interest continues to accrue on the unpaid balance of principal until we actually receive your payment. You can pay monthly installments at our address above unless we give you notice to pay your monthly installments at some other specific place or to an assignee. If our interest in this Agreement is assigned, all payments due hereunder shall be paid at the location directed by the assignee. You may prepay the indebtedness evidenced by this agreement in full without penalty.

Rate is Negotiable. The interest rate on this Agreement is not necessarily the best or lowest rate available. The interest rate on this Agreement may be negotiated with the Seller before the Agreement is signed. The Seller may receive part of the finance charge or some other compensation when the Agreement is assigned to an assignee.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
<u>4.85</u> %	\$ <u>3907.59</u>	\$ <u>23893.41</u>	\$ <u>27801.00</u>	of \$ <u>558.42</u> Is \$ <u>28359.42</u>

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
<u>75</u>	<u>370.68</u>	Monthly Beginning <u>06/02/2008</u>
	<u>N/A</u>	

Security: You are giving a security interest in the property being purchased. You are also giving a security interest in insurance proceeds and other related proceeds.

Filing Fees: \$ 0.00

Prepayment: If you pay off early, you will not have to pay a penalty and you will not be entitled to a refund of part of the finance charges.

Late Charge: If a payment is late, you will be charged 5% of that portion of the payment that is late, but never less than \$10 nor more than \$100 on each payment.

See other parts of this Agreement for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.

e means an estimate

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (Including any accessories, services and taxes and including a clerical fee of \$ 279.00) \$ 23610.33 (1)
2. Total Downpayment: \$ 15800.00 minus \$ 15241.58 = \$ 558.42 plus \$ N/A (\$ N/A) \$ 558.42 (2)†
† If (2) is a negative amount, enter "0" and complete line (5) below

FORD FUSION 2006
Trade-In Make Model Year

3. Unpaid Balance of Cash Price (1 minus 2) \$ 23051.91 (3)

4. Amounts Paid to Others on Your Behalf (We may be retaining all or a portion of some or all of these payments):

A. Cost of Optional Mechanical Repair or Warranty Contract paid to: N/A \$ N/A

B. Cost of Optional Credit Insurance for the Term of this Agreement: N/A
Life \$ N/A Disability \$ N/A Life and Disability \$ N/A

C. Fees Paid to Public Officials or Government Agencies:
(i) UCC Filing Fees or Certificate of Title Fees \$ 16.50
(ii) License/Registration Fees \$ N/A
(iii) Other (describe) \$ N/A

D. Other Charges (Seller must identify who will receive payment and describe purpose):
to N/A for N/A
to GMPP for SERVICE CONTRACT \$ 825.00
to N/A for N/A
to N/A for N/A

Total Amounts Paid to Others on Your Behalf N/A \$ 841.50 (4)

5. Payoff of Remaining Balance on Trade-In to: \$ N/A (5)

6. Amount Financed (3 + 4 + 5) \$ 23893.41 (6)

Optional Credit Insurance. Unless this Agreement is payable on demand, if you want, if you qualify, and if we offer it for this sale, we may obtain credit life insurance and/or disability insurance on you. Credit insurance is not required to obtain credit and will not be provided unless you sign the disclosure statement below, next to the type of insurance you want, and agree as part of this Agreement to pay the additional cost of the insurance. Any optional credit insurance will only be in effect until the earlier of the end of the term of this Agreement (and not any extension hereof) or your default under this Agreement. You must see your certificate of insurance for terms and conditions of any insurance coverage.

Credit Life		
Premium \$ N/A	I want credit life insurance	Signature of Buyer/Borrower to be insured Signature of Co-Buyer/Co-Signer to be insured
Disability		
Premium \$ N/A	I want credit disability insurance.	Signature of Buyer/Borrower to be insured

Required Physical Damage Insurance. We require you to provide physical damage insurance on the property you are purchasing, you may obtain coverage from anyone you choose who is acceptable to us or you may provide it through an existing policy.

Optional Mechanical Repair or Warranty Contract. We do not require a mechanical repair or warranty contract. If you want, we will obtain such a contract for you at a cost of \$ 825.00 for 60 months. The agent for this is GMPP Company.

Security Agreement: To protect us if you fail to (1) pay the payments, interest or other costs or charges due under this Agreement, or any extension, refinancing or renewal thereof, (2) keep all of your promises under this Agreement or (3) pay any other sum you owe us now or later, you give us title to, and a security interest in (i) the property described above and

("collateral") and all additions and accessions (anything installed in or affixed to the collateral) to, and all substitutions, replacements and repair parts for, the collateral; (ii) any proceeds of any of the items referred to in (i); and (iii) any insurance policies covering any of the items referred to in (i) and all proceeds and premium refunds from that insurance.

N/A Where the Collateral Will Be Kept. The collateral will be kept at the Buyer's address shown above. If not, it will be kept at

Late Charge. We can charge you a late charge equal to 5% of that portion of any installment that is not paid within 10 days after it is due. The late charge will never be less than \$10 or more than \$100 on each installment.

Notice. The following notice applies only if the property you are purchasing is for personal, family or household use:

"NOTICE - ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER."

Inaccurate Information. You should notify us at the following address if you believe any information we have reported or may report to a credit bureau about your loan is inaccurate:
Credit Information Department, Regions Bank, P.O. Box 11007, Birmingham, Alabama 35288

Additional Terms and Conditions. The additional terms and conditions on the reverse side of this Agreement are a part of this Agreement and are binding upon everyone who signs it. If you are purchasing a used vehicle (as defined in the Federal Trade Commission Used Car Rule, 16 Code of Federal Regulations Part 455), then the information you see on the window form displayed on the vehicle being financed is part of this Agreement. Information on the Federal Trade Commission required sticker window of the vehicle overrides any contrary provisions in this Agreement.

This agreement contains an arbitration provision and a waiver of your right to trial by jury.



You acknowledge receipt of a completed copy of this Agreement. This Agreement is executed under your seal. If you are assuming the liability for the obligation of a consumer without receiving goods, services or money in return for the obligation, you are a "cosigner". Please read the "Notice to Cosigner" as set forth below and as given to you in a separate document before signing this Agreement.

Notice to Cosigner

You are being asked to guarantee this debt. Think carefully before you do. If the Borrower doesn't pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility. You may have to pay up to the full amount of the debt if the Borrower does not pay. You may also have to pay late fees or collection costs, which increase this amount. We can collect this debt from you without first trying to collect from the Borrower. We can use the same collection methods against you that can be used against the Borrower, such as suing you, garnishing your wages, etc. If this debt is ever in default, that fact may become a part of your credit record. This notice is not the contract that makes you liable for the debt.

CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.

U-J CHEVROLET CO., INC.

Seller
By: 
Its: 

Signature of Buyer/Borrower S.S. # (SEAL)

Signature of Co-Signer S.S. # (SEAL)

Signature of Co-Signer S.S. # (SEAL)

U-J CHEVROLET

264824

P.O. BOX 850189 • 7581 AIRPORT BLVD.
MOBILE, ALABAMA 36685
(251) 633-3321

CHEVY CITY

327

264824

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
01/08/08	259451	6	600	352	I	95CVZPAC	PRO PAC ONLY
01/07/08	259404	6	426	423	I	48CVZSTRIPE	STRIPE VEHICLE
01/07/08	259386	5	600	385	I	90CVZMALIBU	PDI MALIBU

SALESPERSON NO. 526 DWAYNE E RANDALL **S E R V I C E** STATE REG# 3

VEHICLE ID NO. 1G1ZH57B38F		YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D		PRODUCTION DATE T08414A		LICENSE NO. 264824	
U-J CHEVROLET CO., INC. PO BOX 850189 7581 AIRPORT BLVD MOBILE, AL 36685				CUSTOMER NO. 85		SERVICE CONTRACT GMPP	
				DELIVERY DATE 01/17/08		DELIVERY MILES 1,350	
COLOR BLK/				CONTRACT NO.		EXPIRATION DATE 01/17/13	
TURBO CVZZ				M/M/C Y		EXPIRATION MILES 75,011	
AIR COND Y				P.S.		TAG NO. 70	
TRANS A				MILEAGE 1,350		ADVISOR NO. 600	
BUSINESS PHONE				ADVISOR BOB MORGAN			
TIME RECEIVED 04:13pm		DATE/TIME PROMISED 04/18/08 09:48am		PRIORITY 1			
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		LABOR RATE		I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto, and any reasonable attorney's fees.			
C# 84059				CUSTOMER'S SIGNATURE X			

1 I 00CVZ **OIL CHANGE**
CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

2 I 92CVZ002 **DETAIL**
COMPLETE DETAIL

U-J CHEVROLET CO
PAID
APR 16 2008
PER _____
MOBILE, AL

U-J CHEVROLET

P.O. BOX 850189 • 7581 AIRPORT BLVD.
MOBILE, ALABAMA 36685
(251) 633-3321

**CVIS264824**

Service (251) 544-4400

Body Shop (251) 544-4402

CVIS264824

CUSTOMER NO. 85	ADVISOR BOB MORGAN	TAX NO. 600 70	INVOICE DATE 04/16/08	INVOICE NO. CVIS264824
U-J CHEVROLET CO., INC. PO BOX 850189 7581 AIRPORT BLVD MOBILE, AL 36685	LABOR RATE	LICENSE NO.	MILEAGE 1,350	COLOR BLK/
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D			DELIVERY DATE 01/17/08
	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B 3 8 F			DELIVERY MILES 1,350
	P. F. E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	P. O. NO.		R. O. DATE 04/15/08
COMMENTS C# 84059			MO: 1351	

LABOR & PARTS
J# 1 00CVZ OIL CHANGE HOURS: TECH(S):327 14.50
 CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE.
 CHANGED OIL & FILTER AND LUBED CHASSIS WHEN APPLICABLE.
 327

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		PK12605566	FILTER	6.00	6.00
JOB # 1	1		12605566	FILTER 1.836	****	****
JOB # 1 TOTAL PARTS					6.00	
JOB # 1 TOTAL LABOR & PARTS					20.50	

J# 2 92CVZ002 DETAIL HOURS: TECH(S):352 150.00
 COMPLETE DETAIL
 COMPLETE DETAIL
 JOB # 2 TOTAL LABOR & PARTS 150.00

G.O.G. & SUPPLIES						
JOB # 1	1.0	GREASE	@	0.250	/UNIT	0.25
JOB # 1	5.0	QTS OIL	@	1.750	/UNIT	8.75
JOB # 2	1.0	DETAIL SUPPLIES	@	10.000	/UNIT	10.00
TOTAL - GOG						19.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SSI	SHOP SUPPLIES INTERNAL		1.64
JOB # 2	SSC	SHOP SUPPLIES CREDIT		-10.00
TOTAL - MISC				-8.36

COMMENTS
 CERTIFIED NUMBER 2001413

TOTALS	CONTROL#	ACCOUNT NUMBER	AMOUNT..	
	T08414A			
			TOTAL LABOR....	164.50
			TOTAL PARTS....	6.00
			TOTAL SUBLET....	0.00
			TOTAL G.O.G....	19.00
			TOTAL MISC.CHG.	1.64
			TOTAL MISC.DISC	-10.00
			TOTAL TAX.....	0.00
TOTAL INVOICE \$				181.14

APPROVED BY SIGNATURE

THANK YOU
FOR YOUR
BUSINESS!

CHARGE SUMMARY

DATE: 04/22/08
TIME: 1:50PM

AMBIENT DATA

AIR TEMP: 70.0
AIR HUMIDITY: 69.1

VEHICLE DATA

PDI VENT TEMPERATURE: 73.1
RHD VENT TEMPERATURE: 73.1
AIR FLOW: 1029 fpm
HIGH SIDE MAXIMUM: 242 psi
LOW SIDE MINIMUM: 26 psi
CHARGED WEIGHT: 1.1000
SE COVERED WEIGHT: 0.0000

CODE:

019LKC600.13KR7CRXE

U-JCHEVROLET

P.O. BOX 850189 • 7581 AIRPORT BLVD.

MOBILE, ALABAMA 36685

(251) 633-3321

CHEVY CITY

265132

265132

DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
1351	600	327	I	00CVZ	OIL CHANGE
6	600	352	I	92CVZ002	DETAIL
6	426	352	I	95CVZPAC	PRO PAC ONLY
5	600	423	I	48CVZSTRIPE	STRIPE VEHICLE
		385	I	90CVZMALIBU	PDI MALIBU

L DREDGE

SERVICE

STATE REG# 3

1G1ZH57B38F		YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D		PRODUCTION DATE T08414A		STOCK NO. 265132		LICENSE NO. 04/22/08	
CUSTOMER NO. 50801		SERVICE CONTRACT GMPP		DELIVERY DATE 01/17/08		DELIVERY MILES 1350		SELLING DEALER NO. TAG NO.	
COLOR BLK/		CONTRACT NO.		EXPIRATION DATE 04/18/13		EXPIRATION MILES 76,361		TAG NO. 170	
TURBO CVZZ		M/M/D Y		AIR COND. A		P.S. A		MILEAGE 1,579	
RESIDENCE PHONE		BUSINESS PHONE		ADVISOR NO. 353		ADVISOR PATRICK WILSON			
TIME RECEIVED 07:41am		DATE/TIME PROMISED 04/22/08 10:12am		PRIORITY 2					
APPOINTMENT C# 84059		LABOR RATE		CUSTOMER'S SIGNATURE X		see attached sheet			

1 W 36CVZ AIR CONDITIONING
CUST STATES A/C WILL BLOW COLD, THEN START TO BLOW WARM. HAV
TO CUT A/C OFF, THEN CUT BACK ON--ADVISE

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

D3220 Exp Value 1.0
1.5 Recover + Recharge
1.5 Recover + Recharge

2 Replaced Compressor thermal expansion valve

90 B Compressor Exp Value
DATE 4-22-08
SIGN. J.S. Jones

doc # 1892468
CASE # 10258219
CASEY
PAID
EXPANSION MAX 12 2808
PER 52495729
MOBILE, AL

U-JCHEVROLET

P.O. BOX 850189 • 7581 AIRPORT BLVD.
 MOBILE, ALABAMA 36685
 (251) 633-3321

**CVWS265132**

Service (251) 544-4400

Body Shop (251) 544-4402

CVWS265132

CUSTOMER NO. 50801		ADVISOR PATRICK WILSON		TAG NO. 353	INVOICE DATE 04/25/08	INVOICE NO. CVWS265132
BAY MINETTE, AL		LABOR RATE	LICENSE NO. CERTIFIE	MILEAGE 1,579	COLOR BLK/	STOCK NO. T08414A
		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D			DELIVERY DATE 01/17/08	DELIVERY MILES 1,361
		VEHICLE I.D. NO. 1 G 1 Z H 5 7 B 3 8 F			SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE		P. O. NO.		R. O. DATE 04/22/08		
COMMENTS C# 84779		MO: 1647				

LABOR & PARTS
J# 1 36CVZ

AIR CONDITIONING HOURS: 2.00 TECH(S):372
 CUST STATES A/C WILL BLOW COLD. THEN START TO BLOW WARM. HAV
 TO CUT A/C OFF, THEN CUT BACK ON---ADVISE
 VARIABLE DISPLACEMENT COMPRESSOR LOSING HIGH SIDE PRESSURE
 AFTER APPROX. 6-7 MILES OF OPERATION.
 ROAD TESTED VEHICLE WHILE MONITORING HVAC DATA AND FOUND
 THAT WHEN A/C STARTED TO GET WARM. HIGH SIDE PRESSURE READ-
 ING WAS 119 LBS AND FALLING. WOULD CONTINUE TO DROP TO UNDER
 100 LBS OF PRESSURE AND MAY OR MAY NOT RISE AFTER STOPPING.
 PERFORMED EVAC AND RECHARGE TO ENSURE PROPER REFRIGERANT
 CHARGE IN VEHICLE. CHARGE WAS EXACTLY 1.1 LBS WHICH IS THE
 SPECIFIED AMOUNT. CONTACTED GMTAC AND SPOKE WITH CASEY
 MCCURE (CASE #10258219) WHO ADVISED REPLACEMENT OF TXV AND
 ROAD TEST. REMOVE AND REPLACE TXV. EVAC AND RECHARGE SYSTEM.
 VEHICLE WAS ROAD TESTED OVERNIGHT BY SHOP FOREMAN AND CON-
 DITION STILL EXISTED AFTER APPROX. 7-8 MILES OF OPERATION.
 CONTACTED GMTAC SECOND TIME AND SPOKE WITH KEN COLE WHO
 ADVISED COMPRESSOR REPLACEMENT AND RETEST. REMOVE AND REPLAC
 COMPRESSOR. EVAC. AND RECHARGE SYSTEM. ROAD TESTED WHILE
 MONITORING HVAC DATA AND FOUND HIGH SIDE PRESSURE MAINTAINED
 MINIMUM PRESSURE OF 136 PSI AND COOLED DURING ENTIRE ROAD
 TEST. OUT MILEAGE-1647

152.54

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1 1/2% (18% APR) per month will be charged on any unpaid balance.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	52495729	VALVE KIT 9.213	81.91	81.91	114.67
				JOB # 1 COST TOTAL	81.91	
				JOB # 1 TOTAL PARTS		114.67
				JOB # 1 TOTAL LABOR & PARTS		267.21

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	15231223	COMPRESSO 9.170 *	339.78	339.78	475.69
				JOB # 2 COST TOTAL	339.78	
				JOB # 2 TOTAL PARTS		475.69
				JOB # 2 TOTAL LABOR & PARTS		612.98

COMMENTS
 CREATED A SPAC CASE ON 15231223 ON 4-23-08 NUMBER IS G-04529425

R/O TAX 0.00
 R/O TOTALS 880.19

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL
 880.19
 CLAIM TOTALS 880.19

THANK YOU
FOR YOUR
BUSINESS!

U-J CHEVROLET

P.O. BOX 850189 • 7581 AIRPORT BLVD.
MOBILE, ALABAMA 36685
(251) 633-3321

**CVWS265132**

Service (251) 544-4400

Body Shop (251) 544-4402

CVWS265132

CUSTOMER NO. 50801	ADVISOR PATRICK WILSON	TAG NO. 353	INVOICE DATE 04/25/08	INVOICE NO. CVWS265132
BAY MINETTE, AL	LABOR RATE	MILEAGE 1,579	COLOR BLK/	STOCK NO. T08414A
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 01/17/08	DELIVERY MILE 1,361
	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B 3 8 F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	R. O. DATE 04/22/08
BUSINESS PHONE	COMMENTS C# 84779		MO: 1647	

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.409
04/25/2008
1349

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
265132 04/22/2008 1G1ZH57B38F 3 24017 1579

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

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
1 01 03 1 52495729 114.67 6C 03220 2.0 152.54

LN-TOT: 267.21 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CUST STATES A-C WILL BLOW COLD, THEN START TO BLOW WARM. HAVVARIABLE D
ISPLACEMENT COMPRESSOR LOSING HIGH SIDE PRESSURE AFTER APPROX. 6-7 MILROAD TESTE
D VEHICLE WHILE MONITORING HVAC DATA AND FOUND THA

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
2 02 03 1 15231223 475.69 6C 04440 1.8 137.29

LN-TOT: 612.98 TECH SSN: AUTH CODE: B AUTH. AUTHOR.: 0090
COMMENTS: REPLACED COMPRESSOR PER GM TECH ASSISTANCE SEE JOB 1 SEE JOB 1
REPLACED C

OMPRESSOR

R.O. TOTAL: 880.19

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1 1/2% (18% APR) per month will be charged on any unpaid balance.

90**DATE****SIGN.**

4-25-08

B8 [Signature]

THANK YOU
FOR YOUR
BUSINESS!

U-J CHEVROLET

270939

P.O. BOX 850189 • 7581 AIRPORT BLVD.
MOBILE, ALABAMA 36685
(251) 633-3321



270939

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZINSPECT 00CVZMAIN1	FREE INSPECTION MAINT. ONE	MI MI		10CVZ002 00CVZMAIN2	ROTATE TIRES MAINT. TWO	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/22/08	265132	1647	353	372	W	36CVZ	AIR CONDITIONING
04/15/08	264824	1351	600	372	W	36CVZ003	A/C COMPRESSOR
01/08/08	259451	6	600	327	I	00CVZ	OIL CHANGE
01/07/08	259404	6	426	352	I	92CVZ002	DETAIL
				352	I	95CVZPAC	PRO PAC ONLY
				423	I	48CVZSTRIPE	STRIPE VEHICLE

SALESPERSON NO. 604

JOHN L DREDGE

S E R V I C E

STATE REG# 3

VEHICLE I.D. NO. 1G1ZH57B38F		YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D		PRODUCTION DATE 01/17/08		STOCK NO. T08414A		LICENCE NO. 270939	
CUSTOMER NO. 47944		SERVICE CONTRACT GMPP		DELIVERY DATE 01/17/08		DELIVERY MILES 1,361		SELLING DEALER NO. 08/09/08	
COLOR BLK/		CONTRACT NO.		EXPIRATION DATE 04/18/13		EXPIRATION MILES 76,361		TAG NO.	
TURBO CVZZ		M/MC Y		AIR COND. A		MILEAGE 5,047		ADVISOR NO. 351	
N/A		BUSINESS PHONE		ADVISOR THOMAS HEINZ					
TIME RECEIVED 07:16am		DATE/TIME PROMISED 08/09/08 11:48am		PRIORITY 1					
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		C# 84779		LABOR RATE					
<p>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto, and any other person to assume for it any liability in connection with this sale.</p>									
CUSTOMER'S SIGNATURE X									

JOB#

- 1 **C * 00CVZ OIL CHANGE**
CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

- 2 **C 01CVZDECLINE DECLINED SERVICE**
CUSTOMER DECLINED RECOMMENDED SERVICE
TIRE ROTATION

- 3 **W 04CVZ0 CAMPAIGNS**
PERFORM CAMPAIGN
08102

WAITER

U-J CHEVROLET CO.
PAID
AUG 12 2008
PER
MOBILE, AL

U-JCHEVROLETP.O. BOX 850189 • 7581 AIRPORT BLVD.
MOBILE, ALABAMA 36685
(251) 633-3321**CHEVROLET**
CITY**CVCS270939**

Service (251) 544-4400

Body Shop (251) 544-4402

CVCS270939

CUSTOMER NO. 47944	ADVISOR THOMAS HEINZ	351	TAG NO. W170	INVOICE DATE 08/11/08	INVOICE NO. CVCS270939
BAY MINETTE, AL	LABOR RATE		MILEAGE 5,047	COLOR BLK/	STOCK NO. T08414A
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D			DELIVERY DATE 01/17/08	DELIVERY MILES 1,361
	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B 3 8 F			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.		P.O. DATE 08/09/08
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# 84779			
				MO: 5047	

LABOR & PARTS
J# 1 00CVZ OIL CHANGE TECH(S):314 14.91
 CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE.
 Oil & Filter Change W/ Lube 2.4L 2008

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12605666	FILTER 1.836	6.00	
				JOB # 1 TOTAL PARTS	6.00
				JOB # 1 TOTAL LABOR & PARTS	20.91

J# 2 01CVZ DECLINE DECLINED SERVICE TECH(S):314 0.00
 CUSTOMER DECLINED RECOMMENDED SERVICE
 TIRE ROTATION

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

J# 3 04CVZ0 CAMPAIGNS TECH(S):314 WARRANTY
 PERFORM CAMPAIGN
 08102
 ORDERED WHEEL COVERS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	0	9596921	COVER 5.858		WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES

JOB # 1	1.0	GREASE	@	0.250	/UNIT	0.25
JOB # 1	5.0	QTS OIL	@	2.150	/UNIT	10.75
						TOTAL - GOG
						11.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	SHOP SUPPLIES		1.67
JOB # 1	SSC	SHOP SUPPLIES CREDIT		-1.67
JOB # 1	ENF	ENVIRONMENTAL FEE		0.15
JOB # 1	CSIOIL	FREE OIL CHANGE/CSI		-32.60
				TOTAL - MISC
				-32.45

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1 1/2% (18% APR) per month will be charged on any unpaid balance.

THANK YOU
FOR YOUR
BUSINESS!

U-JCHEVROLET

P.O. BOX 850189 • 7581 AIRPORT BLVD.
MOBILE, ALABAMA 36685
(251) 633-3321

**CVCS270939**

Service (251) 544-4400

Body Shop (251) 544-4402

CVCS270939

CUSTOMER NO. 47944	ADVISOR THOMAS HEINZ	TAG NO. W170	INVOICE DATE 08/11/08	INVOICE NO. CVCS270939
[REDACTED] BAY MINETTE, AL	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 5,047	COLOR BLK/
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 01/17/08	STOCK NO. T08414A
	VEHICLE I.D. NO. 1 G 1 Z H 5 7 B 3 8 F		DELIVERY MILES 1,361	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS C# 84779		R.O. DATE 08/09/08
				MO: 5047

TOTALS**PAYMENT METHODS:**

☐ CASH ☐ CHECK # ☐ CREDIT CARD

☐ IN HOUSE CHARGE ☐ OTHER PAY METHOD

IMPORTANT IN THE NEXT FEW WEEKS YOU MAY RECEIVE A
QUESTIONNAIRE FROM GENERAL MOTORS REGARDING YOUR SATISFACTION
WITH THE SERVICE YOU RECEIVED TODAY. IF FOR ANY REASON YOU
CANNOT MARK THIS SURVEY "COMPLETELY SATISFIED", PLEASE
CONTACT ME, GERRY SMITH, SERVICE MGR. AT 251-544-4448.

PLEASE VISIT US AT OUR WEBSITE WWW.UJCHEVY.COM

CUSTOMER SIGNATURE

TOTAL LABOR... 14.91
TOTAL PARTS... 6.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 11.00
TOTAL MISC CHG. 1.82
TOTAL MISC DISC -34.27
TOTAL TAX..... 0.54

TOTAL INVOICE \$ 0.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1½% (18% APR) per month will be charged on any unpaid balance.

THANK YOU
FOR YOUR
BUSINESS!



BBB AUTO LINE

September 8, 2008

STEPHANIE STEWART
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0848530: [REDACTED] vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, if the case is deemed eligible, it will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,
William Clopton at Extension 502

BBB AUTO LINE
Customer Claim Form

Case number: CHV0848530
Contact Date: 09/08/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: BAY MINETTE	State: AL	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]	
Fax: [REDACTED]	E-mail address: [REDACTED]		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2008	Current mileage: 5217
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , ,			
Primary Servicing dealer/city/state: Terry Thompson,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 04/18/08		Mileage at purchase/lease:	
First repair attempt date: 04/25/08		First repair attempt mileage: 1647	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I THINK THIS CAR COULD KILL ME OR MY FAMILY WITH THE STEERING GOING OUT THEREFORE I AM SCARED OF THIS CAR AND FEEL LIKE IT IS A LEMON WOULD LIKE A REPLACEMAENT OF COMPARABLE CAR.

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

VEHICLE INDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: CHV0848530

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
AIR CONDITIONER COMPRESSOR WENT OUT		1		no
STEERING GOES OUT		2		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ◆ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ◆ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ◆ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ♦ The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- ♦ The alleged defect continues to exist at the time of the hearing; and

- ♦ The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

- ♦ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ♦ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ♦ **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- ♦ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{capitalized cost} \\ & & \text{at the time of the arbitration hearing} \end{array}$$

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE ALABAMA LEMON LAW

The following is a brief explanation of most relevant provisions of the Alabama lemon law. The complete text of the lemon law can be found at Alabama Code Section 8-20A-1 *et seq.*

VEHICLES COVERED

The Alabama lemon law covers self-propelled vehicles intended primarily for use and operation on the public highways. The lemon law does not cover motor homes or any motor vehicle having a manufacturer's gross vehicle weight rating of 10,000 pounds or more. The lemon law appears to cover used vehicles.

CONSUMERS COVERED

The lemon law covers consumers who fall into either of the following categories:

1. The purchaser, other than for purposes of resale, of a new or previously untitled motor vehicle used in substantial part for personal, family or household purposes; or
2. Any other person who is entitled to enforce the warranty.

The lemon law appears not to cover lessees.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

VEHICLE PROBLEMS COVERED

The lemon law covers nonconforming conditions. A nonconforming condition means any motor vehicle condition that does not conform to the manufacturer's express warranty, and that:

1. Significantly impairs the use, value or safety of the motor vehicle;
2. Occurs or arises solely in the course of the ordinary use of the motor vehicle;
3. Does not arise or occur as a result of abuse, neglect, modification or alteration of the motor vehicle not authorized by the manufacturer; and
4. Does not arise or occur as a result of any accident or other damage to the motor vehicle that occurs or arises after the vehicle was delivered to the consumer by an authorized dealer.

LEMON LAW COVERAGE PERIOD

The lemon law establishes a lemon law rights period ending one year after the date of the vehicle's original delivery to a consumer or the first 12,000 miles of operation, whichever occurs first.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

© 2003, Council of Better Business Bureaus, Inc.

Alabama

MANUFACTURER'S DUTY TO REPAIR

The Alabama lemon law provides that the manufacturer must make the necessary repairs to remedy any nonconforming condition if the consumer delivers the vehicle to the manufacturer, its agent or authorized dealer, and the consumer gives notice of the nonconforming condition during the lemon law coverage period.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent or authorized dealer is unable to conform the motor vehicle to any express warranty after reasonable attempts by repairing or correcting a nonconforming condition that first occurred during the lemon law rights period, then the manufacturer must replace or repurchase the motor vehicle, at the option of the consumer.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Alabama lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if, during the period of two years following the vehicle's delivery or 24,000 miles, whichever comes first, either of the following occurs:

1. The manufacturer, its agent or authorized dealer has attempted to repair the same nonconforming condition three or more times, at least one of which occurs during the lemon law coverage period, plus the manufacturer has made a final attempt to repair, and the nonconforming condition continues to exist; or
2. For a cumulative total of 30 or more calendar days, the vehicle was out of service and in the custody of the manufacturer, its agent or authorized dealer for repair attempts (including the final repair attempt), one of which occurred during the lemon law coverage period.

The 30 day out-of-service period is extended for conditions beyond the control of the manufacturer, its agent or authorized dealer, such as war, invasion, strike, fire, flood, or other natural disaster.

NOTICE AND FINAL REPAIR ATTEMPT

Before commencing a civil action, a consumer must give notice of a nonconforming condition by certified mail to the manufacturer, and demand correction or repair of the nonconforming condition. If, at the time of this notice, the presumption of a reasonable number of repair attempts has been met, the manufacturer is given a final opportunity to cure the nonconforming condition.

Within seven calendar days of receiving the certified notice, the manufacturer must notify the consumer of a reasonably accessible repair facility. After the consumer delivers the vehicle to the authorized repair facility, the manufacturer must attempt to correct the nonconforming condition within 14 calendar days.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, then the consumer must first exhaust any remedy afforded by the procedure before instituting a cause of action under the lemon law.

TIME PERIOD FOR FILING CLAIMS

Actions must be commenced within three years following the date of original delivery of the motor vehicle to the consumer.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

© 2003, Council of Better Business Bureaus, Inc.

Alabama

REMEDIES UNDER THE ALABAMA LEMON LAW

REPURCHASE

The Alabama lemon law provides that a manufacturer must pay the following amounts when it repurchases a vehicle under the lemon law:

1. the full contract price, including but not limited to charges for undercoating, dealer preparation and transportation charges, and installed options;
2. the nonrefundable portions of extended warranties and service contracts;
3. all collateral charges, including but not limited to sales tax, license and registration fees, and similar government charges;
4. all finance charges incurred by the consumer after the first report of the nonconforming condition to the manufacturer, its agent or authorized dealer; **AND**
5. any incidental damages, including reasonable costs for alternative transportation, incurred during the period that the consumer is without the use of the vehicle because of the nonconforming condition.

The lemon law states that a reasonable allowance for the consumer's use of the vehicle shall be deducted from the amounts a manufacturer pays when it repurchases a vehicle. The reasonable allowance for use directly attributable to the consumer is determined by the following formula:

$$\begin{array}{rcl} \text{reasonable} & \text{\# miles traveled prior to 1st report of} & \text{full} \\ \text{allowance} = & \text{nonconformity to manufacturer/dealer} & \text{purchase} \\ \text{for use} & \text{-----} & \text{X price} \\ & 100,000 & \end{array}$$

REPLACEMENT

When replacing a vehicle under the Alabama lemon law, the manufacturer must provide a new vehicle that is comparable to the vehicle that is being replaced. The reasonable allowance for use does not apply to a replacement.



BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: CHV0848530
Customer Name: [REDACTED]
VIN: 1G1ZH57B38F [REDACTED]

Start Date: 09/09/08
State: AL
Probable Hearing Location: Mobile

This claim is
Has the customer contacted you regarding the claim?
Is the VIN listed above correct?
If you checked NO, please indicate the correct VIN:
Customer Contact Info:

☐ IN Warranty ☐ OUT of Warranty
☒ YES ☐ NO
☐ YES ☐ NO

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

- ☐ The customer accepted the offer on ____/____/____
☐ The customer rejected the offer on ____/____/____
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$_____

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To: _____ Completed by: _____ Date: ____/____/____

BBB AUTO LINE Future contact: _____

Fax: 703.247.9700 Phone: _____ Fax: _____

Council of Better Business Bureaus, Inc.

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



BBB AUTO LINE

September 9, 2008

STEPHANIE STEWART
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m09 CHV0848530: [REDACTED] vs Chevrolet Motor Division
1G1ZH57B38F [REDACTED]

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

William Clopton at Extension 502

Council of Better Business Bureaus, Inc.

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

09/04/2008 06:50 2515264904

TERRY THOMPSON CHEVY

PAGE 02



**TERRY
THOMPSON**
• CHEVROLET •

1402 U.S. Highway 98
P.O. Box 1207
Opelika, Alabama 36526
TERRY THOMPSON (251) 336-0431



RO: 194614
Cashier: 000226 07:51-1
Date Out: 08/30/2008
Status: MODIFIED REPRINT
CLOSED
IN: 08200UT: 0950

Customer: 50410

VIN: 1G1ZH57B38F
2008 CHEV MALIBU 1LT
Est. Mileage: 5579

BAY MINETTE AL

Work:

Home:

Cellular: N/A

Advisor: 000517-David R Driver

Hat: 627

Date In: 08/22/2008

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[WARRANTY]						

A WPAYMC 000354W 1.6
CUSTOMER STATES STEERING IS HARD TO STEER, SITTING AT LIGHT
STEERING WHEEL SHIMMIES BACK AND FORTH
TEST DROVE TO VERIFY, CONNECT TECH2. NO DTC'S
STORED. CONTACTED TECH ASSIST, INSTRUCTED TO PERFORM POWERSTEE
RING CONTROL MODULE SETUP. DOC# 1410260. PERFORMED MODULE
SETUP. TEST DROVE AND STILL SHIMMIES AT STOP. NECESSARY TO
REPLACE COLUMN.

PO: HRS 1.6 E7680 OX 3M
1 15926870 COLUMN 6.518

Operation Total: 0.00

[WARRANTY SUBLET]

*B WPAYSC
CUSTOMER STATES RENTAL ENTERPRISE
RENTAL CAR
ENTERPRISE LEASING CO, INC

Operation Total: 0.00

[WARRANTY]

*C WPAYMC 000354W 0.4
CUSTOMER STATES CAMPAIGN 08102, REPLACE WHEEL COVERS
REPLACED WHEEL COVERS TO COMPLETE RECALL.
PO: HRS 0.4 V1799 MA 96
Parts: 4 9596921 COVER 5.858

Operation Total: 0.00

Signature: _____

Thanks for shopping with TERRY THOMPSON!!!

01/24/2000 18:35

3344520066

UJ CHEVROLET CO INC

PAGE 03

U-JCHEVROLET

P.O. BOX 860189 • 7581 AIRPORT BLVD.
MOBILE, ALABAMA 36685
(251) 633-3321

CHEVY CITY**DIAL DIRECT**

Service (251) 544-4400
Parts (251) 544-4401
Body Shop (251) 544-4402

CUSTOMER NO 47944		ADVISOR PATRICK WILSON		TAX NO. 353	INVOICE DATE 04/25/08	INVOICE NO. 04C6265132								
ADDRESS BAY MINETTE, AL		VEHICLE NO. 1-579		PACKAGE 170	ORDER BLK/SLV	INSTRUMENTS T0841AA								
YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4D		VEHICLE NO. 1-612H57B38E		DATE 01/17/08	PRODUCTION 1-361									
BUSINESS PHONE		COMMENTS CH 84778		DATE 04/22/08		NO. 1647								
<table border="0"> <tr> <td colspan="2">TOTALS</td> <td colspan="2">DISCLAIMER OF WARRANTIES</td> </tr> <tr> <td colspan="2"> PAYMENT METHODS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> IN HOUSE CHARGE <input type="checkbox"/> OTHER PAY METHOD ***** **IMPORTANT** IN THE NEXT FEW WEEKS YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS REGARDING YOUR SATISFACTION WITH THE SERVICE YOU RECEIVED TODAY. IF FOR ANY REASON YOU CANNOT MARK THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT ME, GERRY SMITH, SERVICE MGR. AT 251-544-4448. PLEASE VISIT US AT OUR WEBSITE WWW.UJCHEVY.COM ***** </td> <td colspan="2"> Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1% (18% APR) per month will be charged on any unpaid balance. </td> </tr> </table>							TOTALS		DISCLAIMER OF WARRANTIES		PAYMENT METHODS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> IN HOUSE CHARGE <input type="checkbox"/> OTHER PAY METHOD ***** **IMPORTANT** IN THE NEXT FEW WEEKS YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS REGARDING YOUR SATISFACTION WITH THE SERVICE YOU RECEIVED TODAY. IF FOR ANY REASON YOU CANNOT MARK THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT ME, GERRY SMITH, SERVICE MGR. AT 251-544-4448. PLEASE VISIT US AT OUR WEBSITE WWW.UJCHEVY.COM *****		Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1% (18% APR) per month will be charged on any unpaid balance.	
TOTALS		DISCLAIMER OF WARRANTIES												
PAYMENT METHODS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> IN HOUSE CHARGE <input type="checkbox"/> OTHER PAY METHOD ***** **IMPORTANT** IN THE NEXT FEW WEEKS YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS REGARDING YOUR SATISFACTION WITH THE SERVICE YOU RECEIVED TODAY. IF FOR ANY REASON YOU CANNOT MARK THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT ME, GERRY SMITH, SERVICE MGR. AT 251-544-4448. PLEASE VISIT US AT OUR WEBSITE WWW.UJCHEVY.COM *****		Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1% (18% APR) per month will be charged on any unpaid balance.												
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 *****		DUPLICATE INVOICE *****												

THANK YOU
FOR YOUR
BUSINESS!

01/24/2008 18:35

3344520066

UJ CHEVROLET CO INC

PAGE 02

U-JCHEVROLET

P.O. BOX 850189 • 7581 AIRPORT BLVD.
 MOBILE, ALABAMA 36685
 (251) 633-3321

CHEVY CITY**DIAL DIRECT**

Service (251) 544-4400

Parts (251) 544-4401

Body Shop (251) 544-4402

CUSTOMER NO. 47944	ADVISOR PATRICK WILSON	TAB NO. 353	INVOICE DATE 04/25/08	INVOICE NO. CXC5265132
	FACTORIAL NO. 170	FACTORIAL 1,579	DATE 01/17/08	DATE 01/17/08
	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/40			
	161ZHS7B38C			
RESIDENCE PHONE 404-361-1234	MOBILE PHONE 404-361-1234	COMMENTS CS 84770	DATE 04/22/08	NO: 1647

LABOR & PARTS**J# 1 36CVZ****AIR CONDITIONING****TECH(S):372****WARRANTY**

CUST STATES A/C WILL BLOW COLD, THEN START TO BLOW WARM, HAV TO CUT A/C OFF, THEN CUT BACK ON---ADVISE VARIABLE DISPLACEMENT COMPRESSOR LOSING HIGH SIDE PRESSURE AFTER APPROX. 6-7 MILES OF OPERATION. ROAD TESTED VEHICLE WHILE MONITORING HVAC DATA AND FOUND THAT WHEN A/C STARTED TO GET WARM, HIGH SIDE PRESSURE READING WAS 119 LBS AND FALLING, WOULD CONTINUE TO DROP TO UNDER 100 LBS OF PRESSURE AND MAY OR MAY NOT RISE AFTER STOPPING. PERFORMED EVAC AND RECHARGE TO ENSURE PROPER REFRIGERANT CHARGE IN VEHICLE. CHARGE WAS EXACTLY 1.1 LBS WHICH IS THE SPECIFIED AMOUNT. CONTACTED GMTAC AND SPOKE WITH CASEY MCCURE (CASE #10258219) WHO ADVISED REPLACEMENT OF TXV AND ROAD TEST. REMOVE AND REPLACE TXV, EVAC AND RECHARGE SYSTEM. VEHICLE WAS ROAD TESTED OVERNIGHT BY SHOP FOREMAN AND CONDITION STILL EXISTED AFTER APPROX. 7-8 MILES OF OPERATION. CONTACTED GMTAC SECOND TIME AND SPOKE WITH KEN COLE WHO ADVISED COMPRESSOR REPLACEMENT AND RETEST. REMOVE AND REPLACE COMPRESSOR, EVAC, AND RECHARGE SYSTEM. ROAD TESTED WHILE MONITORING HVAC DATA AND FOUND HIGH SIDE PRESSURE MAINTAINED MINIMUM PRESSURE OF 136 PSI AND COOLED DURING ENTIRE ROAD TEST. OUT MILEAGE-1647

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1% (18% APR) per month will be charged on any unpaid balance.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	52495729	VALVE KIT 9.213	

JOB # 1 TOTAL PARTS

WARRANTY 0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
J# 2+36CVZ000			A/C COMPRESSOR	
			REPLACED COMPRESSOR PER GM TECH ASSISTANCE SEE JOB 1	
			SEE JOB 1	
			REPLACED COMPRESSOR	

TECH(S):372

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	15231223	COMPRESSO 9.170 *	

JOB # 2 TOTAL PARTS

WARRANTY 0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

COMMENTS
 CREATED A SPAC CASE ON 15231223 ON 4-23-08 NUMBER IS G-04529425

THANK YOU
FOR YOUR
BUSINESS!

U-J CHEVROLET

7581 AIRPORT BLVD • P.O. BOX 850189
MOBILE, ALABAMA 36685
(251) 633-3321

CHEV CITY

84779

SOLD TO:

ADDRESS:

BAY MINETTE AL

PHONE #:

DATE 04/18/2008

STOCK NO. T08414A

SALESMAN JOHN L DREDGE

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO	CUST NO	DEAL #						
2008	USED	CHEV	BLK	MALIBU	84779	T08414A	50801	66169						
SERIAL NO. 1G1ZH57B38F					KEY NUMBERS		MODEL NUMBER P							
					IGN. TRUNK									
TAG NUMBER					DELIVERY MILEAGE									
OPTIONAL EQUIPMENT AND ACCESSORIES														
<table border="1"> <thead> <tr> <th>GROUP</th> <th>DESCRIPTION</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td colspan="3">This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division.</td> </tr> </tbody> </table>									GROUP	DESCRIPTION	PRICE	This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division.		
GROUP	DESCRIPTION	PRICE												
This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division.														
INVENTORY NEW CUC					4									
NEW CAR RETAIL					4									
NEW CAR FLEET					4									
NEW TRUCK RETAIL					4									
NEW TRUCKS FLEET					4.8									
INVENTORY NEW CUC					2.3		@							
INVENTORY NEW CAR					2.3		1							
INVENTORY NEW TRUCK					2.3		7							
USED UNIT SOLD CUC					4		@							
USED CAR OR TRUCK RETAIL					4		22995.00							
USED CAR OR TRUCK WHOLE					4									
GMPP							825.00							
							N/A							
SLS TAX CITY 2.00%							149.48							
SLS TAX CNTY 0.50%							37.37							
SALES TAX STATE 2.00%					3.24		149.48							
TITLE					1.3		16.50							
DOC FEE					90.5		279.00							
TOTAL CASH PRICE							24451.83							
FINANCING							3907.59							
INSURANCE							N/A							
TOTAL TIME PRICE							28359.42							
DEPOSIT					2208		N/A							
CASH ON DELIVERY					220A		N/A							
NET TRADE ALLOWANCE							558.42							
PAYMENTS					REGIONS BANK									
MONTHS					75		370.68							
COLLARS					MONTH		27801.00							
TOTAL							28359.42							
DISCLAIMER OF WARRANTIES														
THE SELLER, U-J CHEVROLET CO., INCORPORATED, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND U-J CHEVROLET CO., INCORPORATED NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. T08414B														
DESCRIPTION OF TRADE-IN														
YEAR	MAKE	MODEL	BODY COLOR											
2006	FORD	FUSION	GRN											
VIN		TAG NUMBER	MILEAGE											
3FAFP07156R			N/A											
			28121											
PAYOFF TO:			TRADE ALLOWANCE		15800.00									
			LIEN PAYOFF		15241.58									
FORD MOTOR CREDIT P O BOX 790119 ST LOUIS MO 63179			NET TRADE ALLOWANCE		558.42									

THE TITLE OF THIS VEHICLE DOES NOT TRANSFER TO PURCHASER UNTIL ALL MONEY IS PAID AND/OR ALL CHECKS HAVE CLEARED THE BANK.

This is to certify that this is the original bill of sale to the above described motor vehicle.

Selvie Canley

18

APR

08

Sworn to and subscribed before me this _____ day of _____

Shawn Stacey
NOTARY PUBLIC

Boyswille and Reynolds OK75129 G 108077

84779

PENALTY OF FIFTEEN DOLLARS (\$15.00) DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 20 CALENDAR DAYS.

U-JCHEVROLET

CHEVROLET
CITY

P.O. Box 850189 • 7581 Airport Boulevard
Mobile, Alabama 36685 • (251) 633-3321

Vehicle Retail Buyers Order		
Stock#	T08414A	Date: 04/18/2008
() New	<input checked="" type="checkbox"/> Used	() Demo <input checked="" type="checkbox"/> Car () Truck
Mileage	1361	Salesman JOHN L. DREDGE
Year/Make/Model 2008 CHEVROLET MALIBU		

Name: _____ Home: _____
 Address: _____ Cell: _____
 City: BAY MINETTE State: AL Zip: _____ E-mail: N/A
 County: BALDWIN DOB: _____ Color: BLK Cyl: 4 Body: 4D
 VIN: 1G1ZH57B38F _____ Retail/Lense: RETAIL GMS/Supplier: _____

Representation That Trade-Vehicle Is Not Subject to Liens.

I warrant that the balance owed on my trade-in is correct as stated below, that there are no liens other than those listed below, and if the actual amount is greater I will reimburse U-J Chevrolet Co., Inc. I understand that if the amount is less, U-J Chevrolet Co., Inc. will refund the difference to me.

I warrant that said vehicle(s) ☐ HAS ☐ HAS NOT been wrecked, damaged, flooded, reconstructed, rebuilt, and does not have a salvage or reconstructed title.

I also warrant that the emission control equipment is intact and operational. I have not removed or altered said equipment while in my possession, nor do I have knowledge of anyone else doing so.

BALANCE OWED 15241.58

Balance Owed to FORD MOTOR CREDIT

Address P O BOX 790119 ST LOUIS MO 63179

Account No. _____

TRADE-IN PAYOFF VERIFICATION

Verified By _____ Good Until _____ Title On Hand Yes ☐ No ☐

Other Liens _____ Talked To _____

BUYER'S SIGNATURE _____

TRADE-IN			
Year	2006	Make	FORD
Model	FUSION	Body Type	4D
Color	GRN	Mileage	28121
VIN #	3FAFP07156R	Cyl	6
Tag #	_____	Deal #	_____

New Lien Information		
Lien To	REGIONS BANK	
Address	PO BOX 1984	
City	BIRMINGHAM	State
State	AL	Zip
Zip	35201	

PLEASE READ CAREFULLY.

Disclaimer

The purchaser of the vehicle herein understands that it may have suffered damage during production, transit, or while in the control and possession of the seller. There are no warranties of merchantability or fitness being made by the seller to purchaser as to repairs of such damage.

U-J Chevrolet Co., Inc. shall not be liable for the failure to deliver or delay in delivering the motor vehicle covered by this order when such failure or delay is due, in whole or part, to any cause beyond the control of U-J Chevrolet Co., Inc.

Purchaser agrees that this Order revokes any and all prior agreements and, together with the terms and conditions of the Retail Installment Sales Contract and Arbitration Agreement includes all of the terms and conditions of this offer to purchase. This Order shall not become binding upon the Dealer until accepted by the authorized representative of the Dealer. Purchaser by his execution of this Order acknowledges that he has read and accepts the terms and conditions of this Order.

Purchaser's deposit is refundable only when financing cannot be obtained.

Disclaimer of Warranties

All warranties on this vehicle are the manufacturers. U-J Chevrolet Co., Inc. is in no respect the agent of the manufacturer. U-J Chevrolet Co., Inc. hereby expressly denies on this vehicle all warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and U-J Chevrolet Co., Inc. in no way affects the terms of the manufacturer's warranty. In case of a used vehicle or chassis the applicability of an existing manufacturer's warranty, if any, shall be determined solely by the terms of such warranty.

Retail Delivery Fee

This fee includes administrative services, notary services, courier services and maintenance of sales and service documents. This charge represents cost of and/or profit to the seller/dealer for items as inspection, cleaning and adjusting new and used vehicles and preparing documents related to the sale. This fee does not represent any payment for mechanical services which have been reimbursed to the dealer by the manufacturer.

Yield Spread/Assignment Fee

If the vehicle is financed, dealer may be paid by the assignee of the contract an assignment fee. Dealer may also be paid a yield spread premium representing the difference between the dealer's discounted interest rate and the customer's rate of interest.

Purchaser's Signature _____ Date 04/18/08 Accepted By _____

Dealer or Authorized Representative

MSRP	
DEALER OPTIONS	
TOTAL PRICE	22995.00
TRADE ALLOWANCE	15800.00
CASH DIFFERENCE	7195.00
RETAIL DELIVERY FEES	279.00
AMOUNT TAXABLE	7474.00
SALES TAX	336.33
TITLE	16.50
AMOUNT OWED TO TRADE-IN	15241.58
BALANCE DUE	23068.41
PARTIAL PAYMENT	N/A
CONSUMER REBATE	N/A
OTHER REBATE	N/A
BALANCE ON DELIVERY	23068.41
EXTENDED SERVICE AGREEMENT	825.00
UNPAID BALANCE OF CASH PRICE	23893.41



Alabama Department of Revenue
Motor Vehicle Registration Tag and Tax Receipt

ALABAMA LAW REQUIRES ORIGINAL OR PHOTOCOPY OF RECEIPT TO BE IN VEHICLE

Date Acquired/Entered State		Acquired From		Issuing County	County Code	City Code	Tag Year	Metal Tag	Non-Use Affidavit	Last Year Decal No.	Current Year Decal No.
7 2009		BALDWIN		BALDWIN	5	0111	2009			123114	82790
Ad Val Start Dt	New	Used	Price \$	For Renewal		No. of Mos.	Last Year		Tag No.	Tag Type	Current Year Tag No.
7 2009				Tax	Tag	Tax	Tag	State		PC	
Vehicle Identification Number				Model	School	FHVOT	Gross Wt. Net Over	Current Tag Expires		Renew This Tag In	
1G1ZH57B38F				MALIBU				JUN 30 2009		JUN 2009	
Appl. or Title	Make	Year	Body	STT	Color	State S/Tax	County S/Tax	City S/Tax	Pd Other State	Total Sales Tax	
E436177	CHEV	2008	4S		BLA					0.00	
Assessed Value	State	County	City	School		Ad Val Credit	Ad Valorem Penalty	Ad Valorem Interest	Total Ad Valorem Tax		
2700						8.10			81.00		
Class Code	Trans. Fee	Aff. Fee	Add'l Fee	License Fee	Ins. Fee	Penalty	Citation	Interest	Total Tag	Mail Fee	Total Tag & Tax
IV				23.00	1.25				24.25		105.25
										Title Fee	



ST#

SEO#3258318

Date of Issue Time Issued Total Paid
06/18/08 12:57 105.25

KNASDIN 056 R CHECK
HON. ADRIAN T. JOHNS
P.O. BOX 459

BAY MINETTE AL 36507
06/18/08 12:57 307.08
05-1366974

SIGN HERE

BAY MINETTE

AL



We certify/affirm that the information contained herein is true and correct and that the vehicle described above is insured as required by Alabama law.
OWNER'S COPY

KNASDIN

Pg 3/11 09/09/08 12:50 pm
From: Vision Partners : 251-650-2020
To: 703-247-9700

EFFECTIVE JANUARY 1, 1998, ALABAMA LAW REQUIRES THAT A CURRENT AND VALID REGISTRATION RECEIPT BE CARRIED WITHIN THE VEHICLE AND REQUIRES, EFFECTIVE JUNE 1, 2000, THAT PROOF OF LIABILITY INSURANCE COVERAGE BE CARRIED WITHIN THE VEHICLE. YOUR POSSESSION OF THIS DOCUMENT DECLARES THAT YOU HAVE KNOWLEDGE OF FEDERAL MOTOR CARRIER SAFETY REGULATIONS AND FEDERAL HAZARDOUS MATERIALS REGULATIONS AS ADOPTED BY THE STATE OF ALABAMA. THIS NOTICE APPLIES TO ANY COMMERCIAL VEHICLE WITH GROSS WEIGHT EXCEEDING 10,000 POUNDS OR USED TO HAUL HAZARDOUS MATERIALS.

☐ AFFIDAVIT OF DISABILITY - UNITED STATES VETERAN

I, the undersigned, certify that I am currently evaluated by the U.S. Department of Veterans Affairs as _____ % disabled. I have previously provided this county's license plate issuing official with proof, from the U.S. Department of Veterans Affairs, that I am a disabled veteran and entitled to the registration fee exemptions as provided in the Code of Alabama 1975.

☐ AFFIDAVIT OF NON-USE OF A MOTOR VEHICLE

I, the undersigned, am the lawful and true owner of the vehicle described on the reverse side of this document. I hereby certify, under the penalties of perjury, that this vehicle has not been used or operated on any public street, road, or highway within the State of Alabama during the registration period

_____ through _____
(Date) (Date)

I understand that Alabama law provides for an annual registration fee (license tax), collected on a staggered basis, for use or operation of this vehicle on public roads or highways of this State and that this "Affidavit of Non-Use" will provide an exemption from the registration fee (license tax) and/or penalty, if applicable, during the period cited above.

Owner's Signature _____ Date _____



FAX

To:

From: 

Fax Number: 7032479700

Date: 09/09/2008

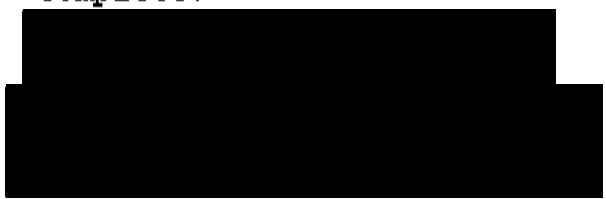
Pages: 11 (including cover page)

Re: 09 September, 2008.PDF

Comments:

ATTENTION WILLIAM CLOPTON

I do not have a copy of the work order from this past week
terry thompson is still working on my car and will not give me a copy
until they figure out what is causing the steering to go out and it is
complete.



BBB AUTO LINE **Customer Claim Form**

Case number: CHV0848530
Contact Date: 09/08/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: BAY MINETTE	State: AL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

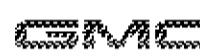
Make: Chevrolet	Model: Malibu	Year: 2008	Current mileage: 5217
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , UJ Chevrolet Mobile, AL			
Primary Servicing dealer/city/state: Terry Thompson,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 04/18/08		Mileage at purchase/lease:	
First repair attempt date: 04/25/08		First repair attempt mileage: 1647	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I THINK THIS CAR COULD KILL ME OR MY FAMILY WITH THE STEERING GOING OUT THEREFORE I AM SCARED OF THIS CAR AND FEEL LIKE IT IS A LEMON WOULD LIKE A REPLACEMENT OF COMPARABLE CAR.

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

VEHICLE IDENTIFICATION NUMBER	1G12H57B38F [REDACTED]
Lienholder/Leasing Company	Regions Bank Phone Number 877-430-4562
Account Number	[REDACTED]



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 10, 2008

Jerry Smith
U-J Chevrolet
7581 Airport Blvd
Mobile, AL 36608

Fax: (251) 452-0692

Re:

Siebel Request: 71-660215571
2008 Chevrolet Malibu
VIN # 1G1ZH57B38F

Dear Mr. Smith:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

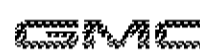
Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Stephanie Stewart

BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 41501
FAX# 866-300-4972



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 9, 2008

Jason Morris
Terry Thompson
1402 US HWY 98
Daphne, AL 36526

Fax: (251) 626-8810

Re:

Siebel Request: 71-660215571
2008 Chevrolet Malibu
VIN # 1G1ZH57B38F

Dear Mr. Morris:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Stephanie Stewart

BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 41501
FAX# 866-300-4972

Privileged and Confidential Information

CASE ASSESSMENT

By: Stephanie Stewart State: AL

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0848530
660215571

Vehicle ID No.: In Service Vehicle is: Used BAC Code:
1G1ZH57B38F [REDACTED] Date: 112625
1/17/2008 U-J Chevrolet

Year, Make & Model: 2008 Chevrolet Malibu Vehicle Purchased Used on: 4/18/08 at odometer
Mileage at Time of BBB Filing 5,217 1,361

Lien holder: GMAC ☐ Other ☐: {Name} Sale Type: Purchase ☐ Lease ☐ Other ☐ :
{Type}

DVM Name: Larry Adler CAM Name: Aubrey Washington
Phone/Cell Number: 404082 8119 Phone Number: 678-240-9832
Svc Mgr Name:

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N. IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS 1410260 and 10258219

☐ **#1 Air Conditioner Compressor**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/22/08 – 04/25/08	26513 2	5	1,579	U-J – C/S a/c will blow cold then start to blow warm...Have to cut a/c off...Then cut back on...Advise...Variable displacement compressor losing high side pressure after approx 6-7 miles of operation...Road tested vehicle while monitoring HVAC data and found that when A/C started to get warm, high side pressure read 100lbs of pressure and may or may not rise after stopping...Performed EVAC and recharge to ensure proper refrigerant change in vehicle...Charge was exactly 1.1lbs this is the specified amount...Contacted TAC and spoke with Casey McCure (case 10258219)...Who advised replacement of TXV and road test...Remove and replace TXV...EVAC and recharge system...Vehicle was road tested overnight by shop foreman and condition still existed aft approx 7-8 miles of operation...Contacted TAC second time and spoke with Ken Cole who advised compressor replacement and retest...Remove and replaced monitoring HVAC data and found high side pressure maintained minimum pressure of 136 PSI and cooled during entire road test...Out mileage 1,647.

☐ **#2 Steering**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/30/08	194614	8	5,579	Terry Thompson – C/S steering is hard to steer, sitting at light steering wheel shimmies back and forth...Test drove to verify...Connect Tech 2...No DTC's stored...Contacted TAC...Instructed to perform power steering control module set-up...Doc 1410260...Performed Module set-up...Test drove and still shimmies at stop...Necessary to replace column...Rental provided.
09/03/08 – 09/10/08	194875	8	5,599	Terry Thompson – C/S car will not steer...Steering wheel wobbles...Diagnosed steering jerks oscillates...No DTC's stored...No TSB's or PI's contacted TAC...Instructed to perform Doc* 1774856...Performed doc...Found power steering motor/module internal failure...Replaced power steering module/motor...Test drove to verify repair...Operating as designed...Customer received enterprise rental.

☐ **Maintenance**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/15/08 – 04/16/08	264824	2	1,350	U-J – Customer request LOF...Changed oil and filter and lubed chassis when applicable.
08/09/08 – 08/11/08	270939	3	5,047	U-J - Customer request LOF...Oil and filter change w/ lube 2.4L
08/11/08	270939	*	5,047	U-J – Customer declined recommended service tire rotations.

☐ **Recall/Campaign (Not Related to Other Symptoms/Complaints)**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/11/08	270939	*	5,047	U-J – Perform campaign 08102 ordered wheel covers.
08/30/08	194614	*	5,579	Terry Thompson – C/S campaign 08102...Replace wheel covers to complete recall.

Has the vehicle ever been involved in an accident N

Did you confirm your answer with the customer Y

What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident Y or N

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y

List:

Was a Trade Repurchase offered to the customer N

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

Date authorized by the DVM/CAM _____

☐ Other

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

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: A claim seeking repurchase or replacement must be received by BBB AUTO LINE within one year or 12,000 miles — whichever comes first — from the date the vehicle was first put into use.

Lemon Law Repurchase/Replacement: The Alabama lemon law creates a presumption that a manufacturer has had a reasonable number of repair attempts if, during the period of two years following the vehicle's delivery or 24,000 miles, whichever comes first. Actions must be commenced within three years following the date of original delivery of the motor vehicle to the consumer.

GM Program Summary Repairs/Reimbursement for past repairs: A claim seeking repairs or reimbursement for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

THE STATE LEMON LAW READS:

Days out of service: 30 or more calendar days

Repairs 3 or more and continues to exist.

Time period 24 / 24,000

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs { # of repair attempts}

Safety-related time period { # of months} / { # of miles}

Number of repair attempts in the presumption period: 2

Total days out of service during the presumption period: 21

Total days out of service during customer's ownership: 21

Vehicle Meets Presumption of Lemon Law NO
--

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Steering...Previously in SR. Dlr was unable to duplicate the concern. Customer wished to take it to a different dlrship

Date & Offer/Result: 9/4/2008 – BRC CRS took over file

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: Feels that it is a safety concern.

DVM sts: Doesn't believe that the vehicle should be repurchased.

SVM sts: Doesn't believe that it is a safety concern. The steering is still there, it is just more difficult.

CRS Rationale: The customer has stated the steering is going out. The dealership said that it is the power assist. You can still steer, it is just more difficult. The DVM doesn't believe this vehicle is unsafe or should be repurchased. DVM does feel it warrants a vehicle payment. The vehicle payment is \$371.00. Customer accepts offer. CRS verified customer received payment.

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

- Age and mileage

- Customer does have steering concerns that could potentially be considered a safety item.

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

- Amount of repairs that have taken place.

Decision reached by CRS: Arbitrate case: ☐

Settle case: ☐

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.**



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 10, 2008

Jerry Smith
U-J Chevrolet
7581 Airport Blvd
Mobile, AL 36608

Fax: (251) 452-0692

Re:

██████████
Siebel Request: 71-660215571
2008 Chevrolet Malibu
VIN # 1G1ZH57B38F ██████████

Dear Mr. Smith:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- **Copy of the Title and Registration**
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Stephanie Stewart

BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 41501
FAX# 866-300-4972

2008 MALIBU 1LT			GENERAL MOTORS CORPORATION
58U BLACK GRANITE METALLIC	/L4G		& SUBSIDIARIES
83B TITANIUM			RENAISSANCE CENTER
ORDER NO. MMGQ40/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1 ZH57 B3 8F			VEHICLE INVOICE 1AD17436105
*****			13*24017S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZH69 MALIBU 1LT	20305.00	19188.23	INVOICE 12/07/07
B86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 12/07/07
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 12/19/07
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	INT COM 12/19/07
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 12/07/07
PDC POWER CONVENIENCE PACKAGE:	515.00	427.45	KEYS G0590 G0590
*POWER 6-WAY DRIVER SEAT			WFP-F QTR OPT-1
*REMOTE START			BANK: GMAC - 029
*POWER ADJUSTABLE PEDALS			CHG-TO 24-017
PDM PREMIUM MAT PACKAGE:	185.00	153.55	SHIP WT: 3377
*PREMIUM CARPETED FLOOR MATS,			HP: 19.3
FRONT/BACK			GMS: 20135.08
*TRUNK MAT			SUPPLR: 21034.41
*CARGO NET			MRM: 21900.00
			MEMO 912.50
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
58U BLACK GRANITE METALLIC	95.00	78.85	

TOTAL MODEL & OPTIONS	21250.00	19972.58	ACT 231	19985.08
DESTINATION CHARGE	650.00	650.00	H/B 261	637.50
LAM DEALER CONTRIBUTION		212.50	ADV 261	212.50
LAM GROUP CONTRIBUTION		106.25	EXP 65A	106.25

TOTAL	21900.00	20941.33	PAY 310	20941.33
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19999.25		

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.

U-J CHEVROLET CO., INCORPORATED	REMIT TO GMAC NO. 029
	VIN 1G1ZH57B38F
	\$ 20941.33 INV 1AD17436105
	DUE 12/19/07 DEALER 24-017



FAX

To:

From:



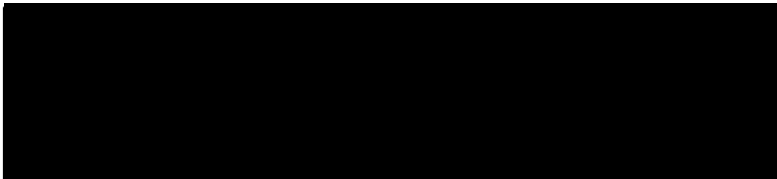
Fax Number: 8663004972

Date: 09/22/2008

Pages: 2 (including cover page)

Re: Monday, September 22, 2008 001.PDF RMON

Comments:



Billor

Amount

Pay Date

Change Cancel

80539

Change Cancel

Total

RECENT PAYMENTS

Billor

Amount

Pay Date

Car Payment

car payment malibu

877-430-4562

P.O. BOX 2224

BIRMINGHAM, AL 35248-0026

Pending Payments

You don't have any pending payments.

Recent Payments

09/18/08 \$371.00

08/18/08 \$371.00

07/17/08 \$371.00

Friday, September 19, 2008 1:35:02 PM

ADR File Checklist

SR Number: 71-660215571

BBB Case: CHV0848530

Customer: [REDACTED]

VIN: 1G1ZH57B38F [REDACTED]

Make/Model/Year: Chevrolet/Malibu/2008

In Service: 1/17/2008 Mileage: 5,217

Received Date: 9/8/2008 12:18 Day 15 Date: 9/22/08

Goes Active: 9/9/2008 04:18

Primary Concern: Steering assist becomes inoperable.

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

Completion Date/Time: 9/8/2008 / 05:52pm

☒ **Dealer Svc Mgr**

Completion Date/Time: 9/8/2008 / 02:56pm

☐ **Dealer Finance Mgr**

Completion Date/Time: /

☒ **AVM**

Completion Date/Time: 9/9/2008 / 12:05pm

☒ **Repair Orders Requested:**

Received: X

☒ **Sales Documents:**

Received: X

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

Lemon Law Eligible:

Yes ☒

No ☐

Presumption:

Yes ☐

No ☒

☒ **GM Position – Customer / BBB Due Date (7-10 days):**

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☒ **Closing Activities:**

Settlement

Completion Date/Time: 10/7/2008 / 05:16pm

Executive Summary

Completion Date/Time: 10/7/2008 / 05:18pm

Close Siebel

Completion Date/Time: 10/9/2008 / 12:30pm

DVM: Larry Adler

Node/Box: 404082 8119

Service Dealer: Terry Thompson

Svc Mgr: Jason Moris

Selling Dealer: U-J Chevrolet

Contact: Jerry Smith

NOTES: Customer received a payment in the amount of \$371.00.

Privileged and Confidential Information

CASE ASSESSMENT

By: Stephanie Stewart State: AL

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0848530
660215571

Vehicle ID No.: In Service Vehicle is: Used BAC Code:
1G1ZH57B38F [REDACTED] Date: 112625
1/17/2008 U-J Chevrolet

Year, Make & Model: 2008 Chevrolet Malibu Vehicle Purchased Used on: 4/18/08 at odometer
Mileage at Time of BBB Filing 5,217 1,361

Lien holder: GMAC ☐ Other ☐: {Name} Sale Type: Purchase ☐ Lease ☐ Other ☐ :
{Type}

DVM Name: Larry Adler CAM Name: Aubrey Washington
Phone/Cell Number: 404082 8119 Phone Number: 678-240-9832
Svc Mgr Name:

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N. IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS 1410260 and 10258219

☐ **#1 Air Conditioner Compressor**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/22/08 – 04/25/08	26513 2	5	1,579	U-J – C/S a/c will blow cold then start to blow warm...Have to cut a/c off...Then cut back on...Advise...Variable displacement compressor losing high side pressure after approx 6-7 miles of operation...Road tested vehicle while monitoring HVAC data and found that when A/C started to get warm, high side pressure read 100lbs of pressure and may or may not rise after stopping...Performed EVAC and recharge to ensure proper refrigerant change in vehicle...Charge was exactly 1.1lbs this is the specified amount...Contacted TAC and spoke with Casey McCure (case 10258219)...Who advised replacement of TXV and road test...Remove and replace TXV...EVAC and recharge system...Vehicle was road tested overnight by shop foreman and condition still existed aft approx 7-8 miles of operation...Contacted TAC second time and spoke with Ken Cole who advised compressor replacement and retest...Remove and replaced monitoring HVAC data and found high side pressure maintained minimum pressure of 136 PSI and cooled during entire road test...Out mileage 1,647.

☐ **#2 Steering**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/30/08	194614	8	5,579	Terry Thompson – C/S steering is hard to steer, sitting at light steering wheel shimmies back and forth...Test drove to verify...Connect Tech 2...No DTC's stored...Contacted TAC...Instructed to perform power steering control module set-up...Doc 1410260...Performed Module set-up...Test drove and still shimmies at stop...Necessary to replace column...Rental provided.
09/03/08 – 09/10/08	194875	8	5,599	Terry Thompson – C/S car will not steer...Steering wheel wobbles...Diagnosed steering jerks oscillates...No DTC's stored...No TSB's or PI's contacted TAC...Instructed to perform Doc* 1774856...Performed doc...Found power steering motor/module internal failure...Replaced power steering module/motor...Test drove to verify repair...Operating as designed...Customer received enterprise rental.

☐ **Maintenance**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/15/08 – 04/16/08	264824	2	1,350	U-J – Customer request LOF...Changed oil and filter and lubed chassis when applicable.
08/09/08 – 08/11/08	270939	3	5,047	U-J - Customer request LOF...Oil and filter change w/ lube 2.4L
08/11/08	270939	*	5,047	U-J – Customer declined recommended service tire rotations.

☐ **Recall/Campaign (Not Related to Other Symptoms/Complaints)**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/11/08	270939	*	5,047	U-J – Perform campaign 08102 ordered wheel covers.
08/30/08	194614	*	5,579	Terry Thompson – C/S campaign 08102...Replace wheel covers to complete recall.

Has the vehicle ever been involved in an accident N

Did you confirm your answer with the customer Y

What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident Y or N

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

Was a Trade Repurchase offered to the customer Y or N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM _____

☐ Other

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

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: Yes. The customer is with 12/12,000

Lemon Law Repurchase/Replacement: Yes. The customer is within 24/24,000

GM Program Summary Repairs/Reimbursement for past repairs: Yes. The customer is within B2B

THE STATE LEMON LAW READS:

Days out of service: 30 or more calendar days

Repairs 3 or more and continues to exist.

Time period 24 / 24,000

Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs { # of repair attempts}

Safety-related time period { # of months } / { # of miles }

Number of repair attempts in the presumption period: 2

Total days out of service during the presumption period: 21

Total days out of service during customer's ownership: 21

Vehicle Meets Presumption of Lemon Law	NO
--	----

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Steering...Previously in SR. Dlr was unable to duplicate the concern. Customer wished to take it to a different dlrship

Date & Offer/Result: 9/4/2008 – BRC CRS took over file

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: Feels that it is a safety concern.

DVM sts:

SVM sts: Doesn't believe that it is a safety concern. The steering is still there, it is just more difficult.

CRS Rationale: Believes that it could potential be viewed as a safety concern.

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

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

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

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.**

TERRY THOMPSON CHEVROLET, INC.
PO BOX 1207
DAPHNE, AL 36526
CASHIER (251) 626-0631 EXT 103
FAX NUMBER (251) 626-4904


DATE 9/10/08

FAX TO: STEPHANIE STEWART

FAX NUMBER 1-866-300-4972

TELEPHONE 800-231-1841 EXT- 41501

NUMBER OF PAGES: 3

CUSTOMER TERRY THOMPSON CHEVROLET / 

REPAIR ORDER NUMBER 194611 / 194875

AUTHORIZATION OR CLAIM NUMBER _____

DOLLAR AMOUNT OF CLAIM \$ _____

PLEASE FAX ALL CREDIT CARD AUTHORIZATION PAYMENTS TO (251) 626-4904

MAIL ALL PAYMENTS TO: TERRY THOMPSON CHEVROLET, INC.
PO BOX 1207
DAPHNE, AL 36526

IF THERE IS A PROBLEM WITH THIS CLAIM TERRY THOMPSON CHEVROLET, INC. NEEDS
TO BE NOTIFIED IMMEDIATELY BY FAX OR PHONE IN REGARDS TO WHY THE CLAIM IS
PENDING. OTHERWISE ALL CLAIMS ARE TO BE PAID IMMEDIATELY.

THANK YOU.



**TERRY
THOMPSON**
• CHEVROLET •

1402 U.S. Highway 98
P.O. Box 1207
Daphne, Alabama 36526
TELEPHONE: (251) 626-0631



RO: 194614
Cashier: 000627 11:57-2
Date Out: 08/29/2008

Customer: 50410

VIN: 1G1ZH57B38F

2008 CHEV MALIBU 1LT

Est. Mileage: 5579

BAY MINETTE AL

Home:

Work:

Cellular: N/A

Advisor: 000517-David R Driver

Mat: 627

Date In: 08/22/2008

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[WARRANTY]						
A	WPAYMC	000354W	1.6	CUSTOMER STATES STEERING IS HARD TO STEER, SITTING AT LIGHT STEERING WHEEL SHIMMIES BACK AND FORTH TEST DROVE TO VERIFY, CONNECT TECH2. NO DTC'S STORED. CONTACTED TECH ASSIST, INSTRUCTED TO PERFORM POWERSTEE RING CONTROL MODULE SETUP. DOC# 1410260. PERFORMED MODULE SETUP. TEST DROVE AND STILL SHIMMIES AT STOP. NECESSARY TO REPLACE COLUMN.		
	PO:		HRS 1.6	E7680 OX 3M		
	Parts: 1		15926870	COLUMN	6.518	
						Operation Total: 0.00
[WARRANTY SUBLET]						
*B	WPAYSC			CUSTOMER STATES RENTAL ENTERPRISE		
						Operation Total: 0.00
[WARRANTY]						
*C	WPAYMC	000354W	0.4	CUSTOMER STATES CAMPAIGN 08102, REPLACE WHEEL COVERS REPLACED WHEEL COVERS TO COMPLETE RECALL.		
	PO:		HRS 0.4	V1799 MA 96		
	Parts: 4		9596921	COVER	5.858	
						Operation Total: 0.00

Signature

Thanks for shopping with TERRY THOMPSON!!!



**TERRY
THOMPSON**

CHEVROLET

1402 U.S. Highway 98
P.O. Box 1207
Daphne, Alabama 36526
TELEPHONE: (251) 626-0631



RO: 194875
Cashier: 15:50-1
Date Out: 09/10/2008

Customer: 50410

VIN: 1G1ZH57B38F

2008 CHEV MALIBU 1LT

Est. Mileage: 5599

Delivered: 08/22/2008

Home:

Work:

Cellular: N/A

Advisor: 000517-David R Driver

Hat: 870

Date In: 09/03/2008

OF	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[WARRANTY]						
A	WPAYMC	000354	0.0	CUSTOMER STATES CAR WILL NOT STEER, STERING WHEEL WOBBLES DIAGNOSED STEERING JERKS OSCILLATES, NO DTC'S STORED. NO TSB'S OR PI'S CONTACTED TAC, INSTRUCTED TO PERFORM DOC# 1774856. PERFORMED DOC, FOUND POWER STEERING MOTOR/MOUDULE INTERNAL FAILURE. REPLACED POWER STEERING MODULE/MOTOR. TEST DROVE TO VERIFY REPAIR. OPERATING AS DESIGNED. PO: AV 00		
	Parts: 1	SO 25805894		MOTOR	6.605	
						Operation Total: 0.00

[WARRANTY SUBLET]

*B	WPAYSC			CUSTOMER STATES ENTERPRISE RENTAL		
						Operation Total: 0.00

Signature:

Thanks for shopping with TERRY THOMPSON!!!

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

Customer: [REDACTED]	SR #: 71-660215571	BBB#: CHV
-----------------------------	---------------------------	------------------

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

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

Section 1

Purchase Price – Used Vehicle (from Bill of Sale, before tax, tag, title, etc.)	22995.00
MSRP (from BARS Invoice screen)	- 21900.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 1095.00

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

Section 2

Trade Allowance (from Bill of Sale)	15800.00
Actual Cash Value (ACV) (from ACV Statement)	- 12000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 3800.00

Section 3

Trade Allowance (from Bill of Sale)	15800.00
Payoff on Trade (from Bill of Sale)	- 15241.58
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 338.42

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	22995.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 00.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 3800.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 19195.00

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



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

VIA FAX ONLY

September 23, 2008

Dave Lilley, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345-2704

RE: [REDACTED]
Service Request: 71-665664242
2006 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS51F76F [REDACTED]
Legal Research Specialist: Amy Scott

Dear Mr. Lilley:

This is to advise that General Motors is in receipt of the above referenced case dated September 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.

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien 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



RETAIL INSTALLMENT CONTR
AND SECURITY AGREEMENTNo. **DEAL 17371**
Date **02/14/2008****SALE:** You agree to purchase (Contract) the Motor Vehicle (Vehicle) and accessories and attachments.Description of Motor Vehicle: **2005 CHEVROLET PURCHASED Model 1500**Description of Trade-In: **1999 MERC****SECURITY:** To secure your payment and attachments, access you also assign to us and give us this Contract.**PROMISE TO PAY AND PAY CHARGES:** You agree to pay the balance of the unpaid balance at **7.99** % per year.**THE TRUTH IN LENDING DISCLOSURES:** You agree to pay the following additional, nonrefundable fee(s): **21.75** Fee of \$**DOWN PAYMENT:** You also agree to the ITEMIZATION OF AMOUNT FINANCED in your Payment Schedule.

ANNUAL PERCENTAGE RATE	The cost of your credit as a yearly rate.	The dollar amount the rate will cost you.
7.99	7.99	\$

Payment Schedule: Your payment schedule will be:

Number of Payments	Amount
71	
81	

Security: You are giving a security interest in the Motor Vehicle purchased to us. **15** days late, you will be charged **3% OF THE PAYMENT**.**Prepayment:** If you pay off this Contract Provisions: You can prepayment before the scheduled date.**CREDIT INSURANCE:** Credit (health), involuntary unemployment coverage quoted below, are not provided to you unless you pay premium. If you want such insurance (for coverage), we are able to have chosen to purchase.Credit Life: Insured ☐ Single ☐ Joint Prem. \$Credit Disability: Insured ☐ Single ☐ Joint Prem. \$Involuntary Unemployment: Insured ☐ Single ☐ Joint Prem. \$Agent/Policy Fee: \$ **N/A**Your signature below means you are quoted above. If none are quoted above, **N/A**Seller: **AL WILLEFORD CHEVROLET INC.**
1643 HWY 161
PORTLAND, TX 78371
Phone: **361-643-7283**

"We" and "us" mean the Seller Above, its successors and assigns.

Buyer:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

on us, on a time basis, subject to the terms and conditions of this Contract and security agreement (Contract) and services described below. The Vehicle is sold in its present condition, together with the usual

VIN: **1G1Z55176**
Make/Model/Year: **Chevrolet/1500/2005**
☐ New ☐ UsedCOB: **17NFT61700**

and performance under the terms of this Contract, you give us a security interest in the Vehicle, all its parts and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property, security interest in proceeds and premium returns of any insurance and service contracts purchased with

FINANCIAL TERMS: You promise to pay the principal amount of \$ **16478.25** in monthly payments at the rate of **7.99** % per year from today's date until maturity. Finance charges accrue on a daily basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance. You agree to pay this Contract according to the payment schedule and late charge provisions shown in this Contract. You also agree to pay any additional amounts according to the terms and conditions of this Contract. To pay the following additional, nonrefundable fee(s): **21.75** Documentary Fee of \$ **21.75** Inspectionto pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in this Contract. ☐ You agree to make deferred payments as part of the cash down payment as reflected in

TRUTH IN LENDING DISCLOSURES

FINANCE CHARGE	AMOUNT FINANCED	TOTAL DEBITMENTS	TOTAL SALE PRICE
The dollar amount the rate will cost you.	The amount of credit provided to you or on your behalf.	The total amount of all scheduled payments.	The total cash price of the vehicle, including your down payment or trade-in allowance.
\$737.23	\$16478.25	\$2065.50	\$16478.25

Your payment schedule will be:

Payments	When Payments Are Due
71	MONTHLY BEGINNING 03/16/2008
81	ONE FINAL PAYMENT DUE 02/16/2012

Interest in the Motor Vehicle purchased to us. **15** days late, you will be charged **3% OF THE PAYMENT**.**Prepayment:** If you pay off this Contract Provisions: You can prepayment before the scheduled date.**CREDIT INSURANCE:** Credit (health), involuntary unemployment coverage quoted below, are not provided to you unless you pay premium. If you want such insurance (for coverage), we are able to have chosen to purchase.Credit Life: Insured ☐ Single ☐ Joint Prem. \$Credit Disability: Insured ☐ Single ☐ Joint Prem. \$Involuntary Unemployment: Insured ☐ Single ☐ Joint Prem. \$Agent/Policy Fee: \$ **N/A**Your signature below means you are quoted above. If none are quoted above, **N/A**

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax)	N/A
Service Contract (incl. tax)	N/A
Manufacturer's Rebate	N/A
Cash Down Payment (incl. tax)	N/A
Deferred Down Payment (incl. tax)	N/A
a. Total Cash/Rebate Down	1500.00
b. Trade-In Allowance	N/A
c. Less: Amount owing (incl. tax)	N/A
d. Net Trade-In (b, minus c)	1500.00
e. Net Cash/Trade-In (a, plus d)	2000.00
f. Amount to Finance line e, (if e is negative)	N/A
Down Payment (e, disclose as \$0 if negative)	2000.00

71
91

Security: You are giving a security interest in the Motor Vehicle purchased hereunder.

Late Charge: If a payment is late, you will be charged **5% OF THE PAYMENT**.

Prepayment: If you pay off this Contract Provisions: You can prepay before the scheduled

CREDIT INSURANCE: Credit insurance is not required by law. It is an optional coverage. You may purchase it or not. It will protect your credit if you are unable to pay for the vehicle. We are not responsible for coverage. We are not responsible for coverage. We are not responsible for coverage.

☐ Single Premium \$
☐ Credit Disability Insurance
☐ Single Premium \$
☐ Voluntary Unemployment Insurance
☐ Single Premium \$

Amount Due: \$ **N/A**

Your signature below means you agree to the terms of this contract. If none are quoted, it is assumed.

Buyer: **N/A** d/o/b: **N/A**

PROPERTY INSURANCE: You must insure the property. You have the option of furnishing the existing policy of insurance. If you are not, you must procure and furnish the insurance through any insurance company licensed in Texas. The collision and \$ **N/A** if you get theft pay \$ **N/A** for

of coverage.

Collision Coverage \$ **N/A**
Comprehensive Coverage \$ **N/A**
Theft Coverage \$ **N/A**
Fire Coverage \$ **N/A**
Towing and Combined Addl \$ **N/A**

Liability Insurance: You must have liability insurance coverage for bodily injury and property damage to others. It is not required unless checked and indicated.

SERVICE CONTRACT: You may purchase a service contract to cover the vehicle. It will be in effect for **N/A** months.

ASSIGNMENT: This Contract is assigned to **HORIZON CREDIT UN**. The Assignee, phone **35154375**. Under the terms of a separate agreement, **20** under the terms of page 2. This assignment is made with recourse. Seller By **AL WILFORD**

TEXAS RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT
© 1999, 1998 Mercury Systems, Inc.

4.91 MONTHLY BEGINNING 15/2006
ONE FINAL PAYMENT DUE 02/16/2012

Interest in the Motor Vehicle purchased hereunder is **15** days late, you will be charged **N/A**.

Contract early, you may have to pay a penalty. See the terms of this Contract for any additional information about nonpayment, default, any required late, and prepayment refunds and penalties.

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. Sales Tax)	\$ 22,000.00
Service Contract Paid to	\$ N/A
Manufacturer's Rebate	\$ 500.00
Cash Down Payment	\$ 500.00
Deferred Down Payment	\$ 500.00
a. Total Cash/Rebate Down	\$ 1,000.00
b. Trade-In Allowance	\$ N/A
c. Less: Amount owing \$	\$ N/A
Paid to (includes f.)	\$ 1,000.00
d. Net Trade-In (b. minus c.)	\$ 1,000.00
e. Net Cash/Trade-In (a. plus d.)	\$ 2,000.00
f. Amount to Finance, line 5. (If a. is negative)	\$ 2,000.00
Down Payment (e., disclose as \$0 if negative)	\$ 1,500.00
Unpaid Balance of Cash Price	\$ 400.00
Dealer's Inventory Tax	\$ 180.00
Paid to Public Officials (Title and License Fees)	\$ N/A
Insurance Premiums	\$ 21.75
Inspection Fee Paid to Seller	\$ 50.00
Documentary Fee Paid to Seller	\$ N/A
To: GP GP CO-NWE	\$ 335.17
Total Other Charges/Amounts Pd. to Others	\$ 335.17
Less: Prepaid Finance Charges	\$ N/A
Amount Financed	\$ 16478.83

*We may retain or receive a portion of this amount.

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$500 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

NOTICE TO BUYER

DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO A COPY OF THE CONTRACT YOU SIGN. UNDER THE LAW YOU HAVE THE RIGHT TO PAY OFF IN ADVANCE THE FULL AMOUNT DUE AND UNDER CERTAIN CONDITIONS MAY OBTAIN A PARTIAL REFUND OF THE FINANCE CHARGE. KEEP THIS CONTRACT TO PROTECT YOUR LEGAL RIGHTS.

BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.

Buyer: **WILFORD J. WOOD** **02/14/2006**

Signature: **WILFORD J. WOOD** Date: **02/14/2006**

Signature: **AL WILFORD** Date: **02/14/2006**

Seller By: **AL WILFORD CHEVROLET INC.**

Portland: 643-SAVE (7283)
 Corpus Christi: 888-SAVE (7283)
 713/711-7371

1005 HIGHWAY 187 - BOX 187
 PORTLAND, TEXAS 78374

Date: 02/14/2005

Purchaser: [REDACTED] Res. Phone: [REDACTED] Bus. Phone: [REDACTED]
 Address: [REDACTED] City: SPRING State & Zip Code: TX [REDACTED]
 Co-buyer: [REDACTED] Bus. Phone: [REDACTED]

I hereby offer to purchase from you under the terms and conditions specified, the following:

Delivery is to be made on 20 or as soon thereafter as possible. It is agreed, however, that neither you nor the Manufacturer will be liable in the event of failure to effect delivery.

ACCESSORIES	DESCRIPTION OF SALE UNIT
RESTATE OF TEXAS ITS COMPLETION	New Used: NEW Year: 2005 MAKE: CHEVROLET 6 Body Name: MALIBU
TOTAL AMOUNT PAID TITLE TO THE TRUCK	Body Style: SD Color: 189234 MED GRAY Weight: 69
	Model or Engine No.: 1812951F76F License No.:
	Ignition Key No.: 88842 New Lock Key No.:
	USED CAR TRACER BY:
	Year: 1999 Make: MERCURY Model: COUGAR Body Style: CP
	License No.: [REDACTED] Serial No.: 17ME161715
	License Code: NONE Weight: 180463
The Dealer's intent is to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax by the government, and is not required to be charged by the dealer to the consumer.	A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$60. THIS NOTICE IS REQUIRED BY LAW.
	INSURANCE INFO.
	Price as List: 16998.00
	Less Insurance on Used Car: 1388.00
	Trade Difference: 13498.00
	Dealer's Inventory Tax: 48.59
	Sales Tax: 935.00
	Lic. & 7812833.00 183.00
	Imp. & 21.75
	Documentary Fee: 50.00
	Subtotal: 15542.12
	Less Cash: 500.00
	TOTAL: 15042.12

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, Al Wilford Chevrolet, Inc., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. Al Wilford Chevrolet, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of its products.

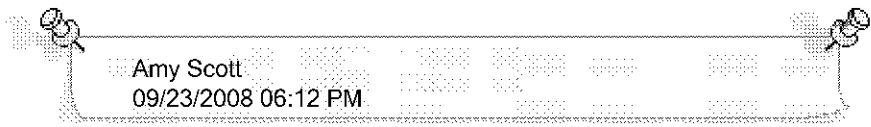
The agreement is not binding on the dealer until accepted by dealer in writing. I have read the printed matter and agree to it as part of this agreement. The front of this agreement contains the entire agreement pertaining to this purchase.

Buyer's Signature: [REDACTED] CROSSLER, ROLAND

Salesman's Name:

Accepted:

[REDACTED]



Amy Scott
09/23/2008 06:12 PM

To: rose.crookston@gm.com
cc:

Subject: Legal Confirmation for Wood

Dear Rose Crookston:

Hi, my name is Amy Scott. This email is to follow up on my voicemail regarding Service Request 71-665664242 for customer [REDACTED]. The customer's vehicle is a 2006 Chevrolet Malibu with approximately 44,100 miles. The customer has been working with Al Willeford Chevrolet in Portland, Texas and Bradford Motors in Alice, Texas. Due to time constraints, your response to this e-mail is required within 24 hours. The Vehicle Identification Number for the involved vehicle is 1G1ZS51F76F [REDACTED].

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 and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (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 and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.

C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (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.)

D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (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.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

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,

Amy Scott
Phone: 866-790-5600, extension 11130
Fax: 866-485-4464
amy_scott@gmexpert.com

2006 MALIBU SEDAN LS			CHEVROLET MOTOR DIVISION
88U MEDIUM GRAY METALLIC	/L4G		GENERAL MOTORS CORPORATION
83B TITANIUM			100 RENAISSANCE CENTER
ORDER NO. JQBP61/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1 ZS51 F7 6F			VEHICLE INVOICE 1AD78461265
*****			*****13*30417S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU SEDAN LS	17365.00	16409.93	INVOICE 12/02/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 12/02/05
L61 2.2L 4 CYL ENGINE	N/C	N/C	EXP I/T 12/20/05
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 12/20/05
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 12/02/05
			KEYS G0042 G0042
			WFP-S QTR OPT-1
			BANK: GMAC - 084
			CHG-TO 30-417
			SHIP WT: 3036
			HP: 18.4
			GMS: 16588.98
			SUPPLR: 17332.11
			MRM: 17990.00
			DAN: 10132
			MEMO 793.25

TOTAL MODEL & OPTIONS	17365.00	16409.93	ACT 231	16513.98
DESTINATION CHARGE	625.00	625.00	H/B 261	520.95
LAM DEALER CONTRIBUTION		173.65	ADV 261	173.65
LAM GROUP CONTRIBUTION		86.83	EXP 65A	86.83
TOTAL	17990.00	17295.41	PAY 310	17295.41
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		16513.98		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

NEESSEN CHEVROLET, BUICK, PONTIAC, G	REMIT TO GMAC NO. 084
	VIN 1G1ZS51F76F
	\$ 17295.41 INV 1AD78461265
	DUE 12/20/05 DEALER 30-417



www.vencelonestarmotors.com

Fax Cover Sheet

Send to: <i>Gm Legal Dept</i>	From: <i>Brenda</i>
Attention: <i>Amy Scott</i>	Date:
Office Location:	Office Location:
Fax Number: <i>1-866-485-4464</i>	Phone Number:

- ☐ Urgent
- ☐ Reply ASAP
- ☐ Please comment
- ☐ Please Review
- ☐ For your Information

Total pages, including cover: 9

Comments:

<i>REQUESTED</i>	<i>INVOICES</i>
<i># 285820</i>	
<i>286280</i>	
<i>287439</i>	
	<i>Thanks</i>
	<i>BRENDA</i>

Bradford's Motor Cars

Chevrolet = Cadillac = Buick = Pontiac = GMC

2250 E. MAIN • ALICE, TEXAS 78333 • P.O. BOX 1880

(361) 664-0951 CORPUS LINE 361-883-1430

VISIT OUR WEBSITE: www.bradfordsmotorcars.com

CUSTOMER NO. 13514	ADVISOR LISA VALENTINE	TAG NO. 680	INVOICE DATE 05/29/07	INVOICE NO. CVWS287439
SANDIA, TX	LABOR RATE	MILEAGE 29,188	COLOR GREY/	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/MALIBU		DELIVERY DATE 02/14/06	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z S 5 1 F 7 6 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/29/07	
BUSINESS PHONE	COMMENTS E# 2.2_LITER_MFI_DOH		MO: 29193	

LABOR & PARTS						
J# 3 60CVZ05 INT SQUEAK/RATTLES HOURS: 0.40 TECH(S): 661 30.29						
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
661	05/29/07	8.30	10.50	0.50	0.00	LUNCH/DINNER
661	05/29/07	11.50	12.10	0.20	0.00	FINISHED
661	05/29/07	0.00	0.00	0.00	0.00	FINISHED
661	05/29/07	0.00	0.00	0.00	0.40	ENTERED IN INVOICING
TOTAL TECH TIME				0.70	0.40	

STATES HEARING A RATTLING IN DASH WHILE DRIVING
TEST DROVE AND VERIFIED COMPLAINT. FOUND NOISE COMING FROM
OUTSIDE WINDOW COWL. REMOVED COWL. CLEANED AND APPLIED
TWO SIDED TAPE TO COWL. REASSEMBLED. TEST DROVE TO VERIFY RE
PAIRS. OK AT THIS TIME

JOB # 3 TOTAL LABOR & PARTS

30.29

RECOMMENDATIONS
SUGGEST FUEL INJECTION SERVICE

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	30.29
CLAIM TOTALS	30.29

R/O TAX
R/O TOTALS

0.00
30.29

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.458
05/29/2007
1600

WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
287439	05/29/2007	1G1ZS51F76F	3	30189	29188	

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	03		NQ				2W	C0010	.4			30.29
LN-TOT:	30.29				TECH SSN:			AUTH CODE:			AUTH. AUTHOR.:	

R.O. TOTAL: 30.29

ALL PARTS NEW UNLESS SPECIFIED
OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS

MON - FRI. 7:30 am - 6:00 pm

PARTS DEPT. HOURS

MON - FRI. 7:30 am - 6:00 pm

Notice Pursuant to Property Code, §70.001

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code §9.609, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

Signature of the Person Responsible for Agent for the Person Responsible for Payment

STATEMENT OF DISCLAIMER

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SIGNATURE

IMPORTANT

YOU MAY RECEIVE A
CUSTOMER SATISFACTION
SURVEY FROM GENERAL MOTORS
IN THE NEXT FEW WEEKS. IF, FOR
ANY REASON YOU CANNOT GRADE US
"COMPLETELY SATISFIED"

PLEASE CONTACT US IMMEDIATELY.

THANK YOU.
SHAWN SMITH
SERVICE MANAGER
BRADFORDS MOTOR CARS
361-664-0951

www.bradfordsmotorcars.com

Called @ 126pm TO
Let cust. know veh. is ready
E# 2.2_LITER_MFI_D

[illegible]

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/02/07	286280	26228	680	524	W	45CVZ	STEERING/SUSPENSION
				524	W	61CVZ	EXTERIOR TRIM
				524	W	40CVZ07	BRAKE NOISE
				524	C	00CVZMULTIPT	MULTI POINT INSP
03/12/07	285820	24740	680	524	C	45CVZ	STEERING/SUSPENSION
				524	C	61CVZ19	BODY ADJUSTMENTS

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1G1ZS51F76F		YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/MALIBU		STOCK NO.		LICENSE NO.		R O C NO. 287439	
SANDIA, TX		CUSTOMER NO. 13514		SERVICE CONTRACT		DELIVERY DATE 02/14/06		DELIVERY MILES	
		COLOR GREY/		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES	
		TURBO		M / MC CVZZ		AIR COND.		P. S.	
				TRANS		MILEAGE 29,188		ADVISOR NO. 680	
								PRODUCTION DATE 29193	
RESIDENCE PHONE		TIME RECEIVED 08:14am		<p>DISCLAIMER OF WARRANTIES</p> <p>THE ONLY WARRANTIES APPLYING TO THIS PARTIS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. BRADFORD'S MOTOR CARS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM BRADFORD'S MOTOR CARS ANY OTHER CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p>NOTING PURSUANT TO PROPERTY CODE 478.081</p> <p>I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS A CREDIT CODE, 46.09, IN PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISCONTINUED BECAUSE OF INSUFFICIENT FUNDS. NO FUND OR BALANCE ON THE MAKER, OR GARNER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR OPEN WHEN WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.</p>					
BUSINESS PHONE		LABOR RATE							
DATE / TIME PROMISED 05/29/07 12:42pm		PRIORITY 5		<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE</p> <p>"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto."</p>					
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: LISA VALENTINE		CUSTOMER SIGNATURE X					

LABOR INSTRUCTIONS

1 I* 00CVZLOF LOF
CUSTOMER REQUEST OIL AND FILTER CHANGE

2 W 10CVZ DRIVEABILITY
STATES WHILE DRIVING FEELS A BUMP IN TIRE

3 W* 60CVZ05 INT SQUEAK/RATTLES
STATES HEARING A RATTLING IN DASH WHILE DRIVING

4 C* 00CVZMULTIPT MULTI POINT INSP

THANK YOU FOR BRINGING YOUR CAR TO BRADFORDS MOTOR CARS

THANK YOU FOR BRINGING YOUR CAR TO BRADFORDS MOTOR CARS
287439 SERVICE FILE COPY

Bradford's Motor Cars

Chevrolet = Cadillac = Buick = Pontiac = GMC

2250 E. MAIN • ALICE, TEXAS 78333 • P.O. BOX 1880

(361) 664-0951 CORPUS LINE 361-883-1430

VISIT OUR WEBSITE:

www.bradfordsmotorcars.com

CUSTOMER NO.	13514	ADVISOR	LISA VALENTINE	680	TAG NO.	2867	INVOICE DATE	04/03/07	INVOICE NO.	CVWS286280
		LABOR RATE			MILEAGE	26,228	COLOR	GREY/	STOCK NO.	
		YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/MALIBU				DELIVERY DATE	02/14/06	DELIVERY MILES	
		VEHICLE I.D. NO.	1 G 1 Z S 5 1 F 7 6 F				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	04/02/07		
		BUSINESS PHONE								MO: 26228
		COMMENTS	E# 2.2_LITER_MFI_DOH							

LABOR & PARTS
J# 1 45CVZ STEERING/SUSPENSION HOURS: 0.50 TECH(S): 524 37.86

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
524	04/02/07	15.00	16.00	0.10	0.00	FINISHED
524	04/02/07	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.10	0.50	

STATES RATTLING IN STEERING COLUM - S.O.P. HERE

STEERING INTERMEDIATE SHAFT RATTLING

REPLACED STEERING SHAFT AND RECHECKED FOR RATTLES, NONE HEARD

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	22687711	SHAFT KIT 6.526	94.03	94.03	122.24
JOB # 1 COST TOTAL				94.03		
JOB # 1 TOTAL PARTS						122.24

JOB # 1 TOTAL LABOR & PARTS 160.10

J# 2 61CVZ EXTERIOR TRIM HOURS: 0.40 TECH(S): 524 30.29

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
524	04/02/07	15.00	16.00	0.10	0.00	FINISHED
524	04/02/07	0.00	0.00	0.00	0.40	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.10	0.40	

STATES DRIVERS SIDE DOOR HAS TO BE SLAMMED TO BE SHUT

PROPERT S.O.P HERE

DRIVER'S REAR DOOR CHECK STRAP IS BINDING

REPLACED LEFT REAR DOOR CHECK STRAP AND RECHECKED DOOR

DOOR OPERATION, OKAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	10388446	LINK 10.460	20.71	20.71	26.92
JOB # 2 COST TOTAL				20.71		
JOB # 2 TOTAL PARTS						26.92

JOB # 2 TOTAL LABOR & PARTS 57.21

J# 3 40CVZ07 BRAKE NOISE HOURS: 0.50 TECH(S): 524 37.86

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
524	04/02/07	15.00	16.00	0.20	0.00	FINISHED
524	04/02/07	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.20	0.50	

CUSTOMER STATES NOISE WHEN BRAKING

BACK BRAKES HAVE A GRINDING NOISE IN REAR. S.O.P HERE

RIGHT REAR BRAKE CABLE INSULATOR IS WORN OUT

REPLACED RIGHT REAR BRAKE CABLE INSULATOR AND RECHECKED

OKAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 3	1	15807015	RETAINER 4.785	6.56	6.56	8.53
JOB # 3 COST TOTAL				6.56		
JOB # 3 TOTAL PARTS						8.53

JOB # 3 TOTAL LABOR & PARTS 46.39

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS

MON. - FRI. 7:30 am - 6:00 pm

PARTS DEPT. HOURS

MON. - FRI. 7:30 am - 6:00 pm

Notice Pursuant to Property Code, §70.001
I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code §9.609, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

Signature of the Person Responsible of Agent for the Person Responsible for Payment

STATEMENT OF DISCLAIMER

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X. SIGNATURE

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT US IMMEDIATELY.
THANK YOU.
SHAWN SMITH
SERVICE MANAGER
BRADFORD'S MOTOR CARS
361-664-0951

Bradford's Motor Cars

Chevrolet = Cadillac = Buick = Pontiac = GMC

2250 E. MAIN • ALICE, TEXAS 78333 • P.O. BOX 1880

(361) 664-0951 CORPUS LINE 361-883-1430

VISIT OUR WEBSITE:

www.bradfordsmotorcars.com

CUSTOMER NO. 13514	ADVISOR LISA VALENTINE	TAG NO. 680	INVOICE DATE 04/03/07	INVOICE NO. CVWS286280
SANDIA, TX	LABOR RATE	MILEAGE 26,228	COLOR GREY/	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/MALIBU		DELIVERY DATE 02/14/06	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z S 5 1 F 7 6 F		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/02/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 2.2_LITER_MFI_DOH		
			MO: 26228	

R/O TAX 0.00
R/O TOTALS 263.70

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL....
263.70
CLAIM TOTALS 263.70

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

**FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS**

MON.- FRI. 7:30 am - 6:00 pm

PARTS DEPT. HOURS

MON.- FRI. 7:30 am - 6:00 pm

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.403

04/03/2007

1332

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
286280 04/02/2007 1G1ZS51F76F 3 30189 26228

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01				22687711	122.24	2N	E7700	.5			37.86
LN-TOT:					160.10	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02				10388446	26.92	4X	B4051	.4			30.29
LN-TOT:					57.21	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03				15807015	8.53	1K	H2880	.5			37.86
LN-TOT:					46.39	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		

R.O. TOTAL: 263.70

Notice Pursuant to Property Code, §70.001
I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code §9.609, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

Signature of the Person Responsible of Agent for the Person Responsible for Payment

STATEMENT OF DISCLAIMER

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SIGNATURE

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT US IMMEDIATELY.

THANK YOU
SHAWN SMITH
SERVICE MANAGER
BRADFORDS MOTOR CARS
361-664-0951

Bradford's Motor Cars

Chevrolet = Cadillac = Buick = Pontiac = GMC

2250 E. MAIN • ALICE, TEXAS 78333 • P.O. BOX 1880

(361) 664-0951 CORPUS LINE 361-883-1430

VISIT OUR WEBSITE:

www.bradfordsmotorcars.com

CUSTOMER NO. 13514	ADVISOR LISA VALENTINE	680	TAG NO. 2419	INVOICE DATE 03/13/07	INVOICE NO. CVWS285820
SANDIA, TX	LABOR RATE		MILEAGE 24,740	COLOR GREY/	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/MALIBU			DELIVERY DATE 02/14/06	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z S 5 1 F 7 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 03/12/07
BUSINESS PHONE	COMMENTS E# 2.2_LITER_MFI_DOH			MO: 24740	

LABOR & PARTS-
J# 4 51CVZ05 HEADLIGHTS HOURS: 0.30 TECH(S): 524 22.72

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
524	03/13/07	14.20	14.20	0.00	0.00	FINISHED
524	03/13/07	0.00	0.00	0.00	0.30	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.00	0.30	

STATES HEADLIGHTS ARE OUT OF ADJUSTMENT, NOT LINED UP EVEN
JOB # 4 TOTAL LABOR & PARTS 22.72

J# 5 60CVZ INTERIOR TRIM HOURS: 0.50 TECH(S): 524 37.86

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
524	03/13/07	14.20	14.20	0.00	0.00	FINISHED
524	03/13/07	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.00	0.50	

STATES HAVING A RATTILING NOISE IN DASH AREA ON PASSENGER
SIDE
JOB # 5 TOTAL LABOR & PARTS 37.86

R/O TAX 0.00
R/O TOTALS 60.58

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL.....
60.58
CLAIM TOTALS 60.58

CLOSED

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.002

03/13/2007

1438

RO NUMBER RO DATE

285820 03/12/2007

WARRANTY NEW CLAIM

VIN

1G1ZS51F76F

DIV

3

DEALER

30189

ODOMETER

24740

SERVICE ADVISOR #

CUSTOMER NAME; FIRST:

LAST:

MIDDLE:

PHONE;WORK:

HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

1 04 VP 22.72 TECH SSN: AUTH CODE: AUTH. AUTHOR.: 22.72

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

2 05 NQ 37.86 TECH SSN: AUTH CODE: AUTH. AUTHOR.: 37.86

R.O. TOTAL: 60.58

ALL PARTS NEW UNLESS SPECIFIED
OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS

MON.- FRI. 7:30 am - 6:00 pm

PARTS DEPT. HOURS

MON.- FRI. 7:30 am - 6:00 pm

Notice Pursuant to Property Code, §70.001
I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code §9.609. If payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

Signature of the Person Responsible of Agent for the Person Responsible for Payment

STATEMENT OF DISCLAIMER

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SIGNATURE

IMPORTANT

YOU MAY RECEIVE A
CUSTOMER SATISFACTION
SURVEY FROM GENERAL MOTORS
IN THE NEXT FEW WEEKS. IF, FOR
ANY REASON YOU CANNOT GRADE US
"COMPLETELY SATISFIED"
PLEASE CONTACT US IMMEDIATELY
THANK YOU
SHAWN SMITH
SERVICE MANAGER
BRADFORDS MOTOR CARS
361-664-0951

Bradfords Motor Cars

Chevrolet-Cadillac

Buick-Pontiac-GMC

2250 E. MAIN STREET • ALICE, TEXAS 78333

P.O. BOX 1880

(361) 664-0951 CORPUS LINE 361-883-1430

VISIT OUR WEBSITE AT:

www.bradfordsmotorcars.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/05/07	285690	24236	680	655	C	00CVZLOF	LOF
01/22/07	284785	20645	604	655	C	00CVZMULTIPT	MULTI POINT INSP
07/05/06	280412	8378	604	661	C	00CVZLOF	LOF
				655	C	00CVZMULTIPT	MULTI POINT INSP

SERVICE

VEHICLE ID NO. 1G1ZS51F76F		YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/MALIBU		STOCK NO.	LICENSE NO.	R.O. NO. 285820
CUSTOMER NO. 13514		SERVICE CONTRACT		DELIVERY DATE 02/14/06	DELIVERY MILES	SELLING DEALER NO.
COLOR GREY/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2419
TURBO CVZZ		M / MC	AIR COND	P. S.	TRANS	MILEAGE 24,740
RESIDENCE PHONE		TIME RECEIVED 08:17am		ADVISOR NO. 680		PRODUCTION DATE
BUSINESS PHONE		LABOR RATE		DISCLAIMER OF WARRANTIES THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. BRADFORDS MOTOR CARS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM BRADFORDS MOTOR CARS ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		
DATE TIME PROMISED 03/12/07 02:54pm		PRIORITY 5		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: NSA VALENTINE		CUSTOMER SIGNATURE X		

E# 2.2_LITER_MFI_D

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ024.	24000 MILE SERVICE	MI	

REMARKS

SPECIAL ORDER

ART# 15807015 2268774
Steve
FROM [Signature]

JOB	LABOR INSTRUCTIONS
W 45CVZ	STEERING/SUSPENSION STATES HEARING A POPPING NOISE WHILE TURNING <i>Needs steering intermediate shaft</i> S.O.P.
W 61CVZ19	BODY ADJUSTMENTS STATES DRIVERS DOOR HAS TO BE SLAMMED TO SHUT PROPERLY <i>Driver's rear door check strap freely up, need check strap</i> S.O.P.
C 40CVZ07	BRAKE NOISE CUSTOMER STATES NOISE WHEN BRAKING BACK BRAKES HAVE A GRINDING NOISE IN REAR <i>Checked rear brake shoes on stars, okay. Needs parking brake cable bushing.</i> S.O.P.
W 51CVZ05	HEADLIGHTS STATES HEADLIGHTS ARE OUT OF ADJUSTMENT, NOT LINED UP EVEN <i>Adjusted headlights to proper level</i>

THANK YOU FOR BRINGING YOUR CAR TO BRADFORDS MOTOR CARS

285820

SERVICE FILE COPY

(CONTINUED ON NEXT PAGE)

www.bradfordsmotorcars.com

RECOMMENDED SERVICES

REMARKS

SERVICE FILE COPY

1603 Hwy. 181
P.O. Box 1296
Portland, Texas 78374



(361) 643-7283 Portland
(361) 888-7283 Corpus Christi
alwilleford.com

Al Willeford Chevrolet, Inc.

DATE:

9-23-08

TO:

GM

ATTN:

FAX NO.

866-485-4464

OF PAGES

(INCLUDING COVER SHEET)

*This is a copy of all the repair orders for
Mrs Wanda's mother.*

FROM:

AL WILLEFORD CHEVROLET INC.

NAME:

Brian Harrison

FAX #'S

SALES 361-643-9010

ACCOUNTING 361-643-7527

BODY SHOP 361-643-5352



AL WILLEFORD CHEVROLET, INC.
1603 HWY. 181 · P.O. BOX 1296
PORTLAND, TEXAS 78374

17371

123643

INVOICE

361-643-7283

361-888-7283



PAGE 1

SANDIA, TX

HOME:

BUS:

SERVICE ADVISOR: 280 ROBERT KNANDEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OLT	TAG
MED GRAY M	06	CHEVROLET MALIBU	1G1ZS51F76P		15972/15972	T698
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
14FEB06 IS			21:00 27OCT06			CASH
R.O. OPENED	READY	OPTIONS: STK:180254 DLR:30120				
ENG: 2.2 Liter MFI DOHC TRN: AUTO						

08:12 27OCT06	14:19 27OCT06	LIST	NET	TOTAL
LINE OPCODE TECH TYPE HOURS				
A C/S DOOR HARD TO CLOSE, DRAGS WHEN OPENING				
CAUSE: MISADJUSTED				
B4001 DOOR ASSEMBLY, FRONT LEFT ALIGN				
(N/C)				
365 W				
PC: 3A PART#: COUNT: 0				
CLAIM TYPE:				
AUTH CODE:				
VP				

B C/S SQUEAK IN RIGHT SIDE OF DASH
1000 UNABLE TO DUPLICATE CONCERN
365 C

C C/S POP UNDER VEHICLE WHEN TURNING
CAUSE: KNOCK
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE
397 W
15858368 GEAR
PC: 2W
PART#: 15858368
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NM

D MULTI-POINT INSPECTION
MPI MULTI-POINT INSPECTION
365 C

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.009, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT
X

CUSTOMER SIGNATURE

CUSTOMER COPY

AL WILLEFORD CHEVROLET, INC.
1603 HWY. 181 • P.O. BOX 1296
PORTLAND, TEXAS 78374

17371

131955

INVOICE



361-643-7283

361-888-7283

PAGE 2

SANDIA, TX

HOME:

BUS:

SERVICE ADVISOR: 422 BRIAN HARRISON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MED GRAY	06	CHEVROLET MALIBU	1G1ZS51F76F		38472/38475	T118
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
14 FEB 06	DD		21:00 24SEP07			CASH
R.O. OPENED	READY	OPTIONS: STK:180254 DLR:30120				
		ENG: 2.2 liter MFI DOHC TRN: AUTO				
09:43 24SEP07	16:23 24SEP07					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
						TOTAL

D MULTI-POINT INSPECTION

MPI MULTI-POINT INSPECTION

0.00

0.00

526

C

AL Willeford

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

X

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 HEREBY 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	5.75
PARTS AMOUNT	4.95
GAS, OIL, LUBE	11.25
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	22.95
LESS INSURANCE	0.00
SALES TAX	1.42
PLEASE PAY THIS AMOUNT	24.37

CUSTOMER COPY

AL WILLEFORD CHEVROLET, INC.
1603 HWY. 181 · P.O. BOX 1296
PORTLAND, TEXAS 78374

17371

132254

INVOICE



361 643-7283

361-888-7283

PAGE 1

SANDIA, TX
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 225 BRIAN WILLEFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MED GRAY M	06	CHEVROLET MALIBU	1G1ZS51F76F [REDACTED]	907KVX	39013/39013	T318
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
14 FEB 06 DD			21:00 03 OCT 07			CASH
R.O. OPENED	READY	OPTIONS: STK: 180254 DLR: 30120				
ENG: 2.2 Liter MFI DOHC TRN: AUTO						

LIST	NET	TOTAL
08:27 03 OCT 07	14:25 04 OCT 07	

LINE OPCODE TECH TYPE HOURS

A C/S POPPING NOISE FRONT STEERING

CAUSE: EXCESS PLAY IN GEAR

E9748 GEAR ASSEMBLY, POWER STEERING REPLACE

(N/C)

(N/C)

452 W
1 15858368 GEAR

FC: 2E

PART#: 15858368

COUNT: 1

CLAIM TYPE:

AUTH CODE: AB

NM

B MULTI-POINT INSPECTION
MPI MULTI-POINT INSPECTION
452

0.00 0.00

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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 FURTHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

X

CUSTOMER SIGNATURE

CUSTOMER COPY

AL WILLEFORD CHEVROLET, INC.
1603 HWY. 181 · P.O. BOX 1296
PORTLAND, TEXAS 78374

17371

134940

INVOICE

361-643-7283

361-888-7283



PAGE 1

SANDIA, TX
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 429 BRIAN HARRISON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MED GRAY M 06		CHEVROLET MALIBU	1G1ZS51F76F [REDACTED]	907KVX	44100/44105	T047
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
14FEB06 DD			21:00 14JAN08		CASH	15JAN08
P.O. OPENED	READY	OPTIONS: STK:180254 DLR:30120				
ENG: 2.2 Liter MFI DOHC TRN: AUTO						

09:35 14JAN08 16:38 15JAN08

LIST NET TOTAL

LINE OPCODE TECH TYPE HOURS

A C/S POP IN FRT END WHEN DRIVING & TURNING

CAUSE: EXCESS SLACK IN STEERING GEAR

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

(N/C)

124 W

(N/C)

1 25902150 GEAR

FC: 2E

PART#: 25902150

COUNT: 1

CLAIM TYPE: B

AUTH CODE: G

NM

B. MULTI-POINT INSPECTION

MPI MULTI-POINT INSPECTION

124

0.00 0.00

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

X

CUSTOMER SIGNATURE

CUSTOMER COPY

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**By: Amy Scott/**Anthony Coney**

State: Texas

Customer Name: [REDACTED] Service Request: 71-665664242 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZS51F76F [REDACTED] In Service Date: 02/14/06 Vehicle is: New BAC Code: 114908
AI Willeford
Chevrolet

Year, Make & Model: 2006 Chevrolet Malibu

Vehicle Purchased Used on: N/A at
odometer N/ALien holder: GMAC ☐ Other X: Horizon Credit UnionDVM requests Purchase Price of
involvement?: Y Vehicle: \$ 16478.29

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

VEHICLE REPAIR HISTORY☐ **Brakes**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
03/12/07	285820	2	24740	(Bradford's Motor Cars) C/S noise heard when braking. Back brakes have a grinding noise. / Checked rear brakes and rotors. Ok. Needs parking brake bushing. Special ordered parts.
04/02/07	286280	*	26228	(Bradford's Motor Cars) C/S noise when braking. Back brakes have a grinding noise in rear. / Special ordered parts here. Right rear brake cable insulator is worn out. Replaced right rear brake cable insulator and recheck.

☐ **Steering**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/27/06	123643	*	15972	(AI Willeford Chevrolet) C/S pop under vehicle when turning. / Replaced power steering and gear assembly.
03/12/07	285820	*	24740	(Bradford's Motor Cars) C/S hearing a popping noise while turning. / Needs intermediate steering shaft. Special ordered parts.
04/02/07	286280	2	26228	(Bradford's Motor Cars) C/S rattle in steering column. / Special ordered parts here. Steering intermediate steering shaft rattling. Replaced steering shaft and rechecked for rattles. None heard.
10/13/07	132254	2	39013	(AI Willeford Chevrolet) C/S popping noise in steering. / Excess play in steering gear. Replaced gear assembly.
01/14/08	134940	1	44100	(AI Willeford Chevrolet) C/S pop in front end when driving and turning. / Excess slack in steering gear. Replaced power steering and steering gear.

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/27/06	123643	1	15972	(Al Willeford Chevrolet) C/S door hard to close, drags when opening. / Misadjusted. Align front door assembly. (Al Willeford Chevrolet) C/S squeak in right side of dash. / Unable to duplicate concern.
03/12/07	285820	*	24740	(Bradford's Motor Cars) C/S driver's door has to be slammed to shut properly. / Driver's rear door check strap freezing up. Need check strap. Special ordered parts. (Bradford's Motor Cars) C/S headlights are out of adjustment, not lined up even. / Adjusted headlights to proper level.
04/02/07	286280	*	26228	(Bradford's Motor Cars) C/S driver's side door has to be slammed to be shut. / Special ordered parts are here. / Driver's rear door check strap is binding. Replaced left rear door check strap and rechecked door operation. Ok.
05/29/07	287439	1	29188	(Bradford's Motor Cars) C/S hearing a rattling noise in dash while driving. / Test drove and verified complaint. Found noise coming from outside window cowl. Removed cowl. Cleaned and applied two sided tape to cowl. Reassembled. Test drove to verify repairs. Ok at this time.

☐ Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
09/24/07	131955	1	38472	(Al Willeford Chevrolet) C/S pop in front end when turning wheel. / Tie rod end worn, excess play. Replace tie rod end and adjust sleeve.

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
09/24/07	131955	*	38472	(Al Willeford Chevrolet) Maintenance: Lube, oil, and filter.

THE STATE LEMON LAW READS:

Days out of service: **30 or more days within earlier of 24/24k, with at least 2 attempts made within 12/12**

Repairs **4 or more repair attempts to same nonconformity, 2 attempts made within earlier of 12/12 and another 2 made within 12/12 following repair attempts**

Time period : **6 months following earlier of 1) expiration of warranty or 2) 24 months/24k miles following original delivery date**

Does Lemon Law state nonconformity must continue to exist? N/A

If applicable, safety-related repairs **Y**

Safety-related time period **2 or more to same with at least one attempt made within earlier of 12/12 and another one within earlier of 12/12 after first attempt.**

Number of repair attempts in the presumption period:	1
Total days out of service during the presumption period:	1
Total days out of service during customer's ownership:	10

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

Wasn't aware of the case, but will be in contact with dealership to discuss case. Please keep informed during process.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Service Manager Brian Harrison (Al Willeford Chevrolet)

- Has helped customer a couple of times.
- Not much of a history.
- Noise in front end and couple of oil changes.
- Steering gear replaced three times in about three years.
- Have seen other steering concern with similar vehicles, not uncommon.
- Haven't heard from customer since January of 2008.
- If had given the dealer some sort of heads up, would have been able to give her some sort of component letter.

****Please note: Bradfords Motor Cars is no longer in business. Dealership is now Vence Lone Star Chevrolet (Alice, TX). Could not verify anything on ROs (days out of service, parts delay, etc).**

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 71-71-665664242

Date & Offer/Result: 9/23/08 Steering –Gear Rack and pinion No symptoms

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

RECOMMENDATION

I recommend denial

RATIONALE

This customer did have issues with vehicle concerning steering gear, steering shaft, gear assembly, front door alignment, door check strap and adjusted headlights. BUT, only one concern during presumption period.

REASON FOR REMOVAL

Nothing follows

CRS FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
--

TEAM MANAGER APPROVING:

Date:

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

VIN: 1G1ZS51F7 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: JQBP61

ODATE: 10/13/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 30120
DDATE: 02/14/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 02/14/06 ORDER BY:

CANC:

CANC DOE:

TRADE: 01/05/06 DLVY TO: [REDACTED]

TRD DOE: 01/06/06

SRVC IN: SANDIA TX [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
CSR	01	13 30120	00029717777	02/15/06	500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029717777 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
DXP	01	13 30120	00029717777	02/15/06	900.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029717777 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 30120	00029717777	02/15/06	27.35	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00029717777 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1G1ZS51F7 6F

SELLG SCE: 13

MDL YR: 06

ORD NO: JQBP61

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 30120	00029717777		02/15/06	FFC	27.35	
INCTV PAYMENT	13 30120	00029717777		02/15/06	FFC	27.35	
INCTV APPLICATN	13 30120	00029717777		02/15/06	FFC	27.35	
INCENTIVE MEMO	13 30120	00029717777		02/15/06	DXP	900.00	
INCTV PAYMENT	13 30120	00029717777		02/15/06	DXP	900.00	
INCTV APPLICATN	13 30120	00029717777		02/15/06	DXP	900.00	
INCENTIVE MEMO	13 30120	00029717777		02/15/06	CSR	500.00	
INCTV PAYMENT	13 30120	00029717777		02/15/06	CSR	500.00	
INCTV APPLICATN	13 30120	00029717777		02/15/06	CSR	500.00	
DELIVERY D.O.E.	13 30120			02/14/06		0.00	
DELIVERY TO CUS	13 30120			02/14/06		0.00	
DLR TRADE D.O.E	13 30120			01/06/06		0.00	
DEALER TRADE (P	13 30120			01/05/06		0.00	
EXPIRATION TRAN	13 30417	1AD78461265		12/20/05		0.00	
SETTLEMENT DATE	13 30417	1AD78461265		12/20/05		17,295.41	CR
ORIGINAL INVOIC	13 30417	1AD78461265		12/02/05		17,295.41	
COV/NVIS DATE	13 30417	1AD78461265		12/02/05		0.00	
SHIPMENT DATE	13 30417			12/02/05		0.00	
PRODUCTION (BUI	13 30417			12/02/05		0.00	
PREFERENCE TO P	13 30417			10/18/05		0.00	
GM ORDER ACCEPT	13 30417			10/13/05		0.00	
GM ORDER ACCEPT				10/13/05		0.00	



Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

SEP 22 2008

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



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

DAVE LILLEY, ESQ., OF COUNSEL
LICENSED IN TEXAS

1912 LOOP 11
WICHITA FALLS, TX 76306
(940) 761-5900 FACSIMILE: (940) 855-4900
EMAIL: DLILLEY@LEMONLAWINFO.COM

September 16, 2008

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

RE: [REDACTED] v. General Motors Corporation
NOTICE OF CONSUMER WARRANTY LAW VIOLATION
NOTICE PURSUANT TO T.C.A. § 17.505
Our Client: [REDACTED]
Vehicle: 06 Chevrolet Malibu
VIN: 1G1ZS51F76F [REDACTED]
Date of purchase: 02/14/06
Our File No.: TX08-10230

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Power steering;**
2. **Brakes;**
3. **Suspension;**
4. **Transmission.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

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 and that you breached your warranties to my client. These acts 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 mental anguish and our client's attorneys' fees pursuant to the fee-shifting provisions of the Texas Deceptive Trade Practices Act, the Magnuson-Moss Warranty Act and/or Lemon Law. The specific amount demanded herein for these damages totals \$22,225.52. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

You are further hereby notified that should you force litigation, my client will seek treble damages against your company for its violations herein.

This letter also constitutes notice under U.C.C. § 2-711(3) of our 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 pursuant to T.C.A. § 17.505 and of our client's intent to pursue a claim pursuant to said statute.* If you desire an inspection pursuant to said provision, you are hereby directed to contact this office within sixty (60) days of the date of this letter. However, you are advised suit may be filed sixty-one (61) days after the sending of this

letter, and earlier should the same be necessary to avoid the running of the statute of limitations.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. We would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

I encourage you to contact this office at your earliest convenience with an offer for resolution of this claim. Should you fail to do so in a timely manner, we will assume that you do not seek an amicable resolution and we will file a claim in a court of law seeking all actual and exemplary damages available.

Sincerely,

A handwritten signature in black ink that reads "Dave Lilley". The signature is written in a cursive, slightly slanted style.

Dave Lilley, Esq.
Attorney at Law

CC:



MAIL SECTION BELOW FOR CONVENIENT PROCESSING

AFTER RENEWED, THIS REGISTRATION WILL EXPIRE
THE LAST DAY OF:
JAN/2009

VEHICLE INFORMATION	
VEH. CLASS.	PASS
VEH. IDENT. NO.	1G1Z551F76P
YR/MAKE/BODY STYLE	2006/CHEV/4D
FUEL TYPE	GAS
EMPTY WEIGHT	3100
TIT NO.	
TOTAL FEE	\$ 71.80
FEES MAILED	72.80
RENEWAL RECIPIENT NAME AND ADDRESS:	

VEHICLE OWNER
NAME(S) & ADDRESS:

SANDIA, TX

FEB 11 2009
8 15 am
Drop Box

LICENSE NO.

ISSUE THE 2009
WINDSHIELD STICKER

SEND THIS PART OF FORM, PROOF OF INSURANCE,
& CORRECT FEE TO:

SANDIA, TX

LUCILA REYNOLDS
JIM WELLS CNTY TAX ASSESSOR-COL
200 N ALMOND
PO BOX 1051
ALICE, TX 78333-1051

TEXAS REGISTRATION RECEIPT
AT THE VALIDATION
THIS RECEIPT MUST BE CARRIED IN ALL COMMERCIAL VEHICLES



TEXAS DEPARTMENT OF TRANSPORTATION
VEHICLE TITLES AND REGISTRATION DIVISION

GEICO
geico.com

Phone Number: 1-800-841-3000

This policy provides at least the minimum amounts of liability insurance required by the Texas Motor Vehicle Safety Responsibility Act for the specified vehicle and named insureds and may provide coverage for other persons and other vehicles as provided by the insurance policy.

TEXAS Policy Identification Card

	Year/Make/Model/Vehicle Identification Number
05	CHEV MALIBU LT
06	FORD F-150
00	TOYOTA COROLLA

1G1Z551F76P

1FTRX12W66NA

1NXBR12E9YZ

Operator(s):

RHONDA WOOD
ROBERT CARL WOOD

Policy Number:
Effective Date: 07-08-08
Expiration Date: 01-08-09

RHONDA AND ROBERT WOOD
228 COUNTY ROAD 362

17371

AL WILLEFORD CHEVROLET, INC.
1803 HWY. 181 P.O. BOX 1296
PORTLAND, TEXAS 78374

INVOICE



361-643-7283

361-888-7253

PAGE 1

DIA, TX

IE

BUS

SERVICE ADVISOR: 280 ROBERT KNANDEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
D GRAY M	06	CHEVROLET MALIBU	1G1ZS51E76F		15972/15972	T698
DEL DATE	PROD DATE	WARR EXP	PROMISED	CO NO	RATE	PAYMENT
FEB06 IS			21:00 27OCT06			CASH
R.C. OPENED	READY	OPTIONS: STK:180254 DLR:30120				
		ENG:2.2_Liter_MFI_DOHC TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
3:12	27OCT06	14:19	27OCT06				
C/S DOOR HARD TO CLOSE, DRAGS WHEN OPENING							
AUSE: MISADJUSTED							
B4801 DOOR ASSEMBLY, FRONT LEFT ALIGN							
365 W (N/C)							
FC 1A PARTS COUNT: 0							
CLAIM TYPE:							
AUTH CODE:							
VP							

B C/S SQUEAK IN RIGHT SIDE OF DASH			
1000 UNABLE TO DUPLICATE CONCERN			
365 C			0.00

C C/S POP UNDER VEHICLE WHEN TURNING			
CAUSE: KNOCK			
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE			
365 W (N/C)			0.00
FC 2A PARTS COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
NM			

D MULTI-POINT INSPECTION			
MPI MULTI-POINT INSPECTION			
365 C			0.00

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DEALER OR PERSON RESPONSIBLE FOR PAYMENT

CUSTOMER SIGNATURE

X

CUSTOMER COPY

Bradford's Motor Cars

Chevrolet = Cadillac = Buick = Pontiac = GMC

2250 E. MAIN • ALICE, TEXAS 78333 • P.O. BOX 1880

(361) 664-0951 CORPUS LINE 361-883-1430

VISIT OUR WEBSITE:

www.bradfordsmotorcars.com

6 month later
3/13/07

CUSTOMER NO.	13514	ADVISOR	LISA VALENTINE	680	TAG NO.	2419	INVOICE DATE	03/13/07	INVOICE NO.	CVCS285820
		LABOR RATE			RELEASE	24,740	COLOR	GREY/	STOCK NO.	
SANDIA, TX		YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/MALIBU			DELIVERY DATE	02/14/06		DELIVERY MILES	
		VEHICLE ID NO.	1G1ZS51F76F			SELLING DEALER NO.			PRODUCTION DATE	
		P.T.E. NO.				P.O. NO.	03/12/07			
		BUSINESS PHONE				COMMENTS	2.2 LITER MFI DOOR		MO: 24740	

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1 45CVZ	0	22687711	STEERING/SUSPENSION UNITS: TECH(S):524 STATES HEARING A POPPING NOISE WHILE TURNING	164.97	0.00
PARTS-----					0.00
JOB # 1	0	22687711	SHAFT KIT 6.526	164.97	0.00
PART ON SPECIAL ORDER					0.00
** QUANTITY 1 IS SPECIAL ORDERED **					0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
JOB # 2 61CVZ19	0	10388446	BODY ADJUSTMENTS UNITS: TECH(S):524 STATES DRIVERS DOOR HAS TO BE SLAMMED TO SHUT PROPERLY	35.09	0.00
PARTS-----					0.00
JOB # 2	0	10388446	LINK 10.460	35.09	0.00
PART ON SPECIAL ORDER					0.00
** QUANTITY 1 IS SPECIAL ORDERED **					0.00
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00
JOB # 3 40CVZ07	0	15807015	BRAKE NOISE UNITS: TECH(S):524 CUSTOMER STATES NOISE WHEN BRAKING BACK BRAKES HAVE A GRINDING NOISE IN REAR	11.51	0.00
PARTS-----					0.00
JOB # 3	0	15807015	RETAINER 4.785	11.51	0.00
PART ON SPECIAL ORDER					0.00
** QUANTITY 1 IS SPECIAL ORDERED **					0.00
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00
JOB # 4 61CVZ05	0		HEADLIGHTS UNITS: 0.30 TECH(S):524 STATES HEADLIGHTS ARE OUT OF ADJUSTMENT, NOT LINED UP EVEN		0.00
PARTS-----					0.00
JOB # 4	0				0.00
JOB # 4 TOTAL LABOR & PARTS					0.00
JOB # 5 60CVZ	0		INTERIOR TRIM UNITS: 0.50 TECH(S):524 STATES HAVING A RATTLING NOISE IN DASH AREA ON PASSENGER SIDE		0.00
PARTS-----					0.00
JOB # 5	0				0.00
JOB # 5 TOTAL LABOR & PARTS					0.00
JOB # 6 00CVZMULTIPT	0		MULTI POINT INSP UNITS: TECH(S):524 MULTI POINT INSPECTION PERFORMED MULTI POINT INSPECTION		0.00

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS

MON. - FRI. 7:30 am - 6:00 pm

PARTS DEPT. HOURS

MON. - FRI. 7:30 am - 6:00 pm

Notice Pursuant to Property Code, §70.001
I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the motor agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code §9.609, payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is voided, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

STATEMENT OF DISCLAIMER

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SIGNATURE

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRAB US "COMPLETELY SATISFIED", PLEASE CONTACT US IMMEDIATELY. THANK YOU,
BLAWN SMITH
SERVICE MANAGER
BRADFORD'S MOTOR CARS
351-664-0951

Bradford's Motor Cars

Chevrolet = Cadillac = Buick = Pontiac = GMC
 2250 E. MAIN • ALICE, TEXAS 78333 • P.O. BOX 1880
 (361) 684-0951 CORPUS LINE 361-883-1430
 VISIT OUR WEBSITE:
 www.bradfordsmotorcars.com

CUSTOMER NO 13514	ADVISOR LISA VALENTINE	TAG NO. 680	TAG NO. 2867	INVOICE DATE 04/02/07	INVOICE NO. CVCS286280
[REDACTED] SANDIA, TX	LABOR RATE	MILEAGE 26,228		COLOR GREY	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/MALIBU				DELIVERY DATE 02/14/06
	VEHICLE ID NO. 1G1ZS51F76F				SELLING DEALER NO.
	F.T.E. NO.				PRODUCTION DATE
BUSINESS PHONE		COMMENT ES 2.7 LITER MPI DON		H.O. DATE 04/02/07	
MO: 26228					

LABOR & PARTS J# 1 45CVZ STEERING/SUSPENSION UNITS: 0.50 TECH(S):524 STATES RATTILING IN STEERING COLUM-- S.O.P. HERE STEERING INTERMEDIATE SHAFT RATTILING REPLACED STEERING SHAFT AND RECHECKED FOR RATTLES, NONE HEARD				WARRANTY 3 Year Time
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----	
JOB # 1 1 22687711	SHAFT KIT 6.526		0.00	
JOB # 1 TOTAL PARTS 0.00				
JOB # 1 TOTAL LABOR & PARTS 0.00				
J# 2 61CVZ EXTERIOR TRIM UNITS: 0.40 TECH(S):524 STATES DRIVERS SIDE DOOR HAS TO BE SLAMMED TO BE SHUT PROPERLY S.O.P. HERE DRIVER'S REAR DOOR CHECK STRAP IS BINDING REPLACED LEFT REAR DOOR CHECK STRAP, AND RECHECKED DOOR DOOR OPERATION. OKAY				WARRANTY 3 Year Time
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----	
JOB # 2 1 10388446	LINK 10.460		0.00	
JOB # 2 TOTAL PARTS 0.00				
JOB # 2 TOTAL LABOR & PARTS 0.00				
J# 3 40CVZ07 BRAKE NOISE UNITS: 0.50 TECH(S):524 CUSTOMER STATES NOISE WHEN BRAKING BACK BRAKES HAVE A GRINDING NOISE IN REAR. S.O.P. HERE RIGHT REAR BRAKE CABLE INSULATOR IS WORN OUT REPLACED RIGHT REAR BRAKE CABLE INSULATOR AND RECHECKED OKAY				WARRANTY 3 Year Time
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----	
JOB # 3 1 15807015	RETAINER 4.785		0.00	
JOB # 3 TOTAL PARTS 0.00				
JOB # 3 TOTAL LABOR & PARTS 0.00				
J# 4 00CVZMULTIPT MULTI POINT INSP UNITS: 0.50 TECH(S):524 MULTI POINT INSPECTION PERFORMED MULTI POINT INSPECTION				WARRANTY 3 Year Time
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----	
JOB # 4 1 15807015			0.00	
JOB # 4 TOTAL PARTS 0.00				
JOB # 4 TOTAL LABOR & PARTS 0.00				

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE SERVICE DEPT. HOURS
 MON.- FRI. 7:30 am - 6:00 pm

PARTS DEPT. HOURS
 MON.- FRI. 7:30 am - 6:00 pm

Notice Pursuant to Property Code, §7U.001
 I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code §9.009. If payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

Signature of the person responsible to sign for the vehicle repair agreement

STATEMENT OF DISCLAIMER
 Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



Revised and Reprinted EP 03/07/06 (04/02/07)

Bradford's Motor Cars

Chevrolet = Cadillac = Buick = Pontiac = GMC

2250 E. MAIN • ALICE, TEXAS 78333 • P.O. BOX 1880

(361) 664-0951 CORPUS LINE 361-883-1430

VISIT OUR WEBSITE: www.bradfordsmotorcars.com

CUSTOMER NO. 13514	ADVISOR LISA VALENTINE	TRG NO. 680	INVOICE DATE 05/29/07	INVOICE NO. CVCS287439
SANDIA, TX	LABOR RATE	MILEAGE 29,188	COLOR GREY/	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/MALIBU		DELIVERY DATE 02/14/06	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 2 S 5 1 F 7 6 F		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE 05/29/07	
BUSINESS PHONE	COMMENTS EP 2.2 LITTER MFL DOM		MO: 29193	

LABOR & PARTS
JOB # 1 00CVZLOF LOF UNITS: TECH(S):661 INTERNAL
CUSTOMER REQUEST OIL AND FILTER CHANGE
PERFORMED OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12605566	FILTER 1.836	INTERNAL
JOB # 1	5	12345616	OIL10W30Q 8.800	INTERNAL
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

JOB # 2 10CVZ DRIVEABILITY UNITS: TECH(S):661 INTERNAL
STATES WHILE DRIVING FEELS A BUMP IN TIRE
TEST DROVE AND VERIFIED COMPLAINT. PERFORMED INSPECTION AND
FOUND TIRES HAD NOT BEEN ROTATED CAUSING COMPLAINT. REAR
TIRES ARE CUPPED AND FEATHERED DUE TO LACK OF ROTATOIN

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

JOB # 3 60CVZ05 INT SQUEAK/RATTLE UNITS: TECH(S):661 WARRANTY
STATES HEARING A RATTLING IN DASH WHILE DRIVING
TEST DROVE AND VERIFIED COMPLAINT. FOUND NOISE COMING FROM
OUTSIDE WINDOW COWL. REMOVED COWL. CLEANED AND APPLIED
TWO SIDED TAPE TO COWL. REASSEMBLED. TEST DROVE TO VERIFY RE
PAIRS. OK AT THIS TIME

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

JOB # 4 00CVZMULTIPT MULTI POINT INSP UNITS: TECH(S):661
MULTI POINT INSPECTION
PERFORMED MULTI POINT INSPECTION

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

RECOMMENDATIONS:
SUGGEST FUEL INJECTION SERVICE

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS

MON.- FRI. 7:30 am - 6:00 pm

PARTS DEPT. HOURS

MON.- FRI. 7:30 am - 6:00 pm

Notice Pursuant to Property Code, §70.001
I, the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to this repair agreement, understand that this vehicle is subject to repossession in accordance with Business & Commerce Code §9.001 if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

STATEMENT OF DISCLAIMER

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT US IMMEDIATELY.

THANK YOU,
SHAWN SMITH
SERVICE MANAGER
BRADFORD'S MOTOR CARS
361-664-0951

17371

131955

AL WILLEFORD CHEVROLET, INC.

1803 HWY. 181 - P.O. BOX 1298

PORTLAND, TEXAS 78374

INVOICE



361-843-7283

361-888-7283

PAGE 1

SERVICE ADVISOR: 429 BRIAN HARRISON

DIA, TX

ME

BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
D GRAY M	06	CHEVROLET MALIBU	1G1ZS51F76F		38472/38475	T118
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PG NO	PAYMENT	INV DATE
FEB06 DD			21:00 24SEP07		CASH	24SEP07

R.O. OPENED

READY

OPTIONS: STK:180254 DLR:30120

ENG:2.2 Liter_MFI_DOHC TRN:AUTO

2:43 24SEP07 16:23 24SEP07

INE OPCODE TECH TYPE HOURS

LIST NET TOTAL

CHANGE OIL AND FILTER, LUBE CHASSIS AS NEEDED

LOF CHANGE OIL AND FILTER, LUBE CHASSIS AS NEEDED

526

C

5.75 5.75

1 12605566 FILTER

8.92 4.95 4.95

LUBE 10*-30 PO#

C-OIL

11.25 11.25

FC

MISC HAZ MAT PO#

CHZ

1.00 1.00

B/G/S POP IN FRT END WHEN TURNING WHEEL

CAUSE: TIE ROD END WORN, EXCESS PLAY

E8060 TIE ROD END AND/OR ADJUSTER SLEEVE RIG

REPLACE

452

1 22687089 5/8 ROD KIT

1 NPN EQUIP

PT: 4X

PART#: 22687089

COUNT:

CLAIM TYPE:

AUTH CODE: AB

NET

(N/C)
(N/C)
(N/C)

C GM FALL CAR CARE CARD \$15.00

CAUSE: E

22159 GM FALL CAR CARE CARD \$15.00

429

W

(N/C)

PC: 98 PART# COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.809, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

X

CUSTOMER SIGNATURE

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

CUSTOMER COPY

17371

134940

AL WILLEFORD CHEVROLET, INC.

1803 HWY. 181 · P.O. BOX 1298
PORTLAND, TEXAS 78374

INVOICE



381-643-7283

361-888-7283

PAGE 1

INDIA, TX

JME BUS:

SERVICE ADVISOR: 429 BRIAN HARRISON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ED GRAY M	06	CHEVROLET MALIBU	1G1ZS51F76P	907KVX	44100/44105	T047
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT
4FEB06 DD			21:00 14JAN08			CASH
R.O. OPENED	READY	OPTIONS: STK:180254 DLR:30120 ENG:2.2_Liter_MFI_DOHC TRN:AUTO				

19:35 14JAN08 16:38 15JAN08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

C/S POP IN FRT END WHEN DRIVING & TURNING

CAUSE: EXCESS SLACK IN STEERING GEAR

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

124 W

(N/C)

1-25902150 GEAR

(N/C)

PC: 2E

PART#: 25902150

COUNT: 1

CLAIM TYPE: B

AUTH CODE: G

NM

B MULTI-POINT INSPECTION

MPI MULTI-POINT INSPECTION

124

0.00

0.00

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE

X

FOR PAYMENT

CUSTOMER SIGNATURE

CUSTOMER COPY

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT No. DEALS 17371 Date 02/14/2006		Seller WILLEFORD CHEVROLET INC. 1603 HWY 181 PORTLAND, TX 78374 Phone 361-643-7283 "We" and "us" mean the Seller above, its successors and assigns.	Buyer [REDACTED] BRANDIA, TX [REDACTED] Phone [REDACTED] "You" and "your" mean each Buyer above, and guarantor, jointly and individually.
---	--	--	--

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased: Year **2005** Make **CHEVROLET** Model **TRAILBLAZER** VIN **1G1Z551F76F [REDACTED]** Other **[REDACTED]** U.C. No./Year **[REDACTED]** ☐ New ☐ Used

Description of Trade-In: Year **1999** Make **HEMC** Model **COUG** VIN **1ZMT65117X5 [REDACTED]** Other **024-16X**

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessories, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ **16478.29** plus finance charges according to the unpaid balance at the rate of **7.99** % per year from today's date until maturity. Finance charges accrue on a day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance at **7.99** % per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

☒ **ADDITIONAL FEES:** You agree to pay the following additional, nonrefundable fee(s): ☐ Documentary Fee of \$ **30.00** ☒ Inspection Fee of \$ **21.75**

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate, and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

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 DE PAYMENTS The amount you will have paid when you have made all scheduled payments	TOTAL SALE PRICE The total price of your purchase on credit, including your down payment of
7.99 %	\$ 3747.23	\$ 16478.29	\$ 20225.52	\$ 20225.52

Payment Schedule: Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
71	288.91	MONTHLY BEGINNING 03/16/2006
01	288.91	ONE FINAL PAYMENT DUE 02/16/2012

Security: You are giving a security interest in the Motor Vehicle purchased

☒ **Late Charge:** If a payment is more than **15** days late, you will be charged **5% OF THE PAYMENT DUE**

Prepayment: If you pay off this Contract early, you may have to pay a penalty

Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, and required repayment before the scheduled date, and prepayment refunds and penalties

CREDIT INSURANCE: Credit life, credit disability (accident and health), involuntary unemployment, and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

Credit Life: Insured **N/A**
☐ Single ☐ Joint Prem. \$ **N/A** Term **N/A**
Credit Disability: Insured **N/A**
☐ Single Prem. \$ **N/A** Term **N/A**
Involuntary Unemployment: Insured **N/A**
☐ Single Prem. \$ **N/A** Term **N/A**
Agent/Policy Fee: \$ **N/A**

Your signature below means you want (only) the Insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price incl. sales tax of \$ **934.95**
 Service Contract Paid to **N/A**
 Manufacturer's Rebate **500.00**
 Cash Down Payment \$ **N/A**
 Deferred Down Payment \$ **N/A**
 a. Total Cash/Rebate Down **500.00**
 b. Trade-In Allowance \$ **1500.00**
 c. Less: Amount owing \$ **N/A**
 Paid to (includes f.): **NONE**
 d. Net Trade-In (b. minus c.) \$ **1500.00**
 e. Net Cash/Trade-In (a. plus d.) \$ **2000.00**
 f. Amount to Finance line e. (if e. is negative) \$ **N/A**
Down Payment (e.; disclose as \$0 if negative) \$ **2000.00**

71
01288.91
288.91MONTHLY BEGINNING
ONE FINAL PAYMENT DUE03/16/2006
02/16/2012**Security:** You are giving a security interest in the Motor Vehicle purchased.**Late Charge:** If a payment is more than 15 days late, you will be charged 5% OF THE PAYMENT AMOUNT.**Prepayment:** If you pay off this Contract early, you may have to pay a penalty.**Contract Provisions:** You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.**CREDIT INSURANCE:** Credit life, credit disability (accident and health), involuntary unemployment, and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.**Credit Life:** Insured N/A
☐ Single ☐ Joint Prem. \$ N/A Term N/A**Credit Disability:** Insured N/A
☐ Single Prem. \$ N/A Term N/A**Involuntary Unemployment:** Insured N/A
☐ Single Prem. \$ N/A Term N/A**Agent/Broker Fee:** \$ N/A

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

Buyer N/A d/o/b N/A Buyer N/A d/o/b N/A**PROPERTY INSURANCE:** You must insure the Property securing this Contract. You shall have the option of furnishing the required insurance either through existing policies of insurance owned or controlled by you or procuring and furnishing the equivalent insurance coverage through any insurance company authorized to transact business in Texas. The collision coverage deductible may not exceed \$ N/A. If you get insurance from or through us you will pay \$ N/A for N/A of coverage.

This premium is calculated as follows:

☐ \$ N/A Deductible Collision Coverage \$ N/A
☐ \$ N/A Deductible Comprehensive Cov. \$ N/A
☐ Fire Theft and Combined Additional Coverage \$ N/A
☐ \$ N/A**Liability Insurance coverage for bodily injury and motor vehicle damage caused to others is not included in this Contract unless checked and indicated.**☐ **SERVICE CONTRACT:** With your purchase of the Vehicle, you agree to purchase a Service Contract to cover N/A.N/A This Service Contract will be in effect for N/A.**ASSIGNMENT:** This Contract and Security Agreement is assigned to **HORIZON CREDIT UNION**.the Assignee, phone N/A. This assignment is made ☐ under the terms of a separate agreement, ☒ under the terms of the ASSIGNMENT BY SELLER on page 2. ☐ This assignment is made with recourse.Seller: By AL WILLEFORD CHEVROLET INC. Date 02/14/2006**ITEMIZATION OF AMOUNT FINANCED**

Vehicle Price (incl. sales tax)	\$ 936.00	\$ 17926.88
Service Contract Paid to	N/A	N/A
Manufacturer's Rebate	\$	\$
Cash Down Payment	\$	\$
Deferred Down Payment	\$	\$
a. Total Cash/Rebate Down	\$	\$ 500.00
b. Trade-In Allowance	\$	\$ 1500.00
c. Less: Amount owing	\$	\$ N/A
Paid to (includes f.):	\$	\$ N/A
d. Net Trade-In (b. minus c.)	\$	\$ 1500.00
e. Net Cash/Trade-In (a. plus d.):	\$	\$ 2000.00
f. Amount to Finance line e. (if e. is negative)	\$	\$ N/A
Down Payment (e.; disclose as \$0 if negative)	\$	\$ 2000.00
Unpaid Balance of Cash Price	\$	\$ 15926.88
Dealer's Inventory Tax	\$	\$ 40.69
Paid to Public Officials - (Title and License Fees)	\$	\$ 103.00
Insurance Premiums	\$	\$ N/A
Inspection Fee Paid to Seller	\$	\$ 21.75
Documentary Fee Paid to Seller	\$	\$ 50.00
To: <u>N/A</u>	\$	\$ N/A
To: <u>BP</u> <u>BP CO. NAME</u>	\$	\$ 335.17
Total Other Charges/Amounts Pd. to Others	\$	\$ 351.41
Less: Prepaid Finance Charges	\$	\$ N/A
Amount Financed	\$	\$ 16478.29

*We may retain or receive a portion of this amount.

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$500 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.**NOTICE TO BUYER****DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO A COPY OF THE CONTRACT YOU SIGN. UNDER THE LAW YOU HAVE THE RIGHT TO PAY OFF IN ADVANCE THE FULL AMOUNT DUE AND UNDER CERTAIN CONDITIONS MAY OBTAIN A PARTIAL REFUND OF THE FINANCE CHARGE. KEEP THIS CONTRACT TO PROTECT YOUR LEGAL RIGHTS.****BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.**

Signature	Date
<u>N/A</u>	<u>02/14/2006</u>
Signature	Date
<u>AL WILLEFORD CHEVROLET INC.</u>	
Seller: By	

TEXAS RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

Expend © 1995, 1998 Bankers Systems, Inc., St. Cloud, MN Form RS-BI-MV-TX 2/9/2004

(page 1 of 2)
MOTOR VEHICLE - NOT FOR MANUFACTURED HOMES

Portland: 643-SAVE (7283)

1603 HIGHWAY 161
PORTLAND, TEXAS 78374

Corpus Christi: 888-SAVE (7283)

Date 02/13/2006

Purchaser

Res. Phone

Bus. Phone

Address

City SANDIA

State & Zip Code TX

Co-buyer

Bus. Phone

I hereby offer to purchase from you under the terms and conditions specified, the following:

Delivery is to be made 20 or as soon thereafter as possible. It is agreed, however, that neither you nor the Manufacturer will be liable for failure to effect delivery.

ACCESSORIES	DESCRIPTION OF SALE UNIT			
REBATE OF \$500 SHOWN	New Used	NEW	Year	2006
AS DOWNPAYMENT	Model	CHEVROLET	Model	6
TOTAL AMOUNT INCLUDES CLEAR	Body Style	3D	Stock	180234
TITLE TO THE TRADE-IN	Color	MED GRAY	Mileage	69
	Serial or Engine No.	181Z9S1F76F		License No.
	Ignition Key No.	80042		Rec'd Clerk Key No.
	USED CAR TRADE IN			
	Year	1999	Model	MERCURY
	Model	COURIER	Body Style	CP
	License No.	024-HBK	Serial No.	1ZME161L7X5
	Balance Owed	NONE		100463
The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.	A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50. THIS NOTICE IS REQUIRED BY LAW.			
	INSURANCE INFO.		Price of Unit	16990.00
			Less allowance on used car	1500.00
			Trade Difference	15490.00
			Dealer's Inventory Tax	40.59
			Sales Tax	935.88
			Lic. \$ 70.00	103.80
			Imp. \$	21.75
			Documentary Fee	50.00
			Sub-Total	N/A
			Pay-Off	N/A
			Sub Total	16643.12
			Less Cash	500.00
			TOTAL	16143.12
HORIZON CREDIT UNION PO BOX 1385 PORTLAND TX 78374				

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Al Wilford Chevrolet, Inc., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Al Wilford Chevrolet, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products.

This agreement is not binding on dealer until accepted by dealer in writing. I have read the printed matter and agree to it as part of this agreement. The front of this agreement comprises the entire agreement pertaining to this purchase.

Buyer's Signature _____ CARROLLS, ROLAND

Salesman's Name _____

Accepted _____